FINAL MINUTES

12 November 2014

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35474	27.10.2014	Minutes - Mackay Matsuura Sister City Advisory Committee

Declaration of Potential Conflict of Interest

Nil.

ORDINARY MEETING
MINUTES

1. ATTENDANCE:

Her Worship the Mayor, Cr D T Comerford (Chairperson), Crs K J Casey, L G Bonaventura, F A Gilbert, A N Jones, G J Martin, T A Morgan, D J Perkins, P F Steindl, and R D Walker were in attendance at the commencement of the meeting. Also present was Mr B Omundson (Chief Executive Officer) and Mrs M Iliffe (Minute Secretary).

The meeting commenced at 10.00 am.

2. ABSENT ON COUNCIL BUSINESS:

Nil

3. APOLOGIES:

Cr C J Bonanno

4. CONDOLENCES:

Nil

5. CONFIRMATION OF MINUTES:

5.1 ORDINARY MEETING MINUTES - 5 NOVEMBER 2014

THAT the Ordinary Meeting Minutes held on 5 November 2014 be confirmed.

Moved Cr Casey **Seconded Cr Gilbert**

CARRIED

6. BUSINESS ARISING OUT OF MINUTES OF PREVIOUS MEETING:

Nil

7. MAYORAL MINUTES:

Nil

8. CORRESPONDENCE AND OFFICERS' REPORTS:

8.1 ENGINEERING & COMMERCIAL INFRASTRUCTURE MONTHLY REVIEWS - 13 SEPTEMBER 2014 TO 17 OCTOBER 2014

Author Director Engineering & Commercial Infrastructure

Purpose

To provide Council with Engineering & Commercial Infrastructure Monthly Reviews for the period 13 September 2014 to 17 October 2014.

Officer's Recommendation

THAT the Engineering & Commercial Infrastructure Monthly Reviews for the period 13 September to 17 October 2014 be received.

Council Resolution

THAT the Officer's Recommendation be adopted.

Moved Cr Casey **Seconded Cr Gilbert**

CARRIED

8.2 LEASE OF COUNCIL CONTROLLED LAND

File No **MRC 2015-008 Lease Opportunities – Four Parcels of Land**
Author **Manager Property Services**

Purpose

To present to Council for approval, tenders received for MRC 2015-008 Lease Opportunities – Four Parcels of Land.

Background/Discussion

Mackay Regional Council (Council) is the owner of four parcels of land that have become available for lease. Council issued a Request for Tender (RFT), seeking submissions for the lease of land which was offered in the form of three leases, as per the following details:

Lease 1

Property	Lot 347 Mount Bassett Cemetery Road, Mackay Harbour
Legal Description	Lot 347 on CI2998
Area	3.856 hectares
Term	Five (5) years
Property	Lot 1 Mount Bassett Cemetery Road, Mackay Harbour
Legal Description	Lot 1 on RP19116
Area	1.173 hectares
Term	Five (5) years

Lease 2

Property	Lot 202, Old Rocky Waterholes Road, Greenmount
Legal Description	Lot 202 on CI1158
Area	8.422 hectares
Term	Ten (10) years

Lease 3

Property	Part of 36-38 Lee Street, Sarina
Legal Description	Lot 40 on CI3475
Area	1072m2
Term	Ten (10) years

Council reserved their right to award the leases on an individual basis with the successful tenderer/s required to enter into a formal registered lease for the term specified.

Tenders were invited on the 5th July 2014, via Council's website and advertised locally in the Daily Mercury.

The following submissions were received by the closing time 10.00am Tuesday 29th July 2014:

a) DeLarg Investments Pty Ltd As Trustee for the TGL Trust
b) Sarina Fibre Arts Group Inc

An initial compliance check was conducted by the evaluation panel on the 30th July 2014 to identify that the submissions were conforming to the requirements of the RFT. This included compliance with contractual requirements and provision of requested information.

Both submissions were progressed through to the qualitative criteria assessment on the basis that all terms and conditions and mandatory requirements of the RFT had been met.

During the evaluation, tenderers were assessed against the nominated qualitative criteria. The weighting attributed to each qualitative criteria according to their importance and published within the RFT was:

a) Individual / Community Benefit 40%
b) Key personnel skills and experience 10%
c) Proposed Use of land 40%
d) Local Content 10%

The tendered annual prices are listed below and are exclusive of GST:

Property	**Tenderer**	**Annual lease fee (excl GST)**
Lot 347 Mount Bassett Cemetery Road and Lot 1 Mount Bassett Cemetery Road, Mackay Harbour	DeLarg Investments Pty Ltd As Trustee for the TGL Trust	$1,200.00
Lot 202, Old Rocky Waterholes Road, Greenmount	No response received	No Response Received
36-38 Lee Street, Sarina	Sarina Fibre Arts Group Inc.	$50.00

The qualitative criteria assessment was carried out by the Evaluation Panel on the 28th August 2014, with the Evaluation Panel assessing the submissions against the nominated qualitative criteria outlined above.

Following the evaluation, the evaluation panel recommends awarding the lease as follows as the submissions received represent the most advantageous outcome and value for money to Mackay Regional Council:

Lease 1 - DeLarg Investments Pty Ltd As Trustee for the TGL Trust for the annual lease fee of $1,200.00 (excluding GST)

Lease 2 – Not awarded

Lease 3 - Sarina Fibre Arts Group Inc. for the annual lease fee of $50.00 (excluding GST)

The evaluation of the tenders was conducted by:

- Property Coordination Officer Property Services
- Asset & Lease Officer Property Services
- Contracts Coordinator Procurement and Plant

Consultation and Communication

Consultation was conducted between Director Community & Client Services, representatives from Property Services, Parks and Environment and Procurement & Plant programs prior to the RFT being released.

Resource Implications

All costs incurred in respect to the preparation and lodgement of the lease documentation will be borne by the Lessee.

If awarded, the lease for DeLarg Investments Pty Ltd will be a grazing lease inclusive of commercial rent of $1200.00 (exc GST) per annum.

The lease for Sarina Fibre Arts will be a standard Trustee lease inclusive of peppercorn rental ($50.00) and other like conditions.

Risk Management Implications

The property on Lee Street Sarina, is the old band hut which is currently underutilised, giving the lease to the Sarina Fibre Arts would be the most advantageous outcome for both the community and Council.

The properties on Mount Bassett Cemetery Road, are currently not being utilised, leasing of the area for grazing purposes in exchange for regular maintenance and fencing would ensure that the area in maintained to a proper standard whilst receiving an income.

Conclusion

That awarding the leases as follows represents the most advantageous outcome to Mackay Regional Council based on the demonstrated value for money to Mackay Regional Council:

Lease 1	
Respondent	DeLarg Investments Pty Ltd As Trustee for the TGL Trust
Property	Lot 347 Mount Bassett Cemetery Road, Mackay Harbour and Lot 1 Mount Bassett Cemetery Road, Mackay Harbour
Legal Description	Lot 347 on CI2998 and Lot 1 on RP19116
Term	Five (5) years

Annual Lease Fee	$1,200.00 (excluding GST)
Lease 2	No submissions received
Lease 3	
Respondent	Sarina Fibre Arts Group Inc
Property	36-38 Lee Street, Sarina
Legal Description	Lot 40 on CI3475
Term	Ten (10) years
Annual Lease Fee	$50.00 (excluding GST)

Officer's Recommendation

THAT Council award contract MRC 2015-008 Lease Opportunities – Four Parcels of Land as follows:

Lease 1

Respondent	DeLarg Investments Pty Ltd As Trustee for the TGL Trust
Property	Lot 347 Mount Bassett Cemetery Road, Mackay Harbour and Lot 1 Mount Bassett Cemetery Road, Mackay Harbour
Legal Description	Lot 347 on CI2998 and Lot 1 on RP19116
Term	Five (5) years
Annual Lease Fee	$1,200.00 (excluding GST)

Lease 2 In accordance with section 236 (a) (i) of the *Local Government Regulation 2012* Council reserves the right to dispose of the land other than by tender or auction due to no offers being received

Lease 3

Respondent	Sarina Fibre Arts Group Inc
Property	36-38 Lee Street, Sarina
Legal Description	Lot 40 on CI3475
Term	Ten (10) years
Annual Lease Fee	$50.00 (excluding GST)

Council Resolution

THAT Council award contract MRC 2015-008 Lease Opportunities – Parcel of Land as follows:

Lease 3

Respondent	Sarina Fibre Arts Group Inc
Property	36-38 Lee Street, Sarina
Legal Description	Lot 40 on CI3475
Term	Ten (10) years
Annual Lease Fee	$50.00 (excluding GST)

FURTHER THAT Lease 1 and Lease 2 be reviewed and presented to the Ordinary Meeting of 17 December 2014.

Moved Cr Steindl **Seconded Cr Morgan**

CARRIED

8.3 SALE OF 7 GOLDSMITH STREET MACKAY

File No 574–891469-CP
Author Manager Property Services

Purpose

To approve the sale of the building located at 7 Goldsmith Street Mackay, to Drop-In Centre Inc. for an amount of $1.00 in accordance with Section 236 (1) (b) (ii) Community Organisations of the Local Government Regulations 2012.

Background/Discussion

Council resolved to purchase number 5 and 7 Goldsmith Street on the 11th January 2011 from the Department of Communities, Child Safety and Disability Services to allow enlargement of the Queens Park footprint to accommodate requirements of the Queens Park Master Plan.

On completion of the procurement process, 5 Goldsmith Street was found to be uninhabitable in its current state and was secured for future removal and 7 Goldsmith Street was cleaned and prepared to accommodate new staff moving into the region to work for Council. This house was used for such purpose on several occasions but with the regional downturn the need decreased and the house came under review for removal.

Discussions held at this stage between Cr Alison Jones and Council officers highlighted the need for a building to accommodate Drop-In Centre Inc. and it was proposed that

the relocation of the building located at 7 Goldsmith Street to 23 McAlister Street would provide the centre with an outlet for their service delivery.

Drop-In Centre Inc. is a not-for-profit incorporated association and registered with Australian Charities and Not-for-Profit Commission (ACNC), providing the following services:

- To co-operate with likeminded organisations.
- Promote and/or engage in activities which address and reduce homelessness.
- Undertake support activities to reduce incidence of preventable barriers to personal growth.
- To provide services and amenities that will improve the psychological, safety and security needs of homeless people.

This proposal has support from all concerned parties. The attached agreement outlines the responsibilities of Drop-In Centre Inc. in relation to the relocation of the building, to land provided by the St Pauls Uniting Church in Macalister Street.

Consultation and Communication

Development of this project involved consultation with the Director Community and Client Services, Manager Procurement and Plant and Cr Alison Jones with the proposal being discussed at the Councillors' Forum.

Development Assessment have confirmed that the removal of the building from the property has no planning implications, however the Drop-In Centre Inc will be required to obtain the relevant building approval to relocate the building plus any plumbing approvals to cap off any services. In relation to relocating the building to Macalister Street the Drop-In Centre Inc will be further required to obtain a planning approval to operate their activities from this site. Development Assessment have had discussions with the Drop-In Centre Inc about these requirements for the application, therefore the planning mattes for the Macalister Street site are in hand.

Resource Implications

The property was initially selected for inclusion in tender – MRC 2014-042 Removal and sale of Council Houses but was removed for the above mentioned purpose. It is estimated that Council would incur costs of $18,000.00 (excluding GST) for the removal of the building and Council determined the alternative use of the building by Drop-In Centre would be a better outcome for the community.

Granting approval for the asset to be sold to Drop-In Centre Inc. provides both support for a community group providing services in our region and negates Council incurring mentioned costs to secure, maintain and eventually remove the building.

Risk Management Implications

The removal of the building and compliance with associated approvals will be the responsibility of the Drop-In Centre Inc., removing Council from risk implications.

Disposal of this building which is additional to Council's requirements, will decrease Council's exposure to risk as the building needs to be constantly monitored to ensure that it is not illegally inhabited by persons seeking shelter or wilfully damaging the property.

Conclusion

That granting of approval for the sale of the house located at 7 Goldsmith Street Mackay, to Drop-In Centre Inc., represents the most advantageous outcome for Council and the regional community.

Officer's Recommendation

THAT approval is granted for the sale of the house located at 7 Goldsmith Street Mackay being asset number BD 00097 for removal from its current location, to Drop-In Centre Inc. for the price of $1.00, with such asset to be removed from the Asset Register.

Council Resolution

THAT the Report be deferred until the Ordinary Meeting 17 December 2014.

Moved Cr Steindl **Seconded Cr Martin**

CARRIED

8.4 OPERATIONAL PLAN 2014/2015 - 1ST QUARTER REVIEW

File No **Operational Plan 2014/2015**
Author **Manager Governance & Assets**

Purpose

The purpose of this report is to advise of the progress made during the first quarter to implement the 2014/2015 Operational Plan.

Background/Discussion

The Local Government Regulation 2012 requires Council to receive a written assessment of the organisation's progress towards implementing the annual operational plan at a meeting of Council held at regular intervals of not more than three months.

The first quarter review of the 2014/2015 Operational Plan is provided for Council's review and information. The details and explanations of variances in performance targets are detailed within the attached Operational Plan.

Consultation and Communication

The document has been prepared in consultation with Program Managers responsible for each activity.

The final document will be published on Council's website to allow the community the opportunity to review Council's progress in implementing the 2014/2015 Operational Plan and achieving the Corporate Plan objectives.

Resource Implications

The Operational Plan is designed to measure implementation of the Corporate Plan objectives and to ensure appropriate resources are allocated to priority areas.

Risk Management Implications

Nil.

Conclusion

The 2014/2015 Operational Plan Review - 1st Quarter is provided for Council's review and information.

Officer's Recommendation

THAT Council receive the 2014/2015 Operational Plan Review for the quarter ending 30 September 2014 in accordance the Local Government Regulation 2012.

Council Resolution

THAT the Officer's Recommendation be adopted.

Moved Cr Walker **Seconded Cr Perkins**

CARRIED

9. CONSIDERATION OF COMMITTEE REPORTS:

9.1 DRAFT MINUTES - TRAFFIC ADVISORY COMMITTEE 24 OCTOBER 2014

Author Manager Technical Services

Purpose

Attached is a copy of the draft minutes of the Traffic Advisory Committee meeting held on 24th October 2014, for information purposes.

Officer's Recommendation

THAT the Minutes of the Traffic Advisory Committee meeting dated 24th October 2014 be received.

FURTHER THAT the recommendation of the speed limit review to lower the speed limit on Boundary Road to 70km/h be referred to the Speed Management Committee for adoption.

Council Resolution

THAT the Officer's Recommendation be adopted.

Moved Cr Casey **Seconded Cr Steindl**

CARRIED

9.2 DRAFT MINUTES MACKAY MATSUURA SISTER CITY ADVISORY COMMITTEE

Author Manager Community Lifestyle

Purpose

Attached is a copy of the draft minutes of the Mackay Matsuura Sister City Advisory Committee meeting held 27 October 2014, for information purposes.

Officer's Recommendation

THAT the minutes of the Mackay Matsuura Sister City Advisory Committee of 27 October 2014 be received.

Council Resolution

THAT the Officer's Recommendation be adopted.

Moved Cr Jones **Seconded Cr Perkins**

CARRIED

10. RECEIPT OF PETITIONS:

Nil

11. TENDERS:

11.1 TENDER: MRC 2015-021 REMOVAL AND SALE OF COUNCIL ASSETS

File No **MRC 2015-021 Removal and Sale of Council Assets**
Author **Manager Property Services**

Purpose

To present to Council for approval, tenders submitted for MRC 2015-021 Removal and Sale of Council Assets.

Background/Discussion

Mackay Regional Council (Council) issued tender documents identifying a housing asset and hall which are surplus to requirements.

The location and description of the assets that were issued for sale by tender are:

- 22 Holts Road, Beaconsfield, further described as Lot 3 on SP 249141 MRC Freehold;
- 60 Hoey Street, Sarina, further described as Lot 1 on RP 723987/1 MRC Freehold.

Tenders were invited on 16 August 2014, via Council's website and advertised locally in the Daily Mercury.

The following submissions were received by the closing time of 10.00am Tuesday 9 September 2014:

- Cortis Civil & Demo Pty Ltd
- Mackay House Removals (Qld) Pty Ltd

Of the submissions received, both are local businesses within the Mackay Region.

An initial compliance check was conducted on the 12 September 2014 to identify submissions that were non-conforming with the requirements of the Request for Tender (RFT). This included compliance with contractual requirements and provision of requested information.

Both submissions were progressed through to the qualitative criteria assessment on the basis that all terms, conditions and mandatory requirements of the RFT had been met.

Prior to undertaking the qualitative assessment, a Tender Information Request (TIR) was issued to Mackay House Removals (Qld) Pty Ltd to request further information in relation to responses to the evaluation criteria.

During the evaluation, tenderers were assessed against the nominated qualitative criteria. The weighting attributed to each qualitative criteria was:

a) Relevant Experience 25%
b) Key personnel skills and experience 25%
c) Tenderers' Resources 20%
d) Demonstrated Understanding 20%
e) Local Content 10%

The tendered lump sum prices are listed below:

Property	Tenderer	Lump Sum Price (Excluding GST)
22 Holts Road, Beaconsfield	Mackay House Removals (Qld) Pty Ltd	Expense to Council $ 18,000.00
22 Holts Road, Beaconsfield	Cortis Civil and Demo Pty Ltd	Expense to Council $ 35,000.00
60 Hoey Street, Sarina	Mackay House Removals (Qld) Pty Ltd	Expense to Council $ 29,250.00
60 Hoey Street, Sarina	Cortis Civil and Demo Pty Ltd	Expense to Council $ 30,000.00

The qualitative criteria assessment was carried out by the evaluation panel on 1 October 2014 with the evaluation panel scoring the tenders according to the evaluation matrix.

All applicants were assessed against the qualitative selection criteria. Specific criteria were weighted according to their importance as perceived and agreed by the evaluation panel. Relative weightings were published within the RFT.

A Tender Information Request (TIR) was issued to Mackay House Removals (Qld) Pty Ltd requesting a pricing clarification.

The evaluation panel reviewed the response received and finalised scoring on 10 October 2014. Based on the evaluation panel scoring both respondents were able to demonstrate they have experience and capacity to remove or demolish the assets offered for sale.

Mackay House Removals (Qld) Pty Ltd has the highest qualitative score, submitted the lowest lump sum price and was the preferred tenderer with the highest combined qualitative/price score for both assets.

Mackay House Removals (Qld) Pty Ltd has demonstrated a long history of industry experience, a comprehensive understanding of council requirements and represents a value for money outcome to Council.

The evaluation of the tender was conducted by:

- Project Technical Officer – Property Services
- Team Leader Maintenance – Property Services
- Contracts Officer – Procurement and Plant

Consultation and Communication

Consultation was conducted between Property Services and Procurement and Plant prior to the request for tender being released.

Resource Implications

Description	Amount	Notes
Project Name		MRC 2015-021 Removal and Sale of Council Assets to Mackay House Removals (Qld) Pty Ltd
Expenditure to Date	$0.00	*Reference to previous expenditure*
Contract Price	$47,250.00	Mackay House Removals (Qld) Pty Ltd
Project risks	$0.00	Nil Contingency allowed
Council's costs	$0.00	*Below the line costs for council*
Estimated Cost of Project	**$47,250.00**	
BUDGET		
Budget for 2014/2015	**$47,250.00**	Funding for this project will be drawn from 1.3835 – Other Properties for 22 Holts Road, Beaconsfield - $18,000.00 (GST Exclusive) and 1.3841 – Fire Safety/Asbestos for 60 Hoey Street, Sarina - $29,250.00 (GST Exclusive)

Description	Amount	Notes
BALANCE	**$0.00**	*Identify budget saving / over expenditure*

Risk Management Implications

The buildings selected for removal are in a bad state of repair and no defined need has been presented for their retention, non-removal of the buildings will result in Council incurring cost for security, building and ground maintenance.

Conclusion

That awarding the contract to Mackay House Removals (Qld) Pty Ltd represents the most advantageous outcome and demonstrated value for money to Mackay Regional Council based on their experience and demonstrated understanding of Council's requirements.

Officer's Recommendation

THAT Council award contract MRC 2015-021 Removal and Sale of Council Assets to Mackay House Removals (Qld) Pty Ltd, for a total cost to Council of $47,250.00 as follows:

- 22 Holts Road, Beaconsfield - $18,000.00 (GST exclusive)
- 60 Hoey Street, Sarina - $29,250.00 (GST exclusive)

Council Resolution

THAT the Officer's Recommendation be adopted.

Moved Cr Steindl **Seconded Cr Bonaventura**

CARRIED

12. CONSIDERATION OF NOTIFIED MOTIONS

Nil

13. LATE BUSINESS:

Nil

14. PUBLIC PARTICIPATION:

Mrs Diane Vella of Atkinson Street, East Mackay raised her concerns with the maintenance of the Petrie Street drain and presented photos of the drain to the Mayor. The CEO advised he would take Mrs Vella's concerns on notice and the Director of Engineering and Commercial Infrastructure would contact Mrs Vella on the completion of the drainage system maintenance program currently underway prior to the wet season.

Mr Hugh Robinson visited Chambers today to share with Council his values on life and to wish everyone a great day.

15. CONFIDENTIAL REPORTS:

15.1 ALTERNATIVE DRAINAGE OUTLET - MIRANI

Confidential

Council Recommendation

THAT Council approve the commencement of action to acquire identified easements within Lots 12 & 13 SP on 125132.

Moved Cr Casey **Seconded Cr Perkins**

CARRIED

16. MEETING CLOSURE

The meeting closed at 10.28 am.

17. FOR INFORMATION ONLY

17.1 DEVELOPMENT APPLICATION INFORMATION - 27.10.14 TO 02.11.14

For Council Information Only - No Decision Required

Development Applications Received

App No.	Code / Impact	Address	Applicant	Description	Officer
CON-2014-173		8 Burleigh Court, BLACKS BEACH	GMA Certification Group Pty Ltd - Mackay	Building Work - Boundary Setback for Dwelling and Exceeding Site Cover	Helle Jorgensen Smith
CON-2014-174		21-23 The Crescent, NORTH MACKAY	Mackay House Removals	Amenity and Aesthetics	Cindy Bailey
MCUC-2014-234	Code	9 Prospect Street, ETON	Infinitech Mackay Pty Ltd	Home Based Business (Office, Parts Repairs & Maintenance, Computer Testing and Programming)	Kathryn Goodman
MCUCOM-2014-236	Code	6 Kirribilli Avenue, EAST MACKAY	Murphy Homes QLD Pty Ltd	Compliance Assessment - Multiple Dwelling Units (3)	Shane Kleve
MCUI-2014-235	Impact	203-215 Maggiolo Drive, PAGET	Crusaders Managers Pty Ltd	Indoor Sport & Recreation (24 Hour Gym)	Leah Harris
ROLC-2014-118	Code	L 1 Miles Road, SUNNYSIDE	Lillian M Laird	Change of Development Approval - Boundary Realignment 3 Rural Lots into 3 Lots and Access Easement	Helle Jorgensen Smith

Development Applications Entering Decision Making Period

App No.	Code / Impact	Address	Applicant	Description	Officer
MCUC-2014-198	Code	24 Ian Wood Drive DOLPHIN HEADS	Jeanette M Jones	Dwelling House (Steep Land Overlay)	Josephine McCann
MCUC-2014-233	Code	14 Binnington Esplanade EAST MACKAY	Elizabeth Parrotta	Bed and Breakfast Accomodation	Josephine McCann
MCUC-2014-234	Code	9 Prospect Street ETON	Infinitech Mackay Pty Ltd	Home Based Business (Office, Parts Repairs & Maintenance, Computer Testing and Programming)	Kathryn Goodman
ROLC-2012-191A	Code	70 Collins Avenue SARINA	Andrew J Kemp	Change of Development Approval - 1 Rural Residential (Sarina) Lot into 2 Lots	Helle Jorgensen Smith
ROLC-2014-216	Code	92985 Bruce Highway BALBERRA	Rok Properties Pty Ltd and PK Murphy Pty Ltd	Boundry Realignment 2 Rural Lots into 2 Lots	Darryl Bibay

Development Applications Finalised

App No	Code / Impact	Address	Applicant	Description	Officer
Approved Subject to Conditions					
CON-ASPA-2014/160		31 Vidar Crescent OORALEA QLD 4740	Jason W Caruana	Building Work - Boundary Setback for Patio and Over 50% Site Coverage Relaxation	Kathryn Goodman
CON-ASPA-2014/164		38 Bernborough Avenue OORALEA QLD 4740	GMA Certification Group Pty Ltd - Port Douglas	Building Work - Road Boundary Setback Variation for Open Carport.	Josephine McCann

App No	Code / Impact	Address	Applicant	Description	Officer
CON-ASPA-2014/168		15 Eales Road RURAL VIEW QLD 4740	GMA Certification Group Pty Ltd - Mackay	Building Work - Boundary Setback for Dwelling	Kathryn Goodman
CON-ASPA-2014/171		60 Katey Crescent MIRANI QLD 4754	Jake D Shepperson	Building Work - Boundary Setback for Shed and Open Carport	Kathryn Goodman
MCUC-ASPA-2013/30A	Code	10 Industrial Street MACKAY QLD 4740	Optus Mobile Pty Ltd	Request to Change Conditions of Approval - Telecommunications Facility	Andrea McPherson
MCUC-ASPA-2014/227	Code	6-8 Arana Drive RURAL VIEW QLD 4740	Derek A Woods	Home Based Business (Surveying and Planning)	Josephine McCann
OW-IDAS-2008/149C	Code	L 908 Yakapari-Seaforth Road SEAFORTH QLD 4741	Kirkmahoe Pty Ltd	Permissible Change - Extension of Relevant Period- Operational Works for 30 Village lots	Shaun Woods
ROLC-ASPA-2014/221	Code	22 Davey Street GLENELLA QLD 4740	Rebecca J Devereaux	1 Urban Residential lot into 2 Lots	Helle Jorgensen Smith
ROLC-ASPA-2014/35	Code	33 Gannet Street SLADE POINT QLD 4740	Debbie A Stritzke	1 Urban Residential Lot into 2 Lots	Julie Brook
Relevant Period Extended					
MCUC-ASPA-2010/122A	Code	684 Armstrong Beach Road ARMSTRONG BEACH QLD 4737	Kim H Hansen	Request to Extend Currency Period - Commercial Premises (Local Store)	Josephine McCann
Application Refused					
MCUI-ASPA-2013/263	Impact	L 22 Old Foulden Road FOULDEN QLD 4740	Company 57 Pty Ltd	Material Change of Use - Undefined Land Use: Bulk Waste Recycling and Supply Facility (including organic and manufactured materials); and ERA 53 Soil Conditoning >200tpa ; and ERA 33 Crushing, Milling, Grinding or Screening >5,000tpa	Shane Kleve
Negotiated Decision					
MCUI-ASPA-2014/112	Impact	31 Gordon Street MACKAY QLD 4740	Charter Hall Retail Reit	Extension to Existing Shopping Centre (Including Mezzanine Level). (Sydney Street Markets Expansion).	Josephine McCann
ROLC-ASPA-2013/136	Code	L 905 Boveys Road RICHMOND QLD 4740	Pointglen Developments Pty Ltd	2 Urban Expansion Lots into 56 Residential lots - Stage 5, Richmond Hills	Julie Brook
ROLC-ASPA-2013/137	Code	L 903 Boveys Road RICHMOND QLD 4740	Pointglen Developments Pty Ltd	2 Urban Expansion Lots and 1 Rural Lot into 100 Residential Lots - Stage 6 & 7	Julie Brook
Application Lapsed					
ROLC-ASPA-2013/125	Code	L 4 Hodges Road SHOAL POINT QLD 4750	Jamie Pickering P/L ATF Pickering Family Trust No4	1 Split Zone Lot into 3 Lots	Kathryn Goodman

Confirmed on Wednesday 17 November 2014

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MAYOR

APPENDIX / ATTACHMENTS

Mackay REGIONAL COUNCIL
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Monthly Review -
13 September 2014 – 17 October 2014

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Overview

This report is for Waste Services activities for September/October 2014. Please note that references to the September/October reporting period covers the period 13 September 2014 until 17 October 2014. Significant items in this period include:

1. Award of the new Regional Collection Contract to JJ Richards Pty Ltd which rolls all the activities of 4 previous contracts into one.
2. Tonnages received at Hogan's Pocket have increased on previous months and in comparision with the same period last year at 9046 tonnes.
3. EHP conducted the pre-wet season audit of Hogan's Pocket. No significant issues identified.
4. Ian Kiernan of Clean Up Australia has accepted an invitation to present at the next LAWMAC conference in Mackay on the 27 – 28 November 2014.

Director Engineering & Commercial Infrastructure

1.0 Finance

1.1 Community Service Obligations – Fee Waivers

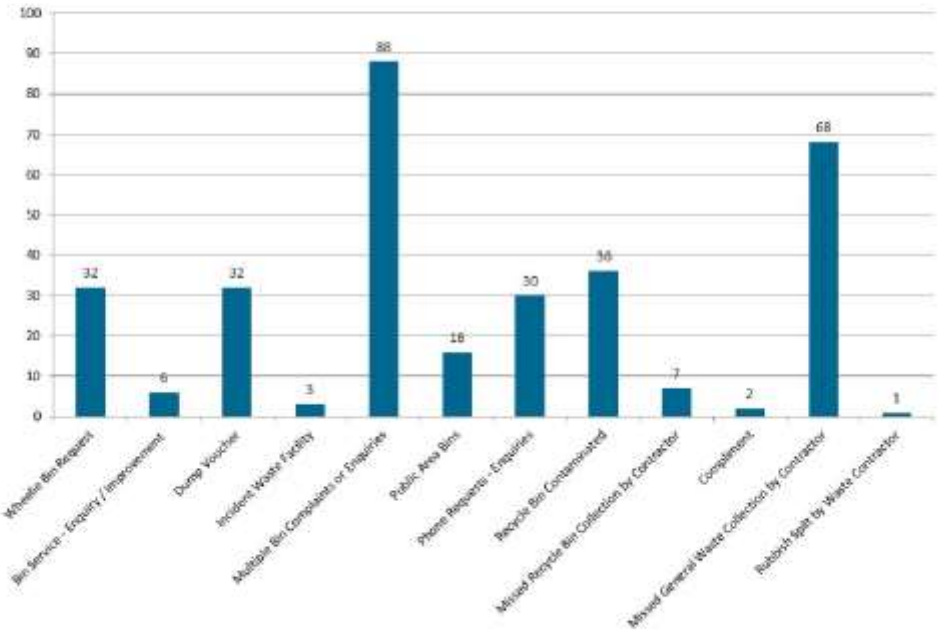
Not for Profit Organisations – Total Waste Disposals as at September /October 2014

A meeting with stakeholder charities in the 'Don't Dump on Charity' campaign was held in the period. Issues discussed were the upcoming December campaign, best practice waste management, and management of their exemption limit.

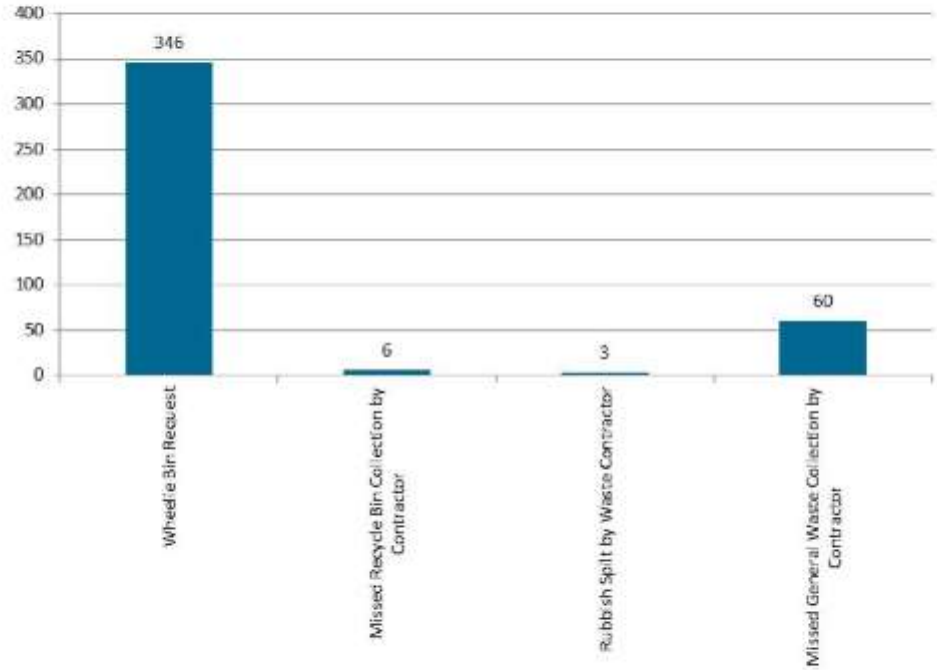
2.0 Client Service

2.1 Client Requests

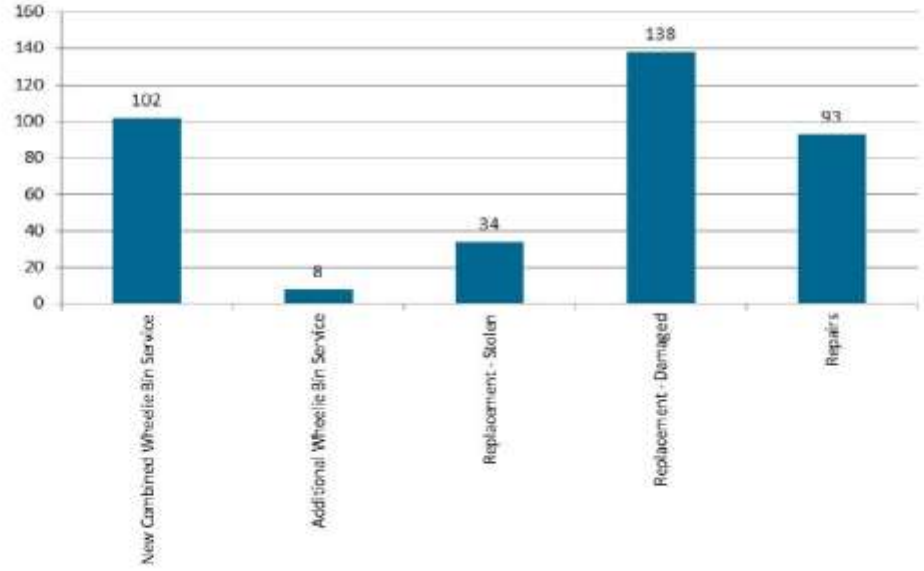
Number of Staff Requests by Type for September/October 2014



Number of Bin Requests Actioned by Bin Contractors September/October 2014



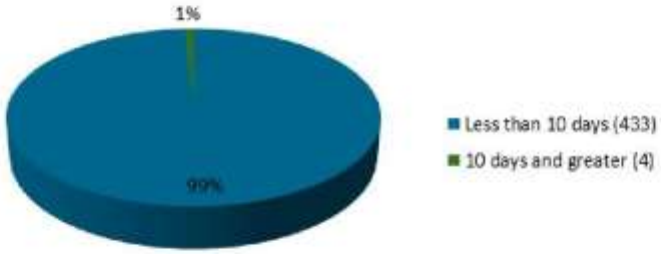
Breakdown of Wheelie Bin Requests – Contractors September/October 2014



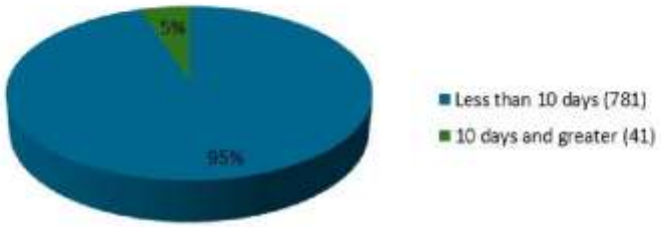
Contractor Service Delivery Performance

The following pie charts identify deliveries and repairs for bins that exceed 10 calendar days, and are calculated on performance across a three month period.

JJ Richards



Veolia



2.2 Education

Environmental Education Performance
2.2.1 Education Visits - Material Recovery Facility
• Two visits by Whitsunday Anglican School. In total 55 year 1 students and 6 adults.

2.2.2 School / Community Education Visits
• Two recycling education sessions and two worm farming education sessions given at Marian State School to 100 prep students and 6 teachers. • Three recycling education and three worm farming education sessions given at Hampden State School to 100 Prep to Year 7 students and 5 teachers. • One recycling education session and one worm farming education session given at Goodstart Childcare Andergrove. In attendance 46 students and 11 teachers. • One recycling education session and one worm farming education session given at Goodstart Childcare North Mackay. In attendance 30 students and 8 teachers. • Waste minimisation education given at Centacare Milton Street to 15 staff members.

2.2.3 Waste Education Trailer Program
• Visited Seaforth C & K with the waste education trailer and delivered recycling and worm farming education to 19 students and 2 teachers.

2.2.4 Great Northern Clean Up
• Finalised the Great Northern Clean Up reporting with Clean Up Australia.

2.2.5 National Recycling Week
• Preparation and planning for National Recycling Week (10-16 Nov).

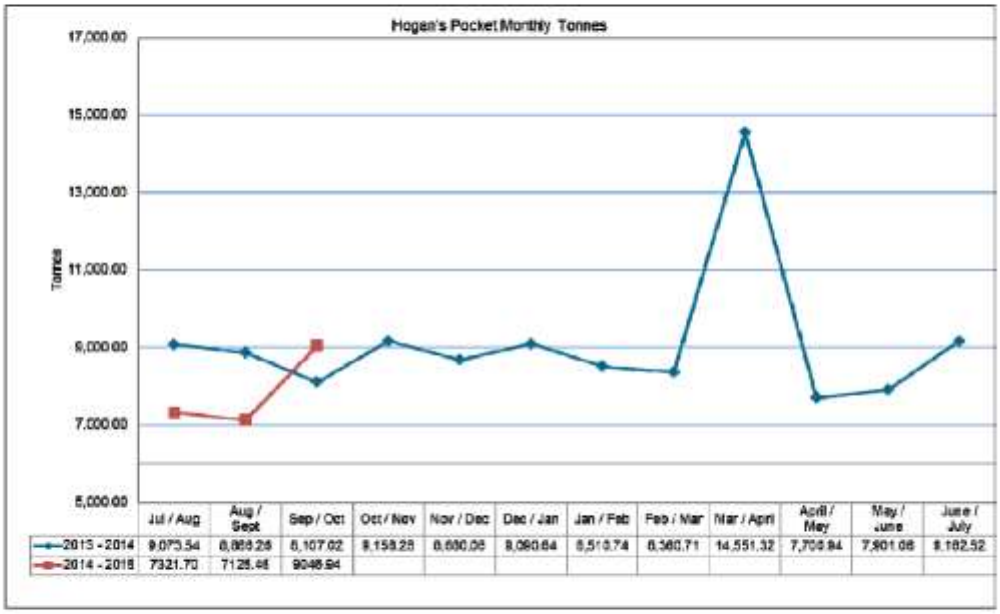
2.2.6 LAWMAC
• Organised guests to attend the Mackay LAWMAC meeting in November.

2.3 Voucher Implementation

Client Services
Voucher Trial
The voucher implementation continues to be adopted by the community. To date a total of 12,230 vouchers have been presented across all sites. • Total vouchers presented for the reported period - 6,037 • Total nominal value of vouchers presented to date - $96,226.00 • Paget had the highest presentation at 4,075 • Bucasia Green waste site presented 556 • Sarina Transfer Station's usage 451 • Otterburn Transfer Station's usage 326 • Waste Services and Financial Services met to project manage next issuance *Note* - Further work in developing statistics to account for presentation rates is in progress *Note* - Due to the varying fees for disposal, vouchers have been allocated a nominal value for estimates

3.0 Asset Management

3.1 Hogan's Pocket Landfill Waste Disposal Tonnages



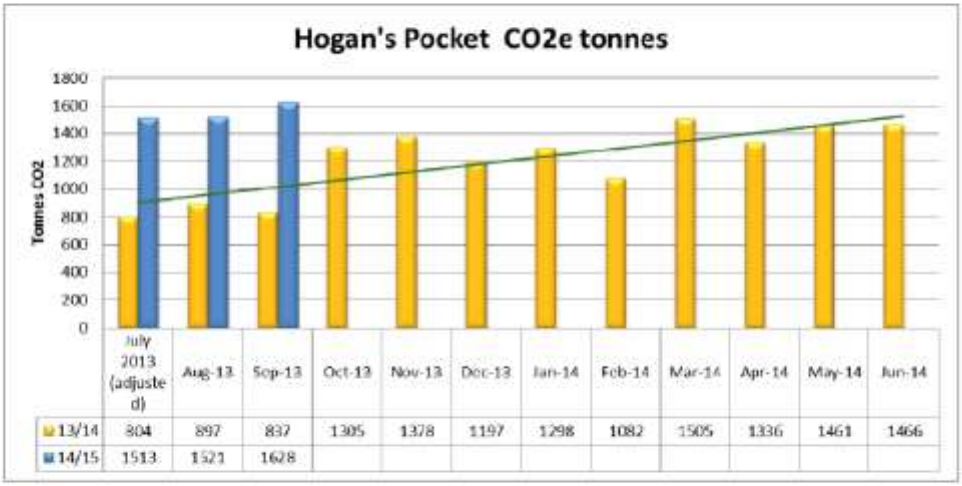
	Jul / Aug	Aug / Sept	Sep / Oct	Oct / Nov	Nov / Dec	Dec / Jan	Jan / Feb	Feb / Mar	Mar / April	April / May	May / June	June / July
2013 - 2014	9,073.54	8,868.28	8,107.02	8,158.28	8,680.06	9,080.64	8,510.74	8,360.71	14,551.32	7,709.94	7,901.66	9,182.52
2014 - 2015	7321.70	7128.46	9048.94									

The above chart represents the monthly tonnes disposed of at Hogan's Pocket Landfill. This chart shows that tonnes this financial year have been down when compared with last financial year. The latest reporting period displays an increase in tonnes of almost 2000 tonnes. This can be explained, in part, by a 34 day reporting period when compared to the last two reporting periods which each had 27 days. When comparing the tonnages over standard monthly periods it shows a much smoother increase in tonnes over the last three months.

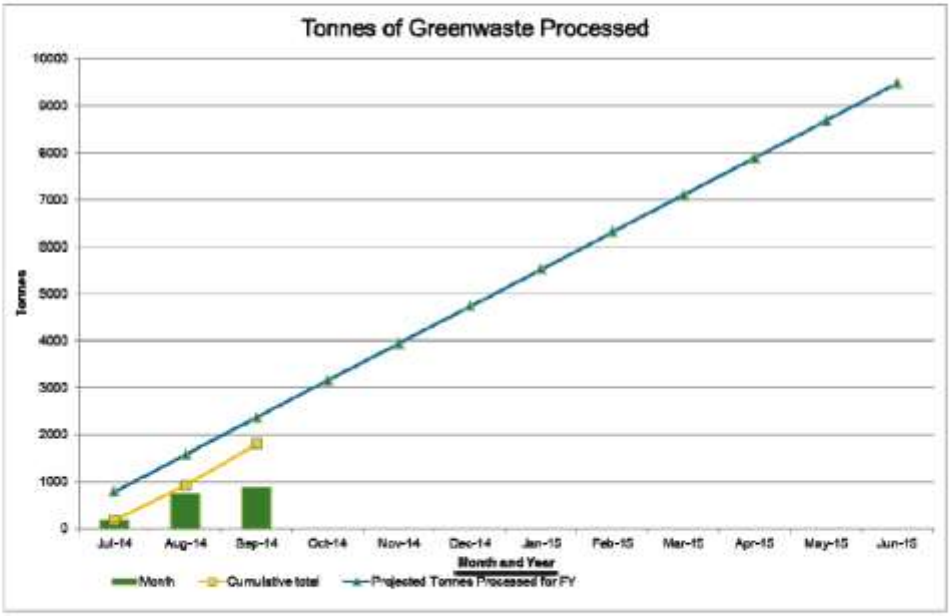
Tonnes to landfill is a good economic indicator and will be interesting to closely observe if the trend of increasing disposal activity continues.

3.2 Landfill Gas

The below chart depicts the monthly tonnes of CO_2-e destroyed. The tonnes of gas capture have significantly increased in parallel with the progression of the cell one capping works. A comparison between flare commencements



3.3 Greenwaste Management



The above graph illustrates the tonnage rates for greenwaste processed for the month, the cumulative tonnes of greenwaste processed for the year to date and the tonnes of greenwaste projected to be processed linearly.

The projected tonnes for the financial year have been revised up to reflect actuals received last financial year. The production of green waste remains highly variable and the projected totals are a guide only.

3.4 Projects

Waste Services undertakes a range of projects across the business. Projects take the form of capital projects, planning, research and investigations.

3.4.1 Sarina Rehabilitation

Program	Project	Status	% Complete	Budget	Time
WS	Sarina Rehabilitation	Design	60%	•	•
Possibility of CFI offsets identified in this project through the Emissions Reduction Fund, report returned to consultant for investigation and update.					

3.4.2 Sarina Transfer Station Construction

Sarina Transfer Station Construction			
Status	% Complete	Budget	Time
Defect Period	100%	•	•
Facility has been operational 12 months Inspection conducted to identify final defects Certificate of Final Completion to be issued when defects closed			

3.4.3 Hogan's Pocket Cell 1 Capping

Hogan's Pocket Cell 1 Capping			
Program	% Complete	Budget	Time
WS	95%	•	•
Hogan's Pocket Cell 1 Capping works were recently completed. MRC await submission of a non conformance report as some geosynthetic materials used may not be to specifications. Documentation for variations are also in progress.			

3.4.4 Hogan's Pocket Cell 3 development

Program	Project	Status	% Complete	Budget	Time
WS	Cell 3	Design	20%	•	•
Design work is in progress and will be completed late October. It is intended to advertise the tender during November.					

3.4.5 Waste Services Contract Development

Program	Project	Status	% Complete	Budget	Time
WS	**Tenders**	In progress	%	•	•
Finalised tenders o Waste and Recyclables Collection Services **Currently the following tenders are being evaluated:** o Recyclables Processing Services o Expression of Interest Development of Construction and Demolition Waste Facilities o Green Waste Processing Services o Transfer Stations Site Control Services o MRC 2015-026 Resource Recovery Facility Services and Paget Transfer Station Services **The following tenders are being drafted for future release:** o Roll on – Roll off bins					

3.4.6 Bin Audit

Program	Project	Status	% Complete	Budget	Time
WS	**240lt Bin Count**	In progress	98%	•	•
Identify properties receiving service to ensure council is recovering all rates - 46,946 counted The audit is addressing issues of multiple presentations as well as unidentified clients. Figures **for this period are**; Number of additional services taken up due to the audit - 8 Number of bins returned due to the audit - 52 Number of requests raised due to audit - 73 Number of Multiple Bin requests addressed as a result of the audit - 88 Number of outstanding Multiple Bin requests - 136 Number of properties added to rates not previously paying - 0 **Totals to date**; Number of additional services - 86 Number of bins returned - 525 Number of Multiple Bin requests addressed - 998 Number of properties added to rates not previously paying - 67					

4.0 Regulatory/Compliance

4.1 Surface Water Discharge Management

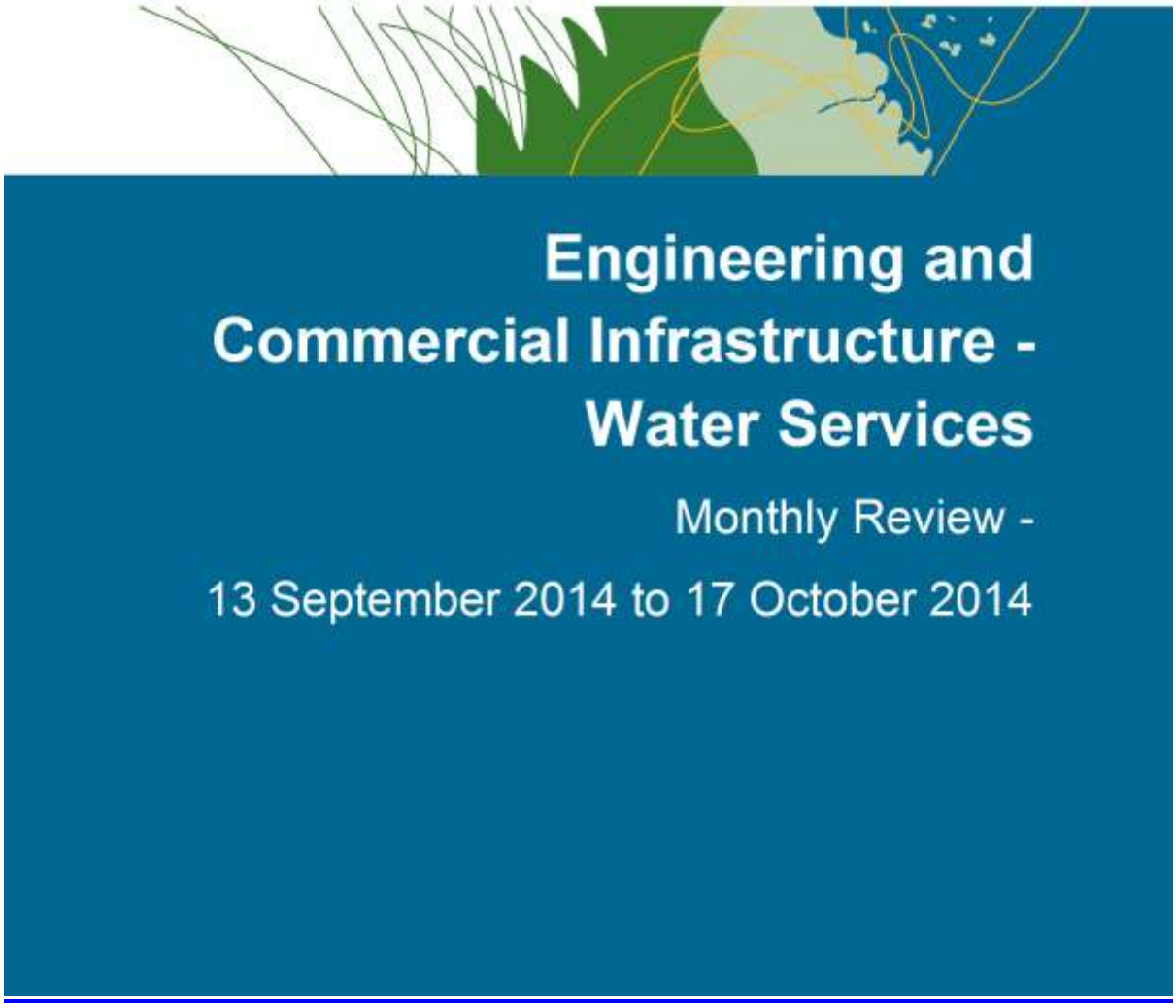
No matters to report.

4.2 Waste Facility Audits

The Department of Environment and Heritage Protection undertook a pre wet season compliance inspection of Hogan's Pocket landfill on 16 October 2014. The inspection was conducted to evaluate the preparedness of the site for the upcoming wet season. The department have requested further documentation to assess the effectiveness of site management practices. Waste Services are currently compiling the requested information for submission to the department on 14 November 2014.

Internal audits of other MRC waste facilities have been ongoing.

Nil significant issues this period.


Mackay REGIONAL COUNCIL
Engineering and Commercial Infrastructure - Water Services
Monthly Review -
13 September 2014 to 17 October 2014

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OVERVIEW

This report is for Water Services activities for September/October 2014. Please note that references to the September/October reporting period covers the period 13 September 2014 until 17 October 2014. Significant items in this period include:

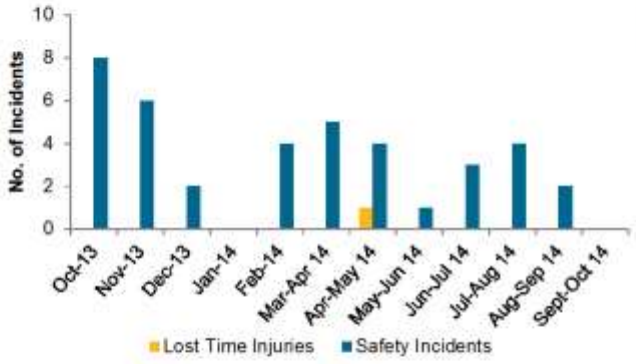
- Official Opening of SWRF scheduled for Friday, 24 October 2014
- David Brooker invited to sit on the Strategic Advisory Committee governing the implementation of the 30 Year Water Strategy
- An independent investigation into Arkwoods' Biosolids handling and monitoring practices launched by Tenix
- Community Consultation continues on the Water Services Customer Service Standards
- Consultation with the UDIA and Master Plumbers continues on the revised Sub-Metering and Building Over and Adjacent to Sewers Policies
- The next meeting of the Water & Waste Advisory Board (formerly Water & Sewerage Capital Advisory Committee) is scheduled for early November

Director Engineering and Commercial Infrastructure

SAFETY

1.1. Incident Statistics

The incident statistic details a summary of the Water Services safety incident performance. Water Services aspires to achieve zero harm with a stretch target of zero injuries.

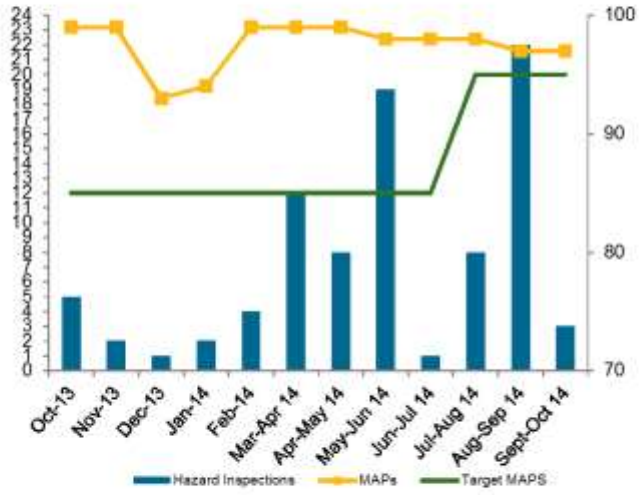


No incidents or injuries were reported for Water Services for the period - 13 September 2014 to 17 October 2014.

Data is for period 13 September 2014 to 17 October 2014.

1.2. Preventative Actions

To achieve improved safety performance a range of improvement initiatives are undertaken on a monthly basis. The following figure tracks the improvement process through implementation of the SafePlan Monthly Action Plans (MAPs) and the hazard inspections.

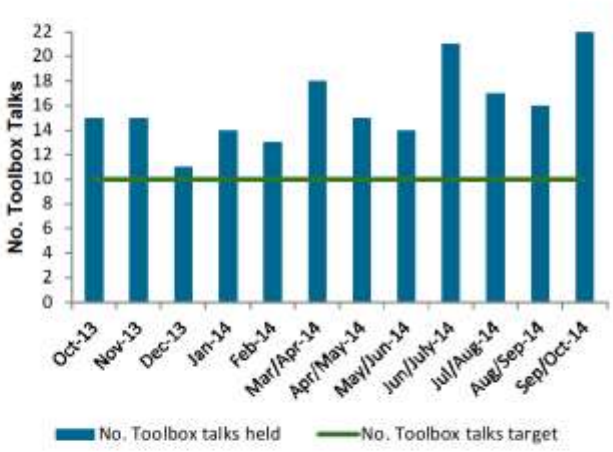


All scheduled Hazard Inspections have been achieved for the period.

TEAM CULTURE

2.1. Team Engagement

Water Services believes that a high performing culture is an essential part of a successful business. The following chart tracks the initiatives to achieve an engaged, aligned and performing workplace culture through regular team meetings.



Number of Toolbox talks for the period 13 September 2014 to 17 October 2014 was 22.

2.2. Performance Appraisals

The following chart tracks the initiatives to achieve an engaged, aligned and performing workplace by conducting regular performance appraisals.

There were11 appraisals outstanding as at 17 October 2014. A number of appraisals are in progress and the number outstanding will reduce significantly by end October.

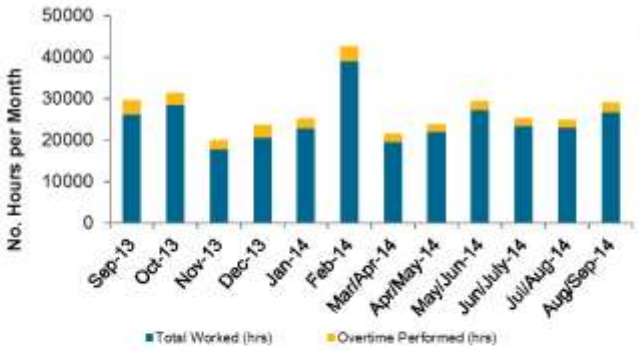
2.3. Annual Turn Over

The following staff turnover statistics are presented as an indicator of staff stability in the business. The business aims to keep the annual turnover under 10%.

Two staff left between 13 September 2014 and 17 October 2014. The total number of vacancies as at 17 October was 15.

2.4. Operational Hours

The following charts detail Scheduled and Unscheduled overtime performed as well as total hours worked.

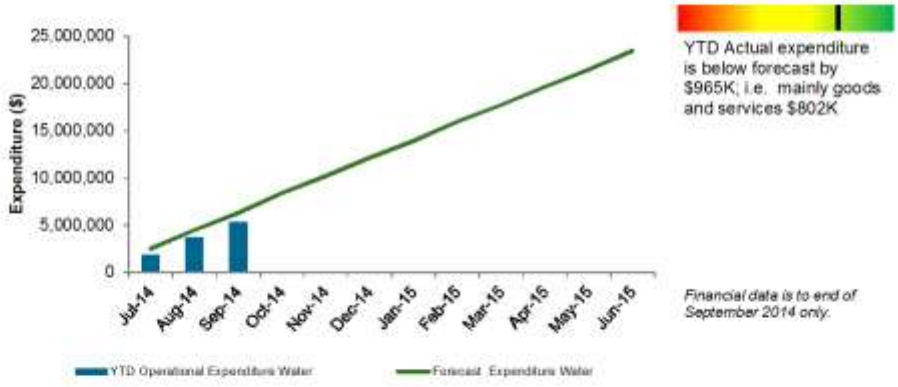


Total hours worked for the 4 week period from 13 September 2014 to 17 October 2014 was 26737. Overtime performed totalled 2257 hours.

FINANCE

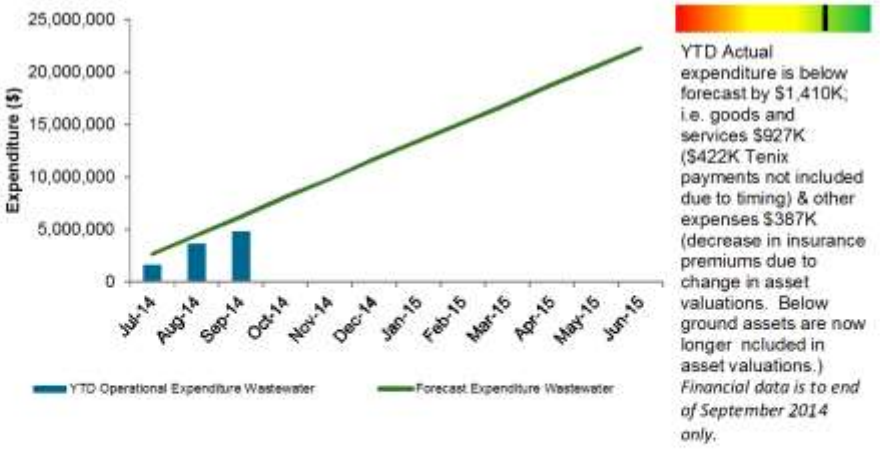
3.1. Water Expenditure

The following trend provides a high level overview of the water expenditure to monitor forecast expenditure against actual expenditure. The forecast expenditure profile has been derived from previous year's cash flows. Note that the below graph does not include finance and depreciation costs.



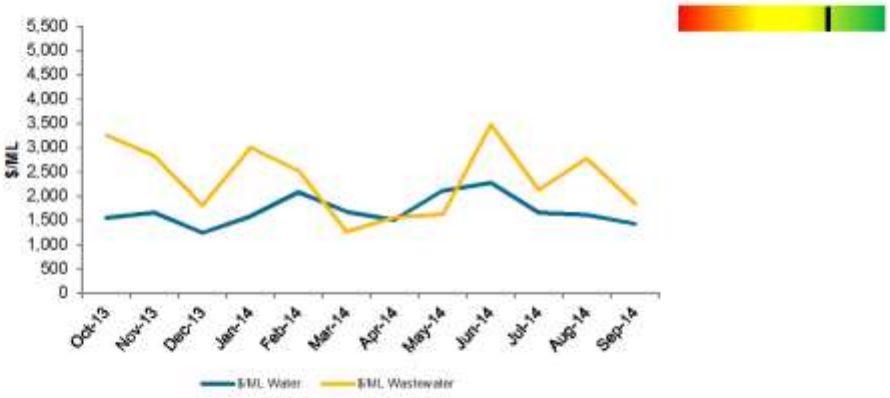
3.2. Wastewater Expenditure

The following trend provides a high level overview of the wastewater expenditure to monitor forecast expenditure against actual expenditure. The forecast expenditure profile has been derived from previous year's cash flows. Note that the below graph does not include finance and depreciation costs.



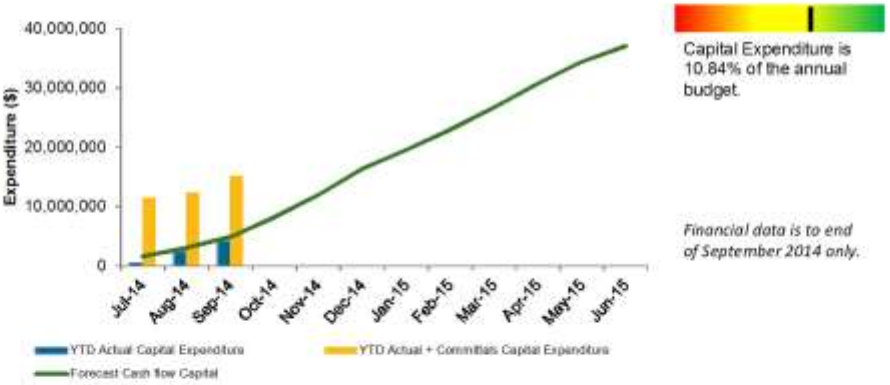
3.3. Operating Costs

The figure below details the average operating costs to treat water and wastewater in Mackay Regional Council.



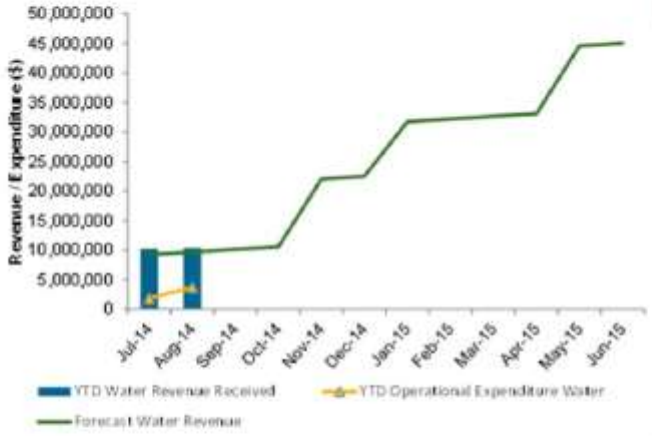
3.4. Capital Expenditure Performance

The following trend provides a high level overview of the capital expenditure to monitor forecast expenditure against actual expenditure. The forecast expenditure profile is based on the project delivery schedule within Water Services.



3.5. Water Revenue

Water revenue is received periodically through a combination of the access charge and consumption charge.



YTD Revenue exceeds forecast by $687K mainly in discounts & rebates that still need to be processed - $481K. Interest earned is $41K above forecast due to higher reserve balances.

Financial data is to end of July 2014 only.

3.6. Wastewater Revenue

YTD Revenue exceeds forecast by $418K mainly due to discounts & rebates of $111K that still need to be processed and other revenue of $138K from reimbursements and rental related to Bakers Creek

Financial data is to end of September 2014 only.

Wastewater revenue is collected biannually.

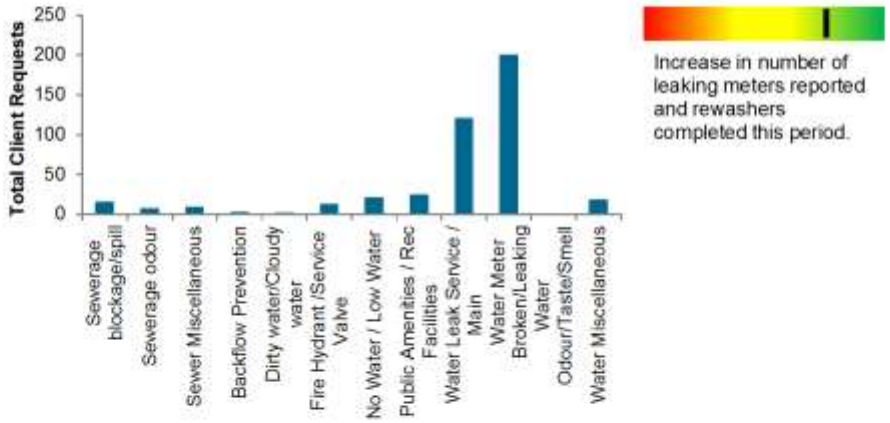
CLIENT SERVICES

4.1. Requests

This graph details the client requests received and recorded via pathways that relate to the Water Business. The target is to have 90% of all client requests closed at any one point in time.

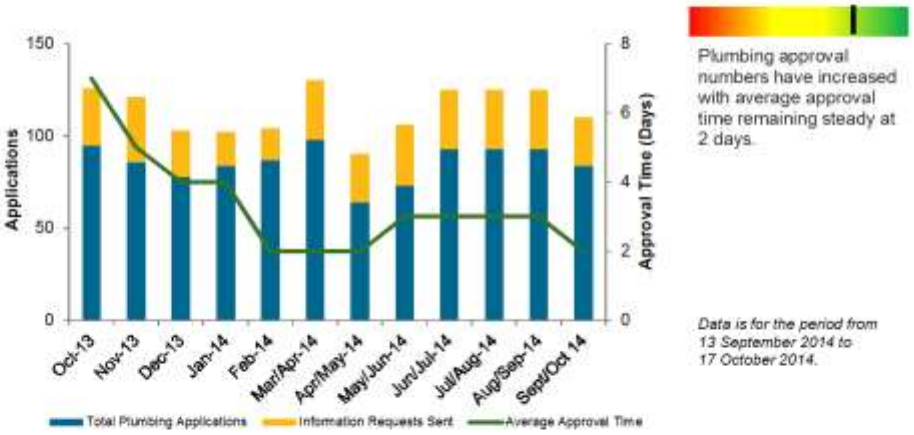
4.2. Request Types

The following chart displays a summary of the client request types received for the month.

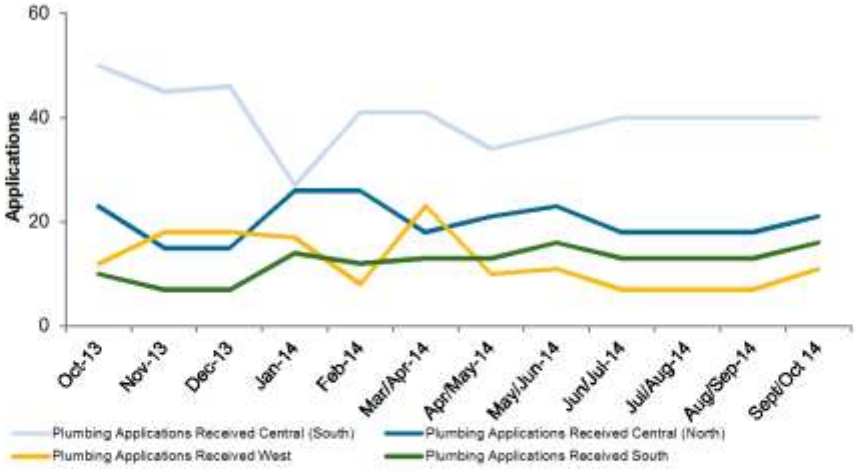


4.3. Plumbing Applications

In accordance with the *Plumbing and Drainage Act* a plumbing application is required for all new plumbing installations or modifications to existing plumbing. A plumbing application must be lodged to Local Government. Water Services has a regulatory time frame of 20 business days to assess a plumbing application. An internal target of 5 business days has been set for all residential plumbing applications.



An indication of the amount of building activity in each population centre of the Mackay region can be derived by assessing the building activity by location. This is summarised in the table below.

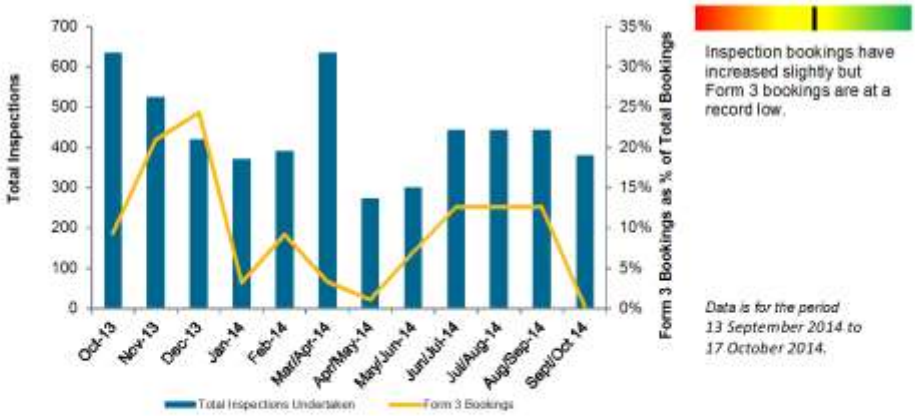


4.4. Electronic Plumbing Applications

Clients have the option to lodge Plumbing Applications electronically or directly with council in hard-copy.

4.5. Plumbing Inspections

Plumbing inspections are undertaken throughout a building construction or renovation process. Typically 4 plumbing inspections are undertaken for each plumbing application. In accordance with the *Plumbing and Drainage Act* plumbing inspections must be carried out within 48 hours of a plumbing inspection being booked. If Water Services cannot attend the plumbing inspections within the regulated 48 hour period, a plumber can submit a form 3 booking and proceed without an inspection, 1 hour after the 48 hour period.



4.6. Trade Waste Approvals

The program for undertaking trade waste assessment and licensing of all applicable businesses that discharge trade waste is ongoing. As part of the Trade Waste Assessment process a temporary Trade Waste Approval is put in place while the formal approval process is undertaken. The table below summarises the number of Trade Waste Approvals in the Mackay Region.

	Total Approved Businesses	Temporary Approvals In Place	New Approved Businesses for the Month
Mackay South	650	46	13
Mackay North	55	1	3
Sarina	56	2	1
Mirani/Marian	25	0	1
	786	49	18

Trade Waste meter reads were conducted with accounts due for issue early November. Stage 6 (final stage) of Paget implementation commenced.

4.7. Annual Trade Waste Targets

Annual targets are set for the Trade Waste team with respect to licensing Trade Waste Businesses. The target has been set at 150 new licensed businesses by June 2015. The following graph shows the Actual and Temporary Approvals achieved and the percentage of the target remaining.

Approval target and audit inspections are on track.

Data is for the period 13 September 2014 to 17 October 2014.

4.8. Trade Waste Compliance

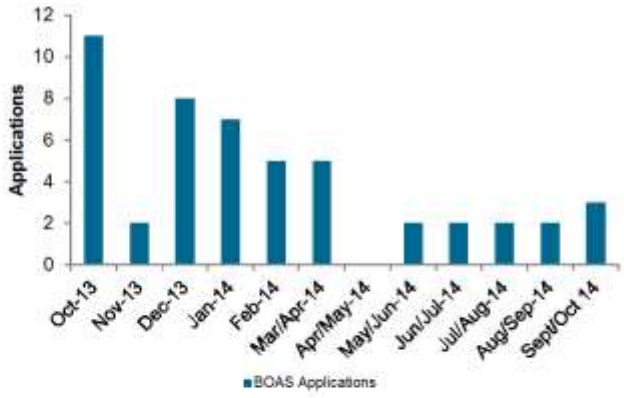
Trade Waste compliance testing is undertaken on a routine basis for all trade waste generators that have pre-treatment devices installed. The compliance testing is aimed at ensuring that Trade Waste discharges will not adversely impact on the treatment plant. A summary of the trade waste compliance tests undertaken in each Wastewater Treatment Plant catchment is detailed below.

	Compliance Tests within Limits	Compliance Test Outside limits
Mackay South	41	16
Mackay North	8	0
Sarina	0	0
Mirani	0	0
	49	16

Data is for the period from 13 September 2014 to 17 October 2014.

4.9. Building Over Sewers

Building Over Sewer applications are lodged where the construction of a structure is proposed within close proximity of a sewer main. The application is assessed in accordance with Councils building over and adjacent to sewer policy. In accordance with the policy, Building Over Sewer Applications are assessed within 20 business days. Future reporting will include performance against turnaround time targets.



Industry Workshop scheduled for 25 November 2014 where an update will be provided to industry on the proposed changes to the existing QDC MP1.4 which is to be enacted on 1 December 2014. An increase in enquiries is expected regarding the new Legislation.

Data is for period 13 September 2014 to 17 October 2014.

4.10. Scientific and Analytical Services

Scientific and Analytical Services provides laboratory analysis in accordance with National Association of Testing Authorities (NATA) Standards to both Mackay Regional Council and external clients. A summary of the laboratory activities are detailed below.

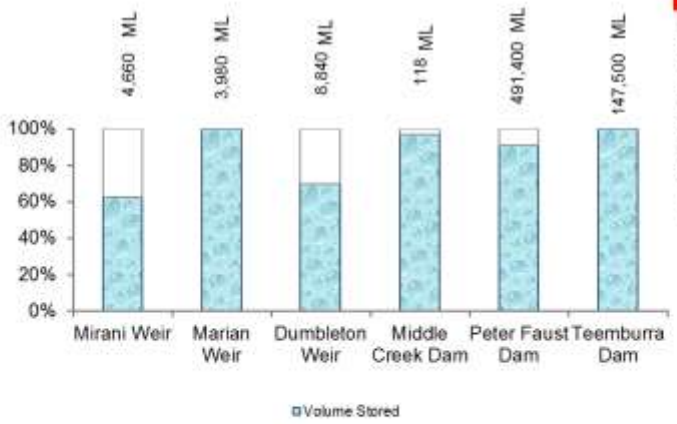
Number increase (particularly the number of samples analysed) due to work for Whitsunday and Isaac Regional Councils; i.e. 14 treatment plants sampled weekly, monthly and quarterly. Also the start of the SWRF Commissioning Period.

Data is available to end of September 2014 only

ASSET MANAGEMENT

5.1. Surface Water Raw Water Storage Capacities

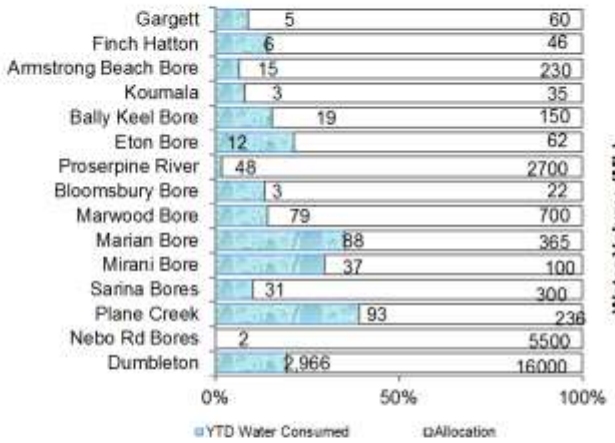
Water Services sources water from a combination of surface water and groundwater sources. With the exception of Middle Creek Dam the storage facilities are owned and operated by SunWater. Middle Creek Dam is under Council's control. The water stored in each of the storages is detailed below.



Levels have remained fairly static for Marian Weir and Teemburra Dam but have decreased in Peter Faust Dam and Dumbleton Weir. The level in Mirani Weir has increased slightly.

5.2. Annual Water Consumption vs Allocation by Source

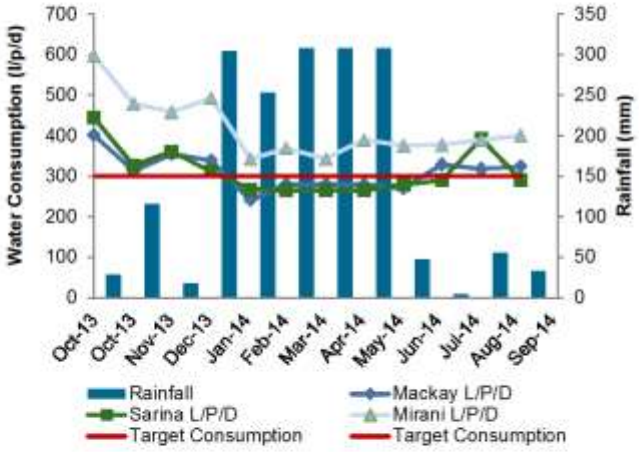
Water Services has a water allocation or water license for each water source. The water allocation and year to date water consumption for each of the water sources is detailed below.



Data has been adjusted to reflect announcement of new allocations for 2014/2015 by Dept. of Natural Resources and Mines.

5.3. Water Consumption by Locality

Water Services supplies water to both residential and commercial water clients throughout the Mackay Region. The average water consumption in each of the three major community centres is detailed below. The water consumption is presented as litres per equivalent population per day. This graph provides a summary of water consumption including commercial water use.

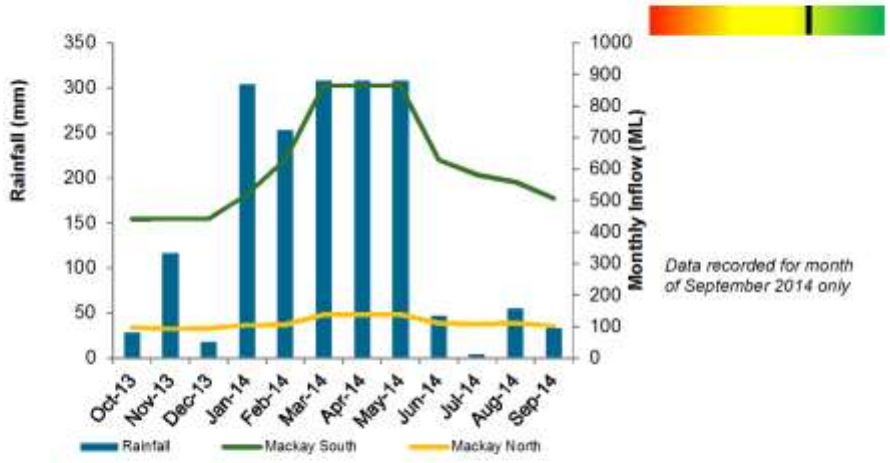


Updated population figures have been included for Mackay, Sarina and Mirani based on current water modelling and strategic planning information.

Data is as at end September 2014

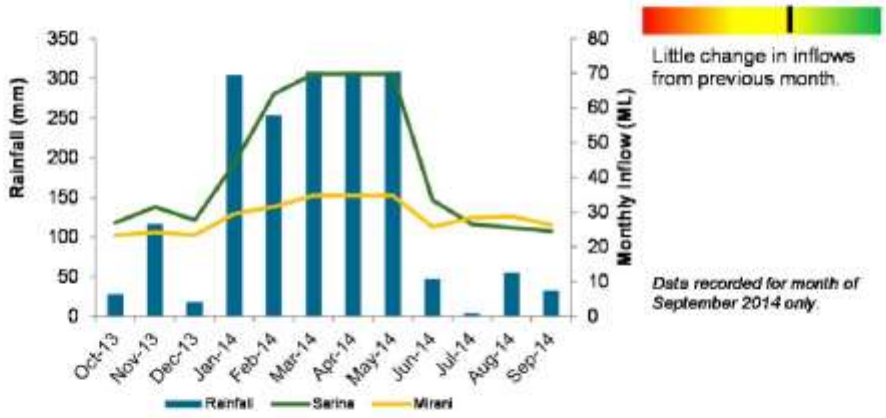
5.4. Wastewater - Mackay North and Mackay South Inflows

The inflow into Wastewater Treatment Plants is impacted by the number of sewage connections and the extent of inflow and infiltration. The monthly inflow into the Mackay North and Mackay South Water Recycling Facilities is detailed below.



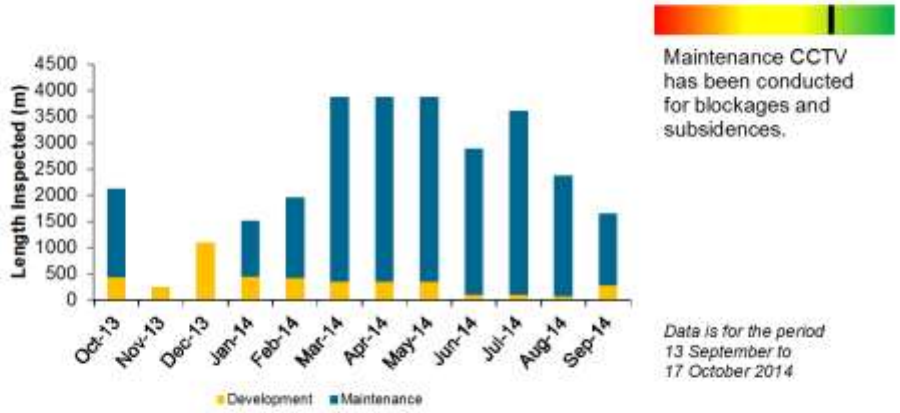
5.5. Wastewater – Sarina and Mirani/Marian Inflows

The monthly inflow into the Sarina and Mirani/Marian Wastewater Treatment Plants is detailed below.



5.6. Sewer Inspections – CCTV Camera

To protect and identify defects in the sewer system Water Services routinely undertakes CCTV inspections of the sewer system. CCTV inspections are undertaken for both developers as part of the process to create a new subdivision and on existing sewer assets as part of the routine sewer inspection program. A summary of the CCTV activity is displayed below measured as meters of sewer inspected.



5.7. Projects

Water Services undertakes a range of projects across the water business. Projects take the form of Capital Projects, Planning Studies and investigations. Information was current as at 15 August 2014.

Program	Project	Status	% Complete	Budget	Time
ID	WRS - Rural Water Supply Upgrade Project	Construction	95%	•	•
Electrical installation works are complete. Commissioning and operator training has been undertaken and project documentation (O&M manuals and QA documents) have been received. Minor defects to be rectified and As-Constructed drawings to be submitted.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	WMR - Milton Street (Gordon to Victoria)	Construction	98%	•	•
As-con information still to be submitted.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Leak Detection & Demand Management	Construction	90%	•	•
Contractor has completed construction of the flow meter pits for the Demand Management Area's (DMA's) and awaiting drafting of As Con plans. Currently planning the commissioning of the DMA's in conjunction with Network Operations.					

Program	Project	Status	% Complete	Budget	Time
ID	Sarina Water Recycling Facility (SWRF)	Design and Construction	98%	•	•
The optimisation phase of Plant commissioning is complete. All construction activities are now complete with the exception of grass seeding and minor defect Punch List Items. Decommissioning works at the old Sarina Treatment Plant commenced on 19th August. Works completed to date include; Installation of the DN300 bypass pipeline; cleaning of the PTA Inlet;cleaning of the primary and secondary settling tanks and cleaning of the trickling filter.					
Program	Project	Status	% Complete	Budget	Time
ID	AWMR - Connors Rd South	Planning/Design	90%	•	•
Concept design review has been completed and identified some potential issues which are being revised. Geotechnical investigation underway and expected to be completed by end of Oct.					
Program	Project	Status	% Complete	Budget	Time
ID	AWMR - Malcomson /Greenfields Intersection Upgrade	Planning/Design	90%	•	•
Roads driven renewal project. Water Main design prepared by Engineering Services. Design currently being revisited in terms of strategic requirements of the network. A reduction in the extent of works required has been identified.					
Program	Project	Status	% Complete	Budget	Time
ID	Retic - Meter Replacement Program (14/15)	Construction	50%	•	•
Contractor is continuing with 3rd stage installation in regional areas with 1100 properties completed out of 2220. Works are now expected to be completed by end of Oct'14. There have been some delays associated with replacing unconventional domestic water meters in the Armstrong Beach area. Preparation of materials list for commercial water meter replacements currently underway.					
Program	Project	Status	% Complete	Budget	Time
ID	WMT-Sarina water infrastructure improvement	Design	60%	•	•
Stage 1 design drawings have been received and tender documentation being prepared. Survey completed for Stage 2 design works.					
Program	Project	Status	% Complete	Budget	Time
ID	WMR - Augusta Street, Mirani	Construction	98%	•	•
All physical works are completed. Awaiting as constructed information.					
Program	Project	Status	% Complete	Budget	Time
ID	Digitisation of Telemetry - Water (14/15)	Tender / Procurement	90%	•	•
Tender submissions for 14/15 works have been received and reviewed, and a recommendation report prepared for consideration at November Council meeting.					

Program	Project	Status	% Complete	Budget	Time
ID	Marian WTP	Design & Construct	45%	•	•

Filter trains being positioned on slab

Concrete tanks have been completed. Main process trains are on site. Pump skids are on site and being installed. Underground pipework is continuing. Dosing equipment is on site. Sludge thickener is on site. Electricians expected to start pulling cables late October. Buildings and dosing sheds have commenced. Electrical design is the only outstanding design package to be finalised.

Program	Project	Status	% Complete	Budget	Time
ID	WMR - Kelly's Rd (South of Muriel St)	Construction	98%	•	•

Construction is complete. As-Con information collected - waiting on completion of drafting of As-con drawings.

Program	Project	Status	% Complete	Budget	Time
ID	Reservoir Chlorination System	Tender / Procurement	10%	•	•

Tender Scope of works and technical specification documents for the construction of a chlorination dosing unit at Seaforth chlorination system have been prepared. It is expected to go to tender in late October 2014.

Program	Project	Status	% Complete	Budget	Time
ID	WMT Midge Point Line	Tender / Procurement	10%	•	•

The works will be procured via a 'Design and Construct' process and have been packaged with the chlorination works for Seaforth and Tender documents are currently being finalised. It is expected to go to tender in late October 2014.

Program	Project	Status	% Complete	Budget	Time
ID	Cemetery Rd Trunk Main Relocation	Construction	50%	•	•

Laying past a couple of services on Shakespeare

Phase 1 of the Cemetery Rd. water main relocation at Nebo Rd/Shakespeare St intersection (by G & MA Lemura) construction is complete and awaiting As- con information. Phase 2 (Nebo Rd to Hume St) has been awarded to Roebuck Civil. Construction is progressing well - they have laid almost from Nebo Rd to Holland St (approx half of the total length)

Program	Project	Status	% Complete	Budget	Time
ID	WWS - Laboratory New	Planning	90%		
Strategic options report is being prepared.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	AWMR Bridge Road (Paradise to Wilson)	Construction	98%		
As-Con information collected - awaiting drafting of As-Con drawings.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	WRT - Smart Metering	Construction	80%		
Contractor is continuing with 3rd stage installation in regional areas with 5550 properties completed out of 6835. Works expected to be completed by end of Oct'14.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Heaths Road (Valetta Dr-Fursden St) - 200 mm link	Planning/Design	5%		
Concept water main alignment and survey requirements being co-ordinated with design of road and stormwater that is being undertaken by Tech Services.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Reservoir Corrosion Project	Tender / Procurement	10%		
Draft consolidated reservoir structural condition assessment report (combining internal and external structural assessments) has been submitted and workshop with MRC conducted. This report will form the basis of business decisions for future reservoir refurbishment works. Based on the outcomes of the report, the scope of 2014/15 works has been reviewed. Requests for quotes to undertake this work is currently being prepared.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	WMR - Alice Street, Mirani	Construction	98%		
All physical works are completed. Awaiting as constructed information.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	WMR - Caroline Street, Mirani	Construction	30%		
Internal Construction Crew commenced physical works on 6th October. Completion of this job anticipated Mid Nov'14.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	AWMR-Brewers Road, Sarina	Construction	100%		
As-Con drawings completed.					

Program	Project	Status	% Complete	Budget	Time
ID	Golf Links PSTN VSD Replacement	Construction	98%	•	•
Project has been completed. As-Con information collected - awaiting drafting of As-Con drawings.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	WMR Palmer St Sarina	Tender / Procurement	10%	•	•
Tender Scope of works and technical specification documents for water mains being finalised and to be tendered early November					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	WMR Bruce H'way near Ablett St (Sarina)	Design	100%	•	•
Design is complete. Waiting on availability of internal construction crew to construct, starting late 2014.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	WMR Elizabeth St to Brooks Rd	Design	100%	•	•
Design is complete. Waiting on availability of internal construction crew to construct, starting late 2014.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Middle Creek Dam Safety Upgrade	Concept Design	85%	•	•
Independent cost estimation is underway for the preferred Option. Concept design finalisation is forecast for completion in November 2014.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	WMR Johnson Street, Sarina	Design	10%	•	•
Potholing and survey completed.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	WMR Langdon St, Sarina	Design	85%	•	•
Preliminary Design complete, currently under stakeholder review.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	**WMR O'Keefe Street, Mackay**	**Construction**	**75%**	•	•
Crews laying new water main in O'Keefe St, West Mackay		**Internal crews have completed laying approx 300 m of 400 m of new water main at O'Keefe St. At present water service connections are being laid to the properties. Works on track for completion by end Oct'14.**			

Program	Project	Status	% Complete	Budget	Time
ID	WMR Paulette Street, Mackay	Design	100%	•	•
Final Design Complete. Construction works scheduled to commence by Internal Crews in early Nov'14.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	WMR West St Sarina	Design	10%	•	•
Potholing and survey completed.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	WPS Booster Station Upgrades/	Tender/Procurement	10%	•	•
Tender Scope of works and technical specification documents for switchboard and control upgrades					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	WTP - Nebo Rd support improvements/ upgrades	Various (Tender and Construction)	10% overall	•	•
Project includes four (4) packages of work - fencing, CCTV upgrades, clarifier repairs and replacement of WTP building roof. Status as follows: • Fencing – physical works currently underway • CCTV – quote documentation prepared and to be issued in late October • Clarifier repairs – quote documentation prepared and to be issued in late October • Roof replacement – Tender document currently being prepared. Anticipated to go to Tender in mid-November					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Chlorine Gas Detection	Planning/Design	10%	•	•
2014/15 scope reviewed - engagement with Treatment Operations to confirm requirements. Procurement process for equipment expected to commence in December 2014.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Sewer Structural Lining Program	Tender / Procurement	5%	•	•
Investigating procurement options.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	SPS No. 7 Sarina Sewerage Pump Station	Construction	98%	•	•
Works complete. As-Con information collected - awaiting drafting of As-Con drawings.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	SPS No. 8 Sarina Sewerage Pump Station	Construction	98%	•	•
Works complete. As-Con information collected - awaiting drafting of As-Con drawings.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Sarina Rising Main & Pump Station	Defects Liability	100%	•	•
Work at the station is complete including power and controls from the old Pump Station to the new Pump Station. It is expected that Operator training and finalistion of defects Punch List items will be complete by 30th October 2014.					

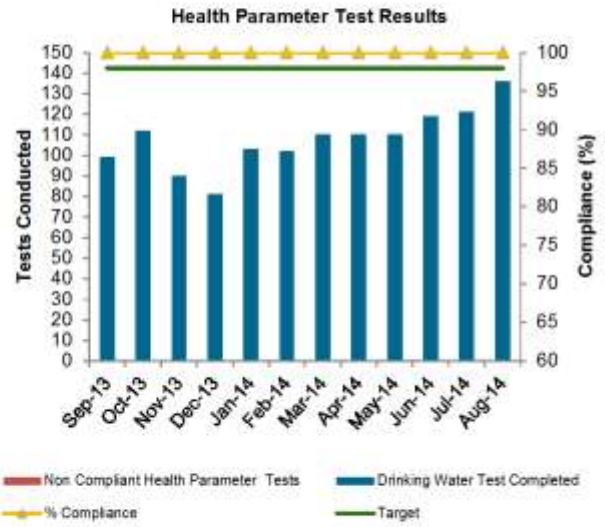
Program	Project	Status	% Complete	Budget	Time
ID	Inflow Infiltration	Procurement	40%	•	•
Procurement of taggle sewage overflow level sensors is underway. MH inspections are planned to start in early November 2015.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Digitisation of Telemetry - Sewage	Tender / Procurement	90%	•	•
13/14 works complete. Tender submissions for 14/15 works have been received and reviewed, and a recommendation report prepared for consideration at November Council meeting.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Sewer Manhole Renewals 14/15	Construction	5%	•	•
Pre-start meeting completed and WH&S plans are being reviewed. Site establishment underway by the Contractor. Works scheduled to be complete by end Nov'14.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Marian Sewerage System Augmentations - SRM	Construction	2%	•	•
Contract Awarded for sewer rising main (SRM) pipelines to G&MA Lemura. Pre-start meeting has been held and Contractor management plans are currently being reviewed. Construction works to commence on-site in November 2014.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Marian Sewerage System Augmentations - SPS 1 and 7	Design	95%	•	•
Works include the retrofit of larger pumpsets to Sewage Pump Station (SPS) No. 7 and a new SPS to replace the currently undersized SPS No 1. Design of the SPS's are 95% complete. Preparation of Tender Schedules is underway.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Overflow Abatement -SPS Rationalisation	Construction	98%	•	•
All upgrades/retrofits are operational. Design & Delivery Report to be completed once all extended operations monitoring is complete.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Base Hospital SPS replacement	Tender / Procurement	80%	•	•
Tender closed on 23 September 2014. Evaluation of tenders in progress.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Oak Street SPS upgrade	Construction	98%	•	•
Works complete. As-Con information collected - awaiting drafting of As-Con drawings.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Millennium Drive SRM	Construction	98%	•	•
Works complete. As-Con information collected -awaiting drafting of As-Con drawings.					

Program	Project	Status	% Complete	Budget	Time
ID	SPS Wattle Street Sewerage Pump Station	Tender/Procurement	40%	•	•
Tender was released on 4 October 2014 together with SPS Heaths Road, Hicks Road and Magpie Street upgrade works. Tender site meeting briefing held on 14 October 2014. Closing time of tender is early November.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	SPS Heaths Road No.1 Sewerage Pump Station	Tender/Procurement	40%	•	•
Tender was released on 4 October 2014 together with SPS Hicks Road, Wattle Street and Magpie Street upgrade works. Tender site meeting briefing held on 14 October 2014. Closing time of tender is early November.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	SPS Refurbishment/ Renewals (Magpie Street)	Tender/Procurement	40%	•	•
Tender was released on 4 October 2014 together with SPS Hicks Road, Wattle Street and Heaths Road upgrade works. Tender site meeting briefing held on 14 October 2014. Closing time of tender is early November.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	SPS Hicks Road Sewerage Pump Station	Tender/Procurement	40%	•	•
Tender was released on 4 October 2014 together with SPS Heaths Road, Wattle Street and Magpie Street upgrade works. Tender site meeting briefing held on 14 October 2014. Closing time of tender is early November.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	SPS Lindwall Street Sewerage Pump Station	Design	95%	•	•
Final design drawings currently being reviewed. Construction works have been deferred to align with the development of the surrounding land.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Symons Farm SPS Upgrade	Planning	50%	•	•
Scope has been revised to include a second Sewer Rising Main (SRM) investigation. A Survey Brief has been prepared. Base mapping has been prepared and preliminary alignments workshopped and agreed. Procurement of a Design service provider will be initiated in November.					
Program	**Project**	**Status**	**% Complete**	**Budget**	**Time**
ID	Mirani WRF Stage 1 - PTA	Tender / Procurement	75%	•	•
Tenders for the design and construction of the Preliminary Treatment Area (PTA) for the Mirani WRF have been received and evaluation of responses is continuing.					

REGULATORY COMPLIANCE

6.1. Drinking Water Compliance

Safe Water supplies are provided in accordance with the requirements of the *Water Supply Safety and Reliability Act* and are measured against the *Australian Drinking Water Quality Guidelines*. Drinking Water samples are taken at the outlet of Water Treatment Plants and within the reticulation network. A summary of the performance is detailed below.

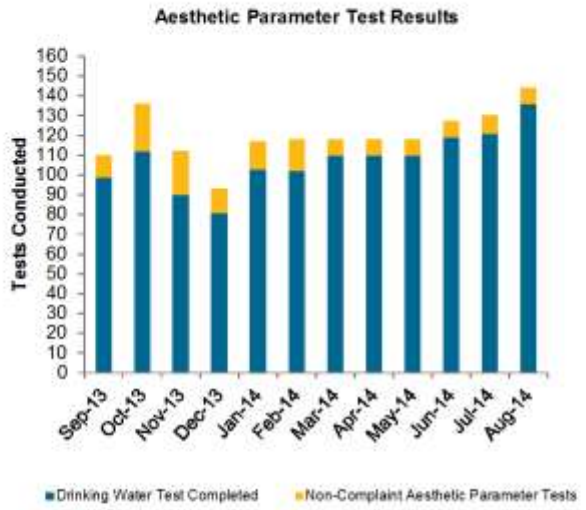


No health based exceedences.

This data is reported 1 month in arrears and due to regulatory reporting requirements is reported by calendar month.

6.2. Wastewater Compliance

The discharges from wastewater treatment facilities are regulated by Development Approvals issued by the Department of Environment and Resource Management. The licence requirements differ based on the time the Development Approval was issued and the receiving environment associated with any discharges.

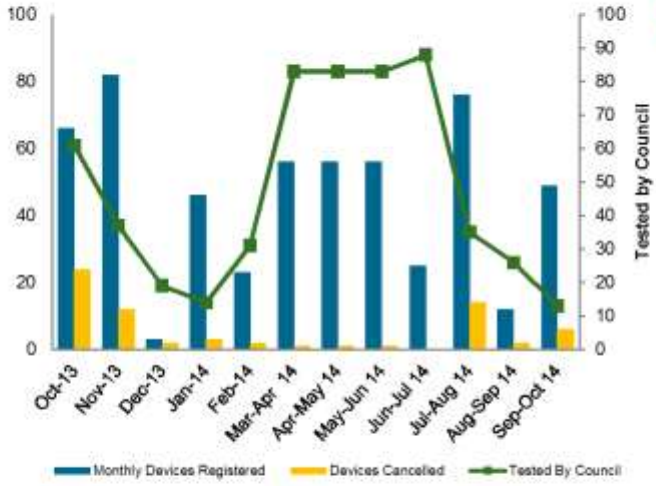


Aesthetic non-compliant tests were hardness at Eton, Koumala, Sarina Reservoir and Armstrong Beach. While Gargett pH was below 6.5 on one occasion.

This data is reported 1 month in arrears and due to regulatory reporting requirements is reported by calendar month.

6.3. Backflow Testing

Backflow devices are installed on water services where there is a risk that water could return from a private property back into the Water Reticulation network. The requirement for backflow devices is regulated in accordance with the Standard Plumbing and Drainage Regulation.

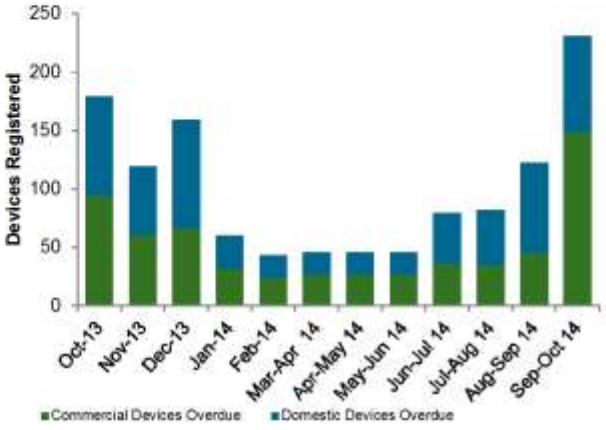


Number of new devices increased.

Data is for 13 September 2014 to 17 October 2014.

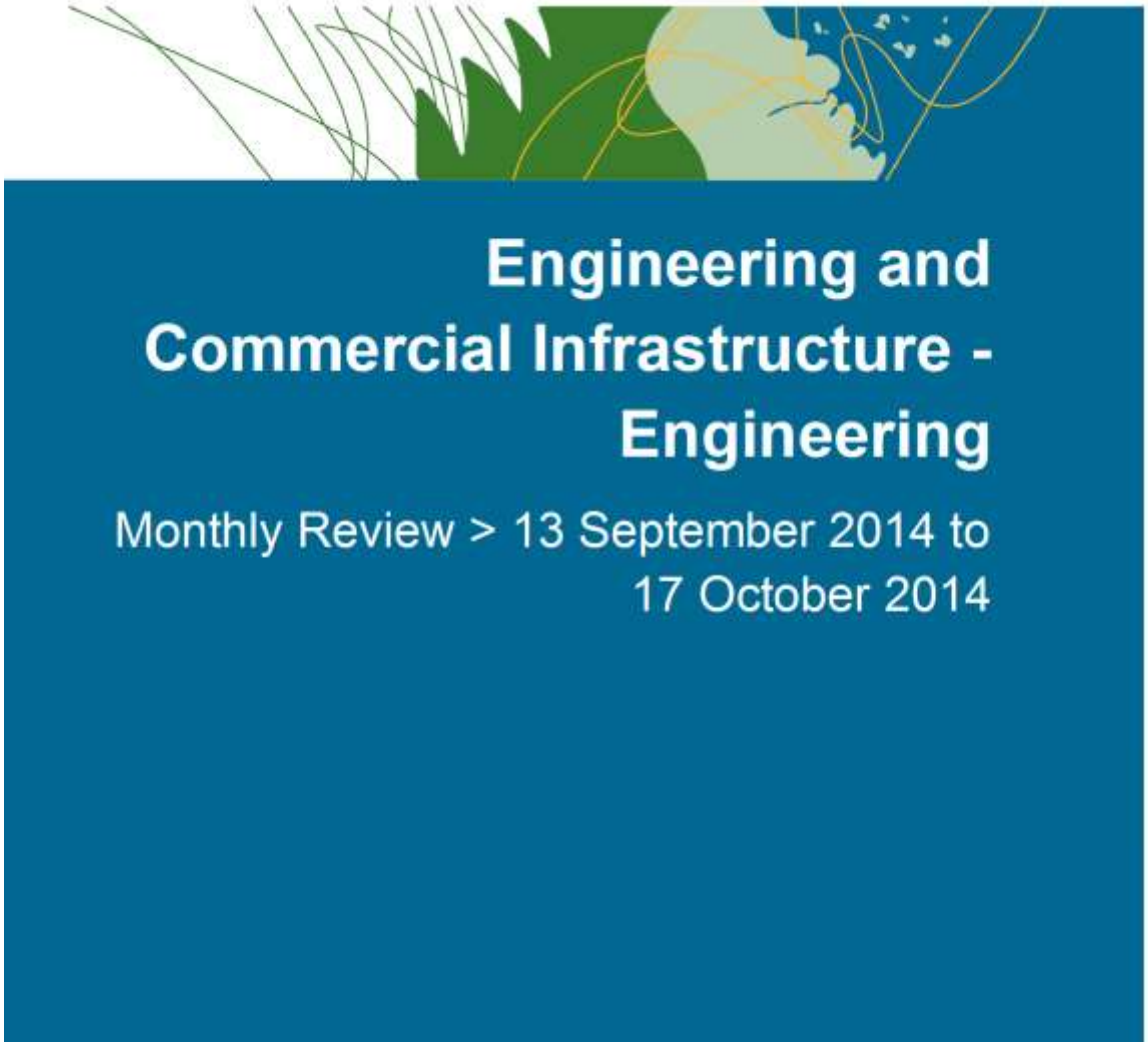
Mackay REGIONAL COUNCIL

Engineering & Commercial Infrastructure
Monthly Review > 13 September 2014 to 17 October 2014



Number of overdue devices rose. Second test reminders were sent on 14 October 2014 and enforcement will begin within the next month.

Data is for period 13 September 2014 to 17 October 2014.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OVERVIEW

Overview

This report is for Engineering Services activities for September/October 2014. Please note that references to the September/October reporting period covers the period 13 September to 17 October 2014. Significant items in this period include:

- Vegetation management, in particular mangroves, within the Bridge Road Drain, from Milton Street to the old timber bridge south of Elamang Street, is work in progress with works being slightly behind schedule due to the constraints of the tides and the work being very labour intensive.
- Bridge repairs/ rehabilitation works have been successfully completed on Mapplethorpe Bridge, Glenpark Street and on the pedestrian bridge in front of Emmanuel School.
- The NDRRA team has been focused on finalisation of the acquittal documentation and support for Queensland Reconstruction Authority (QRA) inspections, audits, requests and reporting. All acquittal documentation and the final Form 9's were submitted by the 30th September deadline.
- The 2014 Emergency Action Guide was distributed during October.
- Cyclone Saturday attracted about 1,500 residents this was down on last year's numbers.

Director Engineering and Commercial Infrastructure

CIVIL PROJECTS

Program

Comments

The period saw the completion of the:

- Kerb and channel and drainage works along Arana Drive.
- Piling works for a new bridge across Murray Creek on Rostirollas Road. Council's day labour crew will now erect the bridge superstructure and approaches. In a very tight program it is anticipated that the new structure will be operational prior to Christmas.
- End of journey bike pod in Brisbane Street for use of city cyclists is now in use.

Works continued on:

- Reconstruction works along Stockbridge Street in West Mackay. Pavement gravel and kerbing have been placed and the crew is currently completing residential driveways. Once the driveways are finished the landscaping and road sealing works will be undertaken. Expected completion is mid-November.
- The drainage works and approximately 90% of the footpath works are complete on Glenella Connection Road with finalisation of the road widening and road furniture installation to be completed by early November.
- Shoulder sealing works along Alice Street in Mirani and replacement of the kerb and channel in Louise Street in Mirani. Both of these projects are due for completion mid-November.
- CBD revitalisation project.

Alice Street Mirani prior to works commencing

Base course pavement in process of being placed

New works for this period:

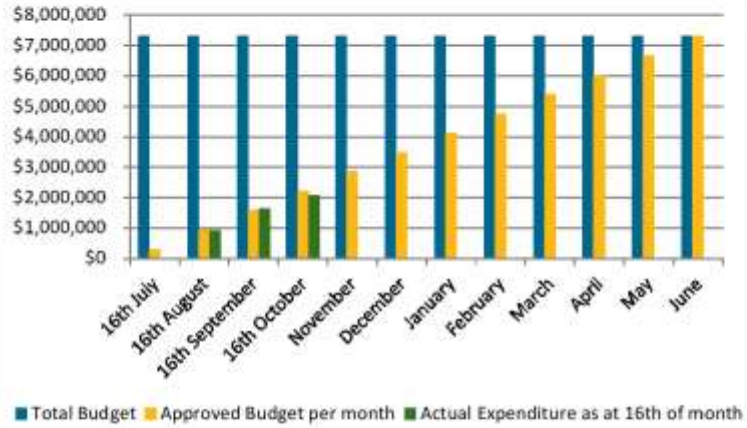
Gooseponds footpath – this links Willets Road to the Bruce Highway underpass. This footpath traverses a swampy section of Gooseponds Creek and we have elected to rearrange the Civil Projects program to bring this project forward so that a solid foundation could be installed prior to the wet season commencing. Works are well underway with 85% of the footpath earthworks completed and the base of the first of 3 culverts poured. Works are yet to commence under the existing Bruce Highway bridges.

Looking East along the Gooseponds prior to work

Earthworks platform in place. Concrete to follow.

CIVIL OPERATIONS

Sealed Council Road Maintenance



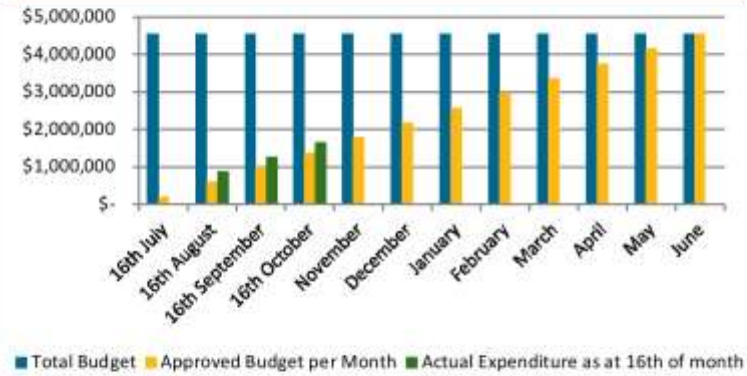
Comments

Routine maintenance on the sealed road network is on-going in line with maintenance schedules and to address client requests.

Shoulder grading has been undertaken on Cape Hillsborough Road, Munburra Road, Marwood-Sunnyside Road and Mt. Martin Loop Road.

Crews have been undertaking preparation works for the resurfacing program. Commencement of the bitumen spraying on the ground has been delayed for Package 1 due to Fulton Hogan being delayed on another project and for Package 2 due to finalisation of the contractual agreement.

Unsealed Council Road Maintenance

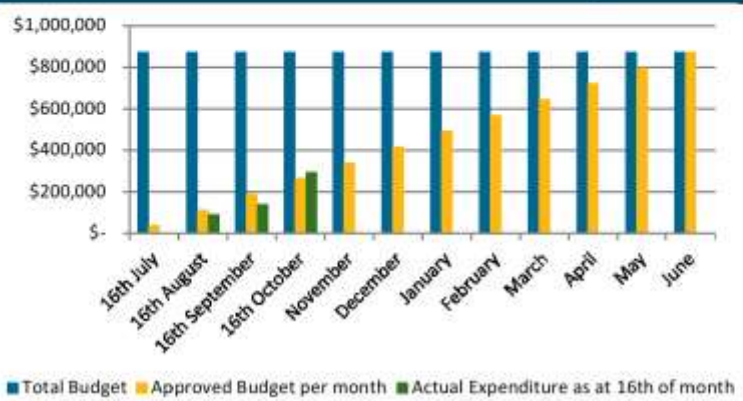


Comments

Maintenance grading has progressed across all areas in line with the unsealed road maintenance management system with continued dry weather supporting good outcomes.

Roads graded include: East Funnel Creek Road, Tennis Court Road, Camillen's Road, Argents Road, Howell's Road, Old Hillsborough Road, Smally's Beach Road, Barclay's Road, Omands Road, and Neilsons Road.

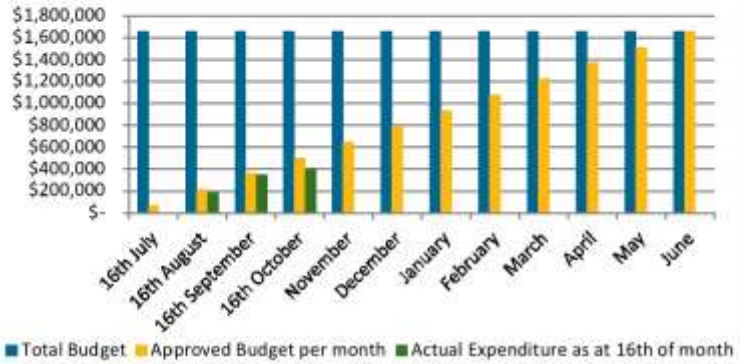
Street Cleaning



Comments

Street cleaning is continuing in line with the program of works. Maintenance activities within the Mackay City Centre are being coordinated with the City Centre Revitalisation Project team.

Open Drainage Maintenance

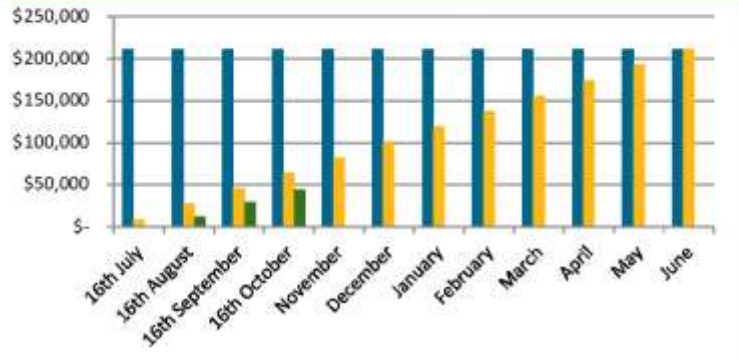


Comments

The continuing dry weather has provided for good outcomes with preparation of the open drains for the upcoming wet season.

Vegetation management, in particular, mangroves, within the Bridge Road Drain, from Milton Street to the old timber bridge south of Elamang Street, is work in progress. This work is time consuming due to constraints of the tides and it being very labour intensive. We have successfully negotiated with the Department of Environment and Heritage Protection to undertake vegetation trimming on the eastern side of the drain south of Elamang Street to the old timber bridge.

Bridge Maintenance

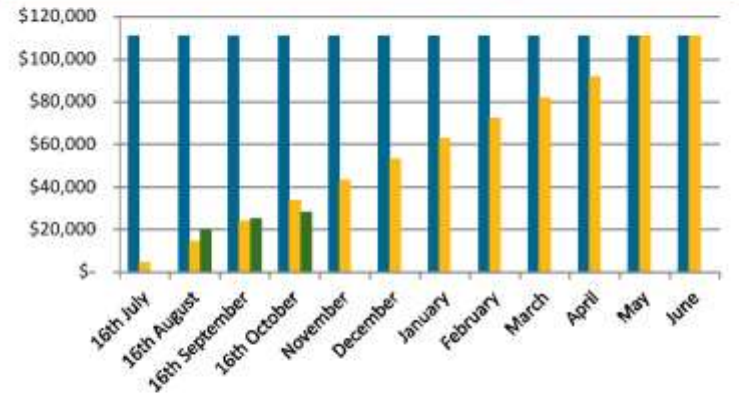


Comments

The bridge maintenance crew successfully completed rehabilitation of the pedestrian bridge in front of Emanuel School, during the school holiday period.

Concrete crack sealing repairs on Mapplethorpe Bridge, Glenpark Street have been completed. This work involved coating sections of the concrete structure with a waterproof membrane to eliminate water and air from penetrating inside the structure and hence minimising the potential for internal steel corrosion.

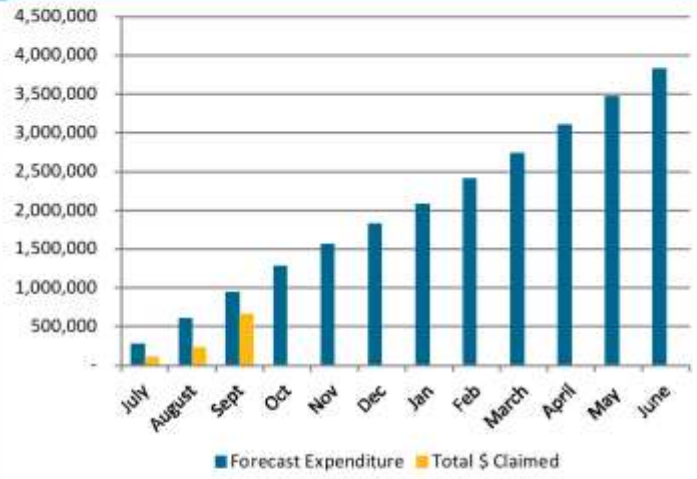
Boat Ramp Maintenance



Comments

Routine maintenance activities, in particular, inspections and surface cleaning works have been undertaken during the period.

RMPC's



Comments

Routine maintenance activities are continuing on the main road network including the following:

Grading & gravel re-sheeting works on Mirani – Eton Road.

High shoulder removal on the Peak Downs Highway.

Boom mowing works on Bruce Highway – North Mackay, Bucasia, Mackay – Eungella and Sarina – Marlborough Roads.

Emmanuel School Foot Bridge - before

Emmanuel School Foot Bridge - before

Emmanuel School Foot Bridge – during construction

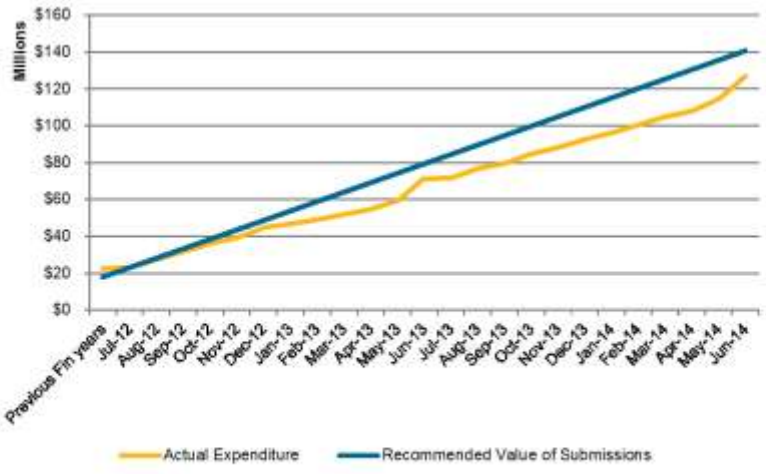
Emmanuel School Foot Bridge - after

NDRRA Restoration Works

Overview
The NDRRA team has been focused on finalisation of the acquittal documentation and support for Queensland Reconstruction Authority (QRA) inspections, audits, requests and reporting. All acquittal documentation and the final Form 9's were submitted by the 30th September deadline. The team will continue to work closely with Queensland Reconstruction Authority (QRA) during their review of the acquittal documentation. The Lessons Learnt NDRRA Review process is close to being finalised with the workbooks and workshop being completed. The report detailing the outcomes is currently being drafted.

Total Natural Disaster Recovery Project Overview

2011 & 2012 Natural Disaster Relief & Recovery Overview as at 17th October 2014



Comments

QRA are in the process of assessing the Council's acquittal submissions for the 2011 & 2012 events.

Four acquittal submissions have been approved to date for a total value of $2,638,366. All four were approved for 100% of the acquittal claim.

TECHNICAL SERVICES

- Development and design of projects within Capital Works Program (CWP) for 2013/14, 2014/15 and 2015/16.
- Specific detail design associated with Grant funded Round 5 – CBD Revitalisation - detailed design complete but significant involvement in construction support commenced.
- Discussions with service providers to streamline design and construction processes. Following implementation of Department of Transport and Main Roads (TMR) specifications and estimates extend assessment to track actual unit rates to build history for future estimates.
- Attendance at meetings in relation to: Capital Works program delivery, Local Government Infrastructure Plan Implementation, RSS Project Team, As Con Electronic Signature process, E&CI Program Managers, Project Management Framework, Whitsunday Regional Road Group Technical Committee, Technical Services Co-ordinators Meeting, Asset Managers Leadership Forum, Bigmate GPS training, Asset Management Program Review meeting, CBD Revitalisation Project design and construction issues, @RISK Software Training & NDRRA Review Workshop.
- Report to Council on Milton and Archibald Street Realignment Notices, Wattle Street Drainage Objection Report and Traffic Advisory and Walking and Cycling Advisory Committee minutes.
- Lead role in the development of the "Active Towns" strategy & delivery of Year 3 projects. Note Year 3 approvals received from TMR.

Survey Services

Overview

- 100% of 2014/2015 CWP surveys completed.
- 5% of 2015/2016 CWP surveys completed.
- Finished collecting survey data for the CBD Stormwater Study.
- Cadastral survey completed for: Glenella Road Road Opening; Shepherd Road Road Opening; Willetts Road Easement.

Digital Cadastral Data Base (DCDB)

- Coordination of cadastral reference marks and office plotting continued for upgrade of DCDB in Habana/Balnagowan area.

Australian Height Datum (AHD)

- High order levelling of survey marks from Sarina Township to Freshwater Point commenced.

Design Services

Capital Works Program (CWP)

- Two of 214 2008/9 and 2009/10 projects are to be completed:
  - Malcomson/Greenfields Intersection, Connors (Crichtons Road to Cook Lane) and Connors Road to Stockroute Road connection design underway.
- 108 of the 110 design projects in the 2010/11 CWP completed (96%). Those remaining, are:
  - Archibald reconstruction and upgrade, and Malcomson/Greenfields Intersection upgrade.
- 113 of 114 design projects in the 2011/12 CWP completed to date (99. Project remaining is Milton Street Construction (Farrellys to East Boundary).
- 95 of 98 design projects in the 2012/13 CWP completed to date (97%)
- 83 of 88 design projects in the 2013/14 CWP completed to date (94%)
- 49 of 65 design projects in the 2014/15 CWP completed to date (75%)
- 22 of 74 design projects in the 2015/16 CWP completed to date (30%)

Those outstanding require land acquisitions, valuations, input from service authorities, which is delaying completion of the design.

- Commencement of CBD drainage study – data collection of underground asset data and survey commencing and Design brief development.
- Detailed design of Glenpark Overpass duplication proceeding including detailed geotechnical investigations.

Major Projects for delivery next month

- Malcomson Street rehabilitation from Mackay Bucasia Road to Charles Hodge including the upgrade of the Malcomson/Greenfields intersection and widening of Greenfields Boulevard. Works are due to commence in February 2015 for the Malcomson St component.

Landscape Issues

- Detail design for Bluewater Trail (BWT) sections – Bluewater Quay (BWQ) to River Street Boat Ramp – Stages 2 & 3 – due to funding availability these will have to be delivered via CWP at a later stage.
- Landscape concept Masterplan issued for Lagoons Creek & McCreadys Creek wetlands.
- CCRP – Artwork (photographic film) for toilet block approved by PCG and finalised with Exeloo; details passed on to Vassallo's for coordination during manufacture and installation.
- DDA Access Audit priority listing for 2014/15 rectification projects (Mackay-wide) underway; priority bus stop compliance projects identified.
- DDA Access Audit 2014/2015 Township Cemeteries and Amenity Facilities - Draft Report due 31st October; Final Report due 19th December 2014.
- Finalising updates to 8300 Supplementary Specification. Liaising with Parks to review and revise irrigation master specification.
- Updates to Style Manual ongoing – draft revision anticipated for mid-December delivery.
- Finalisation of Standard Drawings via Parks change request; bollards & vehicle barriers ongoing.
- Detail design ongoing for Capital Works landscaping for projects including:
  - Revegetation Treatment Bee Creek Bridge Replacement
  - BWT trail (Bridge Street East, Stadium to Quota Park)
  - Jubilee Park Upgrade:
    - Stage 1 design complete; prestart meeting held 07.10.14
    - Ultimate design, staging proposal and estimates complete
    - Stage 2 design 90% complete
    - ANZAC artwork – final artwork plaque currently being designed; to be issued for Council approval last week October
- Liaising with TMR on:
  - Median and landscape design for Nebo/Shakespeare intersection;
- Roundabout designs Mackay-Bucasia Road (Eimeo and Holts Road).

Traffic and Investigation Issues

Active Towns Program:

- Mackay shared pathways survey was open for public feedback. The online survey will close on October 11. A report and recommendations will be tabled at the November 3 Walking And Cycling Advisory Committee (WACAC) meeting. 46 responses currently received.
- Pre-start meeting for Gooseponds missing link on September 16. Construction to commence in early October.
- Construction ongoing for secure bicycle parking facility at Bluewater Quay, completion still due by early October.
- Love to Ride Mackay Cycle Challenge update – 41 organisations have signed up and so far 233 people have registered a ride. More people have registered to take place, but not yet logged a ride. The workplace based challenge will take place from October 6th – 26th.
- Promotion for National Ride2Work Day underway. Wednesday 15th October a breakfast event at the Bluewater Quay took place, including the official opening of the secure bicycle parking facility.
- In conjunction with the Central Queensland Sporty Schools program, a survey on Active School Travel and

Physical Activity behaviours is currently being tested. This online survey will be advertised to schools in the Mackay region in the first four weeks of term 4. The data collected will help to create an active school travel program to be rolled out in the new school year.

- September School Holiday Bicycle Education took place at a number of venues around the region, classes have had excellent attendance with the two Mackay based courses booking out.

Traffic Counts:

- Edmund Casey bridge traffic diversion review 27 counters.
- School survey for base line count before year 7 change to High School at Mackay State High School and Mackay Christian College, 9 counters.
- Intersection count for Downie Avenue and Edmonds Street, 4 counters.
- Juliet Street survey, 10 counters.
- Maintain 34 permanent sites.

Works On Roads – Ongoing projects:

- Ergon Energy - Milton Street – request for amended cable route for 33kV power supply. Ongoing.
- Ergon Energy – 426 Mackay-Eungella Road Marian - Work progressing. Underboring complete and pulling cabling underway.
- ISGM – 19 Campbells Ridge Road Balberra – No works progress.
- Ergon Energy – 33kV High Voltage Transmission Towers – Hay Point – Wiring complete – connection and commissioning to complete.
- Ergon Energy – Wewak Road St. Helens Beach – Final amended design agreed.
- Ergon Energy – North Eton Road – No works progress.
- Ergon Energy - DTMR and Jai-Cor - Intersection of Gordon and Milton Streets – Works commenced.
- Ergon Energy – Gravinos Road, Victoria Plains – Alternative alignments required and agreed.

Customer Requests.

- 27 Works on Roads Requests totalling 42 hour processing time.
- 36 Q100 Requests totalling 28 hour processing time.
- 43 Plan Searches (GPLANS) totalling 12 hour processing time.
- 185 Excess Dimension and Excess Mass Approvals totalling 17 hour processing time.
- 19 Temporary Road Closure Approvals totalling 12 hour processing time.

EMERGENCY MANAGEMENT

Overview

Community Education

Emergency Action Guide
Distribution of the Emergency Action Guide has been undertaken by PMP Limited (35,028 copies) and Australia Post Unaddressed Mail (6,810 copies) in early October 2014.

Complaints regarding non delivery in the urban area by PMP Limited of whole streets/areas is currently being investigated by the Emergency Management Team. The payment of the account is presently being withheld until investigations have been completed.

One issue in the Orange Evacuation Zone where the evacuation zone was inadvertently drawn in the wrong position affecting 64 properties in the Magellan Drive, Cambridge Avenue and Oxford Court in Andergrove has been identified and the matter is currently being rectified.

The major message about the new mapping is that Council has moved to Evacuation Zones which indicates the areas with risk to human life and/or injury, in accordance with the State Guidelines. The new mapping areas include areas that may be above the inundation zone but due to limited or no access and egress they have be included in the zone to be evacuated. The risk of property inundation has not changed and property insurance should be based on the risk of inundation, not evacuation.

RACQ Get Ready Cyclone Saturday 18th October 2014
Cyclone Saturday was held on the 18th October 2014 at Caneland Central, as part of RACQ Get Ready Week.

Approximately 1,500 people attended the event between 8am and 3pm with over 500 Emergency Action Guides and 400 Emergency Preparedness Shopping Bags handed out.

The crowd was down on last year's 2500 - 3000 estimated attendees. A number of other events in the region on the same day and the current economic climate may have had some bearing on attendance numbers.

The main interest this year was the new storm tide evacuation zones. Staff manned three stations to explain the mapping and to relay the message that the risk has not changed and that Council is just complying with the new State Evacuation Guidelines. The mapping is based on evacuation and the risk to human life associated with storm tide, as a result there would be areas that are above the inundation level but residents would have no access and egress to their property, therefore in the interests of personal safety they would be requested to evacuate, if deemed necessary.

Some concerns were expressed by the public over insurance costs as a result of the new mapping, however staff were able to relay the message that as evacuation zones the main focus is risk to human life and injury rather than property inundation. Insurance companies should be basing their premiums on inundation mapping and not evacuation mapping.

Get Ready Mackay 2014
October is Get Ready Mackay month.

Council is utilising Get Ready Funding to conduct a media campaign to encourage the residents of Mackay to get ready for this storm season. Over the month, print, radio and television mediums will be used to spread the awareness message. Other mediums include the bus advertising, the Paget billboard, website, internal Grapevine stories for staff, Facebook and Twitter posts.

This year the State Government withheld 46% of funding for the Get Ready Program previously allocated to Councils. As a result, a reduction of $20,700 in funding was received by Council which required some of the planned Get Ready initiatives to be either wound back or cancelled to stay within the revised funding.

Inaugural Emergency Management Get Ready Challenge
One of the new preparedness initiatives this year is the Inaugural Emergency Management Get Ready Challenge issued to Mackay Regional Council's Client Service Centres and Libraries to promote preparedness and awareness though displays within the public areas.

The effort put into these displays by staff has been very impressive and quite a number of positive comments from the public have been made regarding the displays. Judging will take place in the last week of October and the winners will be announced in the next reporting period.

Mackay Local Disaster Management Group

The Mackay Local Disaster Management Group last met on the 1st September 2014. The next scheduled meeting is 8th December 2014. The LDMG Exercise will be conducted on the 8th December 2014.

Operations

The Emergency Management team is monitoring fires in the Central District and EM officers are receiving daily situation reports from the Queensland Fire and Emergency Services Regional Operations Centre (ROC) regarding major fires. The team is also receiving advice from Queensland Rural Fire Service regarding other fires.

Planning - Mackay Local Disaster Management Plan and Operational Plans

- A draft Exercise Outline has been developed for the Mackay LDMG discussion exercise to be conducted on the 8th December 2014.
- Continuing reviews on various Disaster Management Sub Plans i.e. Cyclone Shelter Operational Sub Plan.
- The Emergency Management team are working closely with Mackay Water and Waste Services over the Emergency Action Plan (EAP) for Middle Creek Dam. The EAP was reviewed and amended prior to being sent to the Department Energy and Water Supply for review and endorsement. The EM team has also suggested a better communication strategy to inform residents of possible dam releases and a method for monitoring the dam walls and spillway through remote camera technology.
- The Environmental, Economic, and Infrastructure Local Recovery Sub Groups undertook a desktop exercise to further develop action plans as a part of their meetings.
- The EM team are continuing to work with Sunwater for resolutions to the Kinchant Dam issues. Emergency Management issues have been addressed in a report completed by Technical Services which will be tabled at Council in November.

Projects / Mitigation Strategies

Emergency Backup Generators Project

The Midge Point and Eungella Emergency Backup 20KVA Generators and the dual axle trailers have been delivered. Additional changeover switches are to be installed on the generators to allow them to be either connected to a building or used in a standalone situation. The additional switching installation is scheduled for 4th November 2014.

Some additional signwriting will then be applied to the generator and trailer before being moved to the relevant areas. Council staff, SES, and community members will have to undergo an induction and safety brief before using the generators. This will be completed prior to December 2014.

Works to provide building changeover switches for the Midge Point State Emergency Service Facility, Midge Point Rural Fire Facility and Midge Point Progress Association Community Hall will be undertaken by Property Services before the commencement of the storm season. An investigation on the scope of works has been undertaken and an electrician has been engaged to undertake the works once the generator changeover switches have been installed.

Eungella Community Development Hall

The Platypus Play Centre has received grant funding of $21,772 to undertake the installation of cyclone rated window shutters to the facility. The installation of the roller shutters has been completed in September, following some delays with materials. The upgrade of the facility will give residents a facility that can be utilised both during disasters and post event activities.

North Mackay Levee

The construction phrase to increase the levee heights and flood immunity flood levels to Q100 in North Mackay has been completed. Testing of the Tiger Dam barrier across Harbour Road is yet to occur.

SES ICT Upgrade

The SES ICT Functional Requirements and Scope of Works document has been signed off and the implementation process has commenced. A working group to identify priorities is to be established.

Coastal Hazards Adaption Study
Stage 1A has been completed which identified risks of storm tide and flooding. Stage 1B which is gathering information and mapping is currently being undertaken and should be completed by April 2015. Emergency Management Officers are included in the Working Group which has been formed to review and consider implementation and priorities. Stage 2 which is public consultation will occur mid next year.

CBD Flood Study
A survey is currently being undertaken. Consultants should commence work in November and be completed by April 2015.

QRA Flood Studies
The QRA has undertaken a flood study of St Helens Creek at Kolijo in conjunction with Council Officers. This study will be handed over to Council on the 29th October 2014.

SES Facility Upgrades

As part of the upgrading of the Emergency Management Facilities throughout the region, regular meetings of Council and SES Officers are being undertaken. The last meeting was held on 14th October 2014.

Sarina State Emergency Service Facility

The Sarina SES Facility works are nearing completion with all internal works, driveways, permanent community/SES sand stockpile area, installation of 20kva emergency backup generator, levelling of grounds with crusher dust fill and construction of internal gravel roads and gravel car parking areas have been completed.

It is expected the builders will hand over the building on the 24th October 2014 and it is expected that the State Emergency Service will be operating from the building in November 2014.

Additional works to be completed over the next period include installation of temporary telephone lines being run from former Waste Treatment Works (until new Telstra lines can be installed early to middle of next year), installation of stormwater pipes to drains, construction of security fencing, connection of gas, installation of SES radio antennas and supply of furniture and white goods.

The former Lee Street SES Shed is currently being emptied into a storage container in readiness to moving to the new facility. Once the building is vacated works can commence on the removal of asbestos in the existing facility prior to handover to the Sarina Men's shed.

Sarina SES Workshop

Sarina SES Kitchen

Sarina SES Disaster Coordination Centre

Sarina SES Training Room

The project costs have been able to be reduced significantly from the original forecast expenditure of $820,000 with current forecast expenditure being under $620,000.

Finch Hatton State Emergency Service Facility

The project is essentially complete with the exception of changing of the door locks to the SES Master Key System and the instruction signage for the generator changeover switch. The removal of the old roller door (5 metres) is in the process of being removed by Property Services. Some minor levelling of spoil around the facility will be undertaken by the Mirani Civil Operations crew in the next reporting period.

Calen Joint Training Facility

No further works have been undertaken in the current reporting period. The construction of the footpath between the car park and training office is yet to be completed along with some minor works such as the laying of tactile markers etc. It is expected that all works should be completed in the next reporting period.

A Calen Council Staff and SES MOU has been drafted so both parties are clear on the use of the Council Calen Depot. In the past there has been some conjecture in what the SES volunteers can and can't do within the Calen council facility. The MOU will clearly establish a collaborative working relationship with Council staff and SES volunteers and the use of the joint Training Facility.

General

- Five (5) Council Officers are undertaking the Advanced Diploma of Public Safety (Emergency Management) being offered under a State Government initiative thru the Regional College of Disaster Management at limited cost to Council being the officers time to attend the twenty two (22) days and five (5) blocks of study.
- The Human Social, Economic, Infrastructure and Environment Local Recovery Sub-Groups have met during the month of October.
- Emergency Management Officers attended the Mackay District Disaster Management Group Meeting on 16th October 2014 and participated in the District Discussion Exercise which was based on an earthquake in the region.
- Emergency Management Officers attended the Mackay District Human Social Recovery Sub-Group Meeting on 16th October 2014. Officers are continuing to work on guidelines for the Special Needs Register with Whitsunday and Isaac Regional Councils and Department of Communities, Child Safety and Disability Services.
- Emergency Management Officers will attend and participate in the Mackay Airport Full Field Exercise on 22nd October 2014.
- Public Cyclone Shelter training has been scheduled for the first week in December 2014 to renew skills and hopefully recruit more team members to be able to assist in the Public Cyclone Shelter Operations.
- The Preseason Cyclone Season Workshop is being held on 6th November 2014 and will include:-
  - BoM Seasonal Outlook and update
  - QFES Organisational Structure & State Disaster Coordination Centre (SDCC) review
  - Get Ready Queensland
  - Workshop Exercise

State Emergency Services

Overview

Local Controller

- As part of a State Government initiative one position for an Advanced Diploma in Public safety (Emergency Management) was made available to the Mackay Regional SES Unit Local Controller.
- QFES delivered an information night to up skill Volunteer trainers with the latest training information available.
- Local Controller attended Disaster Management training at QFES.
- Local Controller attended the Sarina Primary School to deliver a talk on the SES and disaster preparation

Activations for the month

13th – 16th September - Land Search, Eungella

Activated by Police, SES volunteers searched for a missing person on private property in the Eungella area. Three SES search teams managed an additional 30 civilian volunteers along with the MRU's Remote Area Tracking Team (RATT). The missing person was located on day three.

18th September - Traffic Control, Mackay

Activated by Police, eight volunteers set up emergency traffic control to protect the public from a person threatening

violence.

25th September - Rescue, Dolphin Heads

Activated by QFRS, three volunteers assisted in the recovery of a family that had fallen down a cliff.

28th September - Land Search, Hampden

Activated by Police, 13 volunteers searched for a missing person threatening to self-harm. The person was located.

Public Safety/Community Education

26th September - Bunnings Sausage Sizzle

15th October - Light the Night - Public Safety

Major Training Events

20th – 21st September - Chainsaw Training, Kuttabul

32 participants completed the full course on competency maintenance training in anticipation of the upcoming storm season.

11th – 12th October - Flood Boat Training, Mackay

Eight participants completed week one of a two week course.

11th October - Working Safely at Heights Training, Mackay

Participants from Mackay, Clermont, and Moranbah completed this one day course.

MRU Training and Community Hours

	Operations	Training	Administration	Maintenance	Community Education	Total
MRU	96	768	206	15	10	1095
Midge Point		18				18
Calen		21				21
Mackay	130	508		15	40	693
Mirani	32	52	7	2		93
Sarina	37	42	19	35	6	139
Campwin		20		2		
Armstrong						
Koumala						
Total	295	1429	232	69	56	2081

QUALITY ASSURANCE

2013/2014	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	April 2014	May 2014	June 2014	July 2014	Aug 2014	Sept 2014
No. of Completed Client Requests Surveyed for Satisfaction Levels*	226	356	291	342	327	463	293	556	331	321	363	277
No. of Completed Construction Projects Surveyed for Satisfaction Levels	0	0	0	0	0	0	1	0	2	1	0	0
No. of Client Satisfaction Survey Results Finalised	6	0	0	0	2	0	3	0	3	1	3	3
No. of IMS Documents Reviewed and Updated	5	8	4	0	4	6	4	3	4	4	0	6
No. of New IMS Documents Commenced	0	1	3	2	3	1	1	0	2	1	3	0
No. of Work Site Visits	10	10	8	8	20	18	15	16	5	7	3	5
No. of Internal Quality Audits Conducted	2	4	1	0	1	1	2	2	2	2	1	0
No. of Staff Training Sessions Conducted	Nil	Nil	Nil	Nil	1	1	2	Nil	Nil	Nil	Nil	Nil

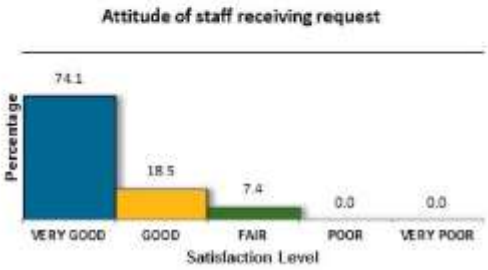
*Includes surveys undertaken for Water and Waste Services.

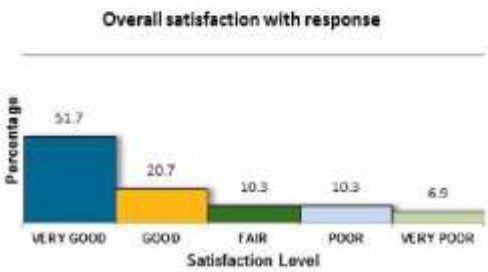
**September figures not included as surveys are not sent out until the first of September.

REQUESTS FOR MAINTENANCE WORK

Results of Survey (July '14 - August '14)

Civil Operations

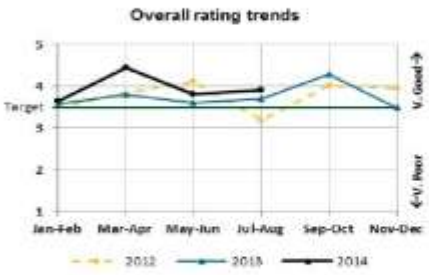




Representative Comments

- Polite, courteous, patient & informative.
- Very quick.
- I was advised that it would be a temporary job first off, but the result exceeded my expectations.
- Nothing has been done.
- Very good.
- Had asked for the embankment to be slashed as well but only the road shoulder was slashed.
- Excellent staff.
- Poor execution. The road is an absolute eyesore.
- The Council Works Department try to meet maintenance needs quite well.
- Quick response for the professional job that was done in the drainage and forming at Deals Road. Thank you.

Trends

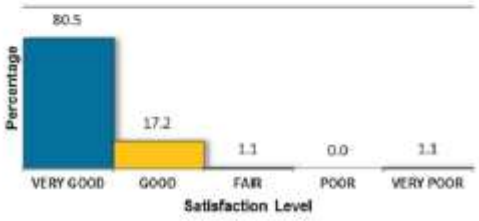


REQUESTS FOR MAINTENANCE WORK

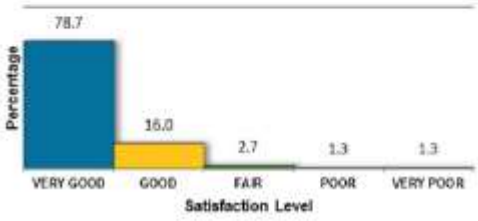
Results of Survey (July '14 - August '14)

Water & Waste Services

Attitude of staff receiving request

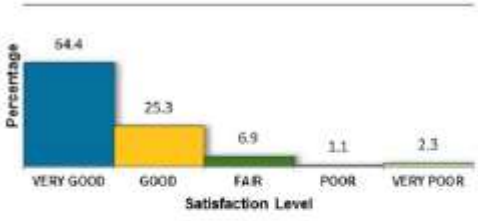


Attitude of staff attending request

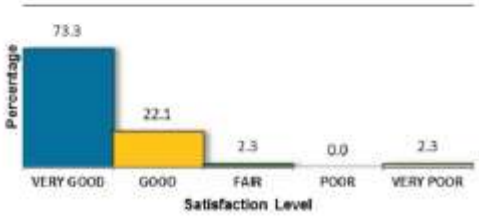


Time taken to address request

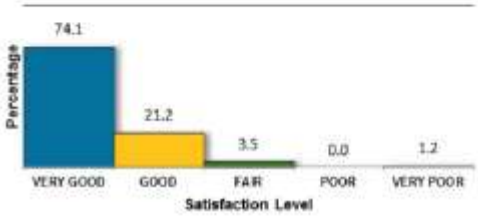
Appearance of completed work



Degree work addresses request



Overall satisfaction with response

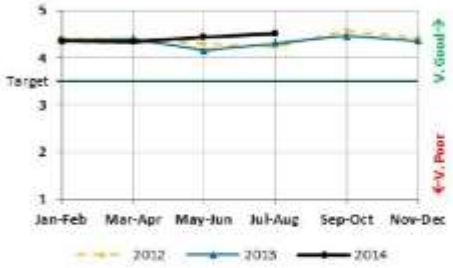


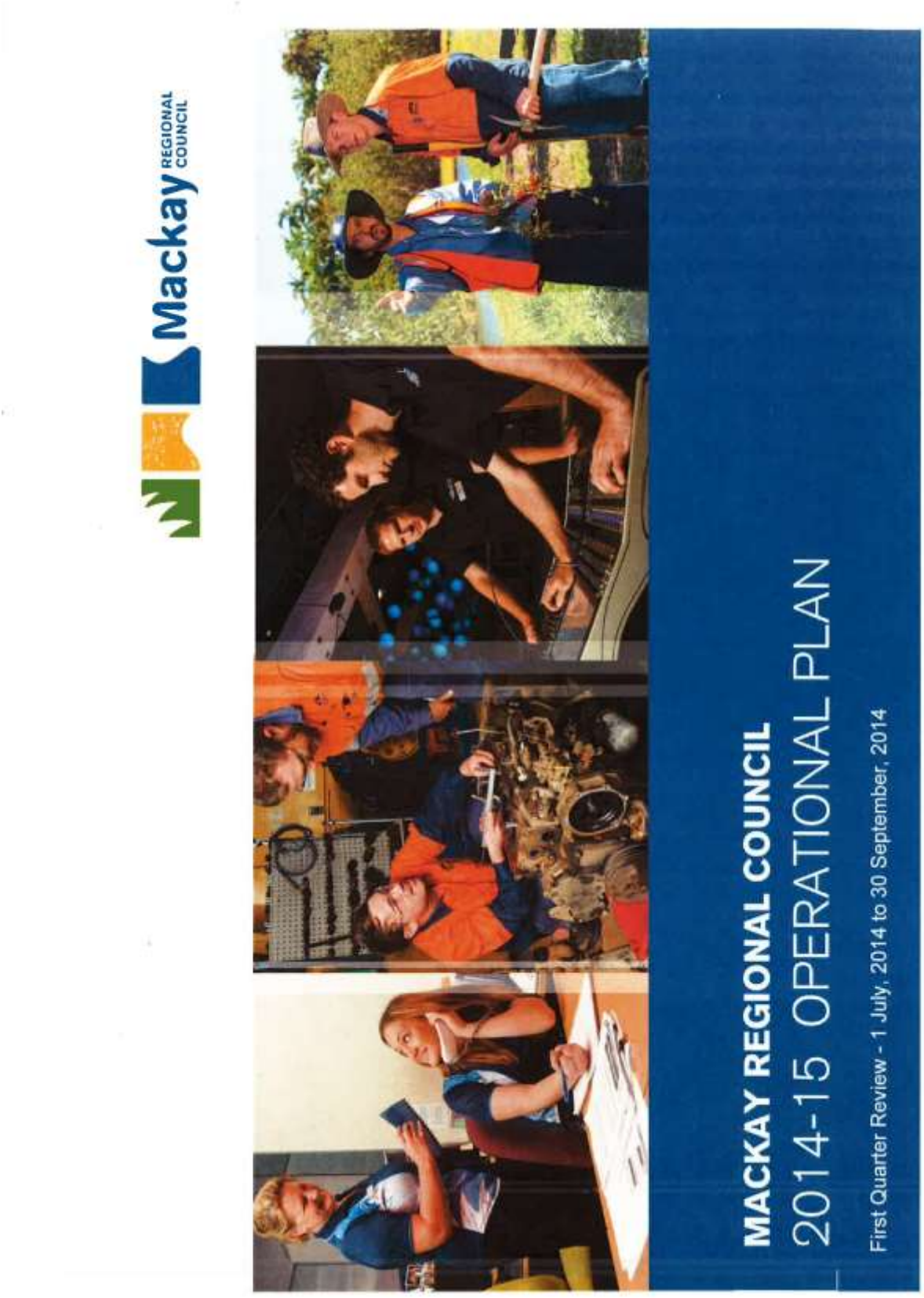
Representative Comments

- The work crew were on site the same day and kept me informed regarding the process.
- Quick response, all fixed same day.
- All in all it was a most unsatisfactory experience – resulting in expense and anxiety on behalf of my neighbour and myself.
- Impressive.
- Very good. Overall this is so pleasing, may you keep it up. Guys, nice work and response.
- This was attended to in less than 24 hours. Fantastic.
- Well done Council. Pleased that water leaks are taken seriously.
- We received the best service that could be given. I rang up in the morning and it was fixed by the afternoon.

Trends

Overall rating trends




Mackay REGIONAL COUNCIL
MACKAY REGIONAL COUNCIL
2014-15 OPERATIONAL PLAN
First Quarter Review - 1 July, 2014 to 30 September, 2014

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Introduction

Welcome to the first quarterly review of the 2014/15 Operational Plan.

The 2014/15 Operational Plan outlines the activities and services that we as an organisation will deliver this year towards implementing the objectives of the 2009-2014 Corporate Plan, , noting that Council has resolved to extend the existing Corporate Plan to cover the 2014/2015 year, whilst further public consultation is undertaken in conjunction with Council's Regional Sustainability Strategy.

This report demonstrates the organisation's performance during the period 1 July, 2014 to 30 September, 2014 in delivering the annual program as detailed in the 2014/15 Operational Plan.

The first quarter review complies with the Local Government Regulation 2012 which states:

"the Chief Executive Officer is to present a written assessment of the local government's progress towards implementing the annual operational plan at meetings of the local government held at regular intervals of not more than three months"

and is presented to the ordinary meeting of Mackay Regional Council on 12 November, 2014.

Delivering the priorities

The organisation structure is aligned with the strategic priorities identified in the corporate plan to ensure a clear focus and overall direction in delivering the activities and services towards implementing the vision for the region.

Message from the CEO - Barry Omundson

The first quarter of the year has seen us continue our journey toward becoming a modern council that operates more efficiently; is responsive to the economic environment we live in; and is adaptable to ensure that we remain sustainable over the long term and improve our client service.

We have made significant inroads towards finalising our Regional Sustainability Strategy which provides a carefully considered long term strategy that better aligns planning, finance and infrastructure outcomes.

We have also found efficiencies that have enabled us make savings in our operating costs. In addition, Council is exploring new and innovative service delivery models to improve our service delivery through the Business Transformation Project.

Critical to all of this, is the cultural change process we have embarked on. Whilst we have made some good progress towards our target culture we need to sustain momentum to ensure that we make the most of the opportunities that lay ahead.

Key achievements for the financial year were:

- The Mayor and CEO continued their schedule of visits to workplaces across the region to meet with and listen to staff.
- Good progress continued on culture development. By end of September 288 employees from across council had participated in a culture workshop and all staff received baseline cultural development information from their managers and supervisors. Employees also began taking part in the first or a series of culture development team-based activities designed to contextualise the values to each team environment.
- The Business Transformation Project, which aims to identify opportunities to improve our service delivery, began this quarter, with a functional scoping exercise involving information validation workshops with over 22 teams.
- Completion of the number of active community safety initiatives operating across the region to promote community safety.
- Completion of the Annual Information Session held for "Doing Business with Council.
- 2013/2014 Financial Statements presented to Audit and Risk Advisory Committee on the 11 September 2014.
- Enterprise Risk Management Risk Register reviewed and endorsed by the Audit and Risk Committee.
- Completion of target in relation to the RSPCA Open Day to promote responsible pet ownership, including benefits of registering dog or cat which enhances the community health & safety through compliance and education services.
- Completion of the 2014 Great Northern Clean Up at various sites throughout the region as part of the Waste Education Program.
- Completion of the third stage of the marketing campaign for the Integrated Demand Management Program.
- Completion of the Annual Statutory Reporting Requirements through SWIMS

Organisational Overview

Office of the Mayor and CEO

Chief Executive Officer	Barry Omundson
Area of Responsibility	• Sustainability and Collaboration • Performance and Strategy • Economic Development

The department's focus for the quarter has been:

- Investigating opportunities for innovative business improvement opportunities through the Business Transformation Project.
- Continuing to build our desired organisational culture through the implementation of the Culture Development Plan.
- Progressing the Regional Sustainability Strategy.

Key achievements for the quarter have been:

- The Mayor and CEO continued their schedule of visits to workplaces across the region to meet with and listen to staff.
- Good progress continued on culture development. By end of September 288 employees from across council had participated in a culture workshop and all staff received baseline cultural development information from their managers and supervisors. Employees also began taking part in the first or a series of culture development team-based activities designed to contextualise the values to each team environment.
- The Business Transformation Project, which aims to identify opportunities to improve our service delivery, began this quarter, with a functional scoping exercise involving information validation workshops with over 22 teams.
- We successfully recruited 23 trainees and apprentices for the 2015 intake from over 1,000 applications. Two of the positions were identified Aboriginal and Torres Strait Islander positions. The rigorous selection process involved a full-day assessment program for the 90 shortlisted applicants.
- The compliance and training matrix was completed and has been used to identify staff training and development needs.
- The major project of the Regional Sustainability Strategy saw the development of the final document, Our Alternative Future, which is to be presented for Council consideration during October.
- During the Quarter a major funding application was submitted for Royalties for Regions round 4 funding - Mackay Regional Sports Precinct Stage 1 – Athletics Facility (Mackay CQU Campus).
- The proposed Stage 8 area of the Woodlands development has had initial civil works undertake, which has seen the site levelled and compacted. This is the remaining remediation site and will allow easier maintenance until actual development.
- The Executive Officer of the Whitsunday ROC resigned during this period, with the ROC considering resourcing options prior to any action on replacement.
- Progressed establishing the governance arrangements to manage the Mackay Stadium in the form of a company with a Board comprising an independent Chair, representatives of the Rugby League associations and the Council.
- A gap analysis study to inform the development of an Integrated Management System as part of the Roadmap to Organisational Excellence report was completed and a steering committee to oversee the project was established.
- Establishment and official launch of the Diversify Mackay Leadership Alliance
- Submitted a response to the Northern Australia Green Paper.
- Launched Mackay Region Joblink, a free online tool for both employers and jobseekers.
- Developed the new City Centre branding and marketing campaigns including establishing a new highly successful Facebook page.
- Delivered Twilight City: Imagine More Street Party to launch the City Centre Revitalization Project which was attended by over 10,000 people.
- Achieved funding from Department of Communications for the delivery of the Digital Enterprise Program
- Progressed the development of the Mackay Isaac Whitsunday Digital Economy Strategy and Action Plan
- Developed the City Centre Façade Improvement Program and Guidelines and launched Round 1 Funding.

- Established the 'First Point of Contact Service' for Major Projects and Investment Facilitation.
- Contributed to the development of the Mackay, Isaac and Whitsunday Food and Agritourism Strategic Action Plan.
- Appointed the Principal Economic Development Officer.

Projects and activities below target

A minority of measures are tracking below target at this early stage of the year and plans are in place to rectify these over the coming months.

Activity		Measure	Explanation
Economic Development			
2.2.3	Facilitation of development through investment attraction and major projects.	Completion of terms of reference defining the facilitation role and qualifying criteria for major projects, key development sites and investment areas, in consultation with client stakeholders.	Draft Terms of Reference have been prepared and sent to the Focus on Development Project stakeholders for review. These will be considered at the October meeting of the 'Focus on Development' Project meeting.
2.3.2	Develop partnership opportunities to promote local businesses and support the 'Shop Local'.	Growth in the numbers of visits to Mackay City Centre Website	• Visits Between 1 July – 30 September – 32,614; • Unique Visitors Between 1 July – 30 September – 26,054; • A new City Centre website is currently under construction which will enable greater flexibility in marketing campaigns and driving traffic to the site; • In addition to the website a new City Centre Facebook page was established in late July; • Visitors to the Facebook to 30 September – 2,985.

Community and Client Services

Director	Gerard Carlyon
Area of Responsibility	• Parks and Environment • Community Programs • Corporate Communications & Marketing • MECC & Events • Property Services

The department's focus for the quarter has been:

- The preparation for a number of major capital works projects to be delivered over the Christmas / New Year and in the early parts of the 2015 calendar year.
- WH&S has remained a major focus with close to 100% compliance on Safeplan actions across the Directorate.
- Continued focus on Corporate Culture transformation with follow up workshops held in a number of program areas.
- Participation in the NAS project.

Key achievements for the quarter have been:

- Completion of the number of active community safety initiatives operating across the region to promote community safety.
- Named as finalist for two award categories at the Queensland multi-media awards
- Innovative and successful campaign implemented for Mackay Festival of the Arts
- Continued growth in Facebook page and eNewsletter subscribers
- Consultant engaged to deliver Community Attitude Survey in 2nd quarter
- Completion of new air-conditioning system installation at the Artspace.
- Cost/operational efficiencies achieved at the Blue Water Lagoon i.e. decrease in electricity use, security savings.
- Introduction of a no hard copy policy for council documents
- The Artspace collection has been completely digitised, in preparation for making the collection available over the web.
- Finalisation of the Healthy Rural Communities initiative - delivered 160 programs that engaged 960 residents in physical activity and healthy eating programs.

Projects and activities below target

A minority of measures are tracking below target at this early stage of the year and plans are in place to rectify these over the coming months.

Activity		Measure	Explanation
Directorate			
7.19.3	Deliver the Capital Works Program in line with 2014/15 original budget.	Percentage of Capital Works Program completed against original budget.	Delivery for the first quarter has been low due to planning work being undertaken on several major capital projects due for delivery later in the year and completion of several major carryover projects. Highlights for capital delivery for the quarter have been: • Creation of a meeting/study room at City Library; • Installation of a new service desk at City Library; • Installation of Wi-Fi at Artspace; • New carpet installed in Convention Centre; • Tender for design and construct of new air conditioning system in Entertainment Centre advertised; • Gooseponds Dog Off Leash Park Complete; • Jubilee Park Rotunda – Heritage listed building, works completed included replacement of plaster ceiling and decorative cornice and ceiling bandings; • Playground Safety Signage – One hundred and twenty five signs were erected across the region advising of the danger to infants and young children from exposed equipment and furniture during periods of high temperature.

	Activity	Measure	Explanation
Community Lifestyle			
1.2.1	Ensure an innovative topical range of activities at Artspace and the Mackay Entertainment and Convention Centre.	Number of website visitors.	The website continues to attract satisfactory levels of interaction. The Artspace Facebook page has attracted a strong following (with 710 followers), which – because of the immediacy of contact – will be drawing visitors away from the website.
1.7.1	Provide a contemporary library service.	Number of website visits	Website visits continue to increase steadily.
1.9.1	Facilitate activities for youth.	Number of young people accessing the Youth Centre and/or Youth Worker (Sarina).	Sarina Youth Centre continues to be a central source of information and support for young people of Sarina and district. The structure of the program is being revised to make it more convenient and accessible for the target groups.
1.9.2	Facilitate the ongoing functioning of the Youth programs.	Number of young people participating in organised events.	Young people participated in Valley District Youth Council production, birthday celebrations and an RADF project "Getting There".
MECC and Events			
1.2.1	Ensure an innovative topical range of activities at Artspace and the Mackay Entertainment and Convention Centre.	Number of visitors at MECC.	22% of target achieved to date.

Organisational Services

Director	Dan McKinlay	
Area of Responsibility	• Governance & Assets • Information Services • Financial Services • Human Resources	• Procurement and Plant • Enterprise Risk & Strategic Review

The department's focus for the quarter has been:

- Completion of 2013/2014 financial statements including carryovers.
- New Enterprise Agreement and progressing management log of claims.
- Asset Management progress
- Corporate Culture Rollout
- Capital delivery for Information Services and Procurement and Plant

Key achievements for the quarter have been:

- Completion of the Annual Information Session held for "Doing Business with Council.
- 2013/2014 Financial Statements presented to Audit and Risk Advisory Committee on the 11 September 2014.
- Enterprise Risk Management Risk Register reviewed and endorsed by the Audit and Risk Committee
- Continued progress on Organisational Services Business Improvement Initiatives
- Good progress on development of Asset Management Plans e.g. Building and Parks Core Plan completed and information in place to enable predictive modelling for movement to advanced plans. Roads – advanced plan updated with latest information, water and sewerage – Asset Management Plan developed and referenced in business plan adopted through budget process.
- Under Information Services the Disaster Response and Recovery Program has commenced stage 2, with the Wide Area Network Links Upgrade contract awarded and work commenced.
- Good progress on the AMR Taggle in the Cloud Project.
- I-Dash – significant reduction in outstanding tasks in all systems.
- Draft Information Services Strategy, significantly advanced during quarter.
- Internal Audit Strategic Plan 2014 - 2017 adopted.
- Within Procurement and Plant the Fleet Review Working Group have met with some early success in potentially deferring and/or reducing capital replacement requirements.
- Under Enterprise Risk and Strategic Review, 16 various improvement initiatives for Workplace Health and Safety are completed and there also 14 currently in progress.

Projects and activities below target

A minority of measures are tracking below target at this early stage of the year and plans are in place to rectify these over the coming months.

	Activity	Measure	Explanation
Directorate			
7.19.4	Deliver the Capital Works Program in line with 2014/15 original budget.	Percentage of Capital Works Program completed against original budget.	As at the end of September capital spend was at 9%. It is anticipated that there will be significant progress in Procurement and Plant capital spend over the next two months. Delivery of Information Services capital remains a major focus.
Procurement & Plant			
7.15.3	Provide regular review and reporting on contract management to Council, and reporting at least quarterly to Council.	Number of reports presented to Council which provide timely and accurate information on the performance of Council's contract management.	Report for July to September 2014 quarter has been drafted and will be submitted to SLPT in October 2014.

Development Services

Director	Kevin Jefferies
Area of Responsibility	• Assistant Director Development Services • Development Assessment - Engineering • Health and Regulatory • Development Assessment - Planning • Strategic Planning • Business Support

The department's focus for the quarter has been:

- Continued emphasis on Council's Focus on Development Project in partnership with UDIA Mackay/Whitsunday branch.
- Further progress was made regarding the Department's Administration Review including meetings with individual staff, group meetings and meeting with Union delegates. Information and progress derived from this review were converted into Council's new corporate Business Transformation (NAS) Project.
- A significant amount of work was undertaken by the Strategic Planning team in reviewing submissions and briefing Council in preparation as part of the draft Mackay Regional Council Planning Scheme.
- WH&S has remained a major focus with close to 100% compliance on SafePlan actions across the Department and all hazard inspections being completed on time.
- Heath and Regulatory Services have concentrated on client satisfaction. There has been a 44% decrease over the past quarter in the number of outstanding phone calls when compared to the previous 12 months.

Key achievements for the quarter have been:

- Completion of target in relation to the RSPCA Open Day to promote responsible pet ownership, including benefits of registering dog or cat which enhances the community health & safety through compliance and education services.
- The Stock Pound is now operational. Stock yards, water and feed storage are now in place.
- Targeted inspections by Local Law Officers of areas where dog related activity is high are producing positive results with notable improvements in dog owner behaviour.
- Monitoring of the North Mackay Dog Park (off leash area at the Gooseponds) has revealed great usage rates by dog owners.
- A focus on Queensland Government Planning Reform which incorporates the new Infrastructure Planning and Charging Framework.
- The introduction and completion of a range of initiatives as part of the Focus on Development Action Plan, improving Council's performance in delivering development-related services to industry and community.

Projects and activities below target

A minority of measures are tracking below target at this early stage of the year and plans are in place to rectify these over the coming months.

	Activity	Measure	Explanation
7.6.4	Implement end to end e-planning systems.	Percentage of the development process undertaken electronically.	The average for electronic lodgement for the quarter is 65%. Of all applications lodged electronically 100% were assessed electronically.

Engineering & Commercial Infrastructure

Director	Jason Devitt
Area of Responsibility	• Chief Operating Officer Water & Waste Services • Infrastructure Delivery • Water Network • Water Treatment • Planning & Sustainability • Waste Services • Business Services • Emergency Management • Civil Projects • Civil Operations • Technical Services

The department's focus for the quarter has been:

- Implementation of the Transport & Drainage Advisory Board with the initial meeting scheduled for Monday, 10 November 2014
- The inclusion of Waste Services & an operational focus in the upcoming Water & Waste Advisory Board meeting on Tuesday, 11 November 2014
- Formulation of Water & Waste Services Customer Service Standards
- Considerable time and effort has been expended on the MiWater Commercialisation over recent months with the Public Module nearing launch
- Evaluation of upcoming Waste Contracts (both General and Recycling)
- Finalisation of the Percy Court embankment repairs and claim
- Implementation of the new Dump Vouchers for residential properties
- Further knowledge sessions on the Trenching Incident have been undertaken to meet conditions of the Enforceable Undertaking
- Appointment of a new Project Manager (Karlee Hayden) for the Enterprise Project Management Framework (EPMF) following the resignation of the previous incumbent
- Inspection of SES facilities by Emergency Management, Property Services and SES
- Work has continued on the implementation of the recommendations from the Emergency Management & SES Review
- Work continued on the implementation of the Aurecon Road Review Recommendations
- Team building across ECI has continued

Key achievements for the quarter have been:

- Completion of the 2014 Great Northern Clean Up at various sites throughout the region as part of the Waste Education Program
- Completion of the third stage of the marketing campaign for the Integrated Demand Management Program
- Completion of the Annual Statutory Reporting Requirements through SWIMS
- Completion of the annual Environmental Licenses and return by the deadline set by the regulator
- Completion of the field data capture to consolidate the Operations statistics
- Completion of the Operational electricity consumption data captured
- Successful Qldwater Mini Conference hosted in Mackay with Mackay named worthy winner of the Orica Australia Best of the Best Queensland Water Taste Test
- Chief Operating Officer (David Brooker) & Manager Business Services (Stephen Fernando) awarded Orica Best Paper of the Australia Water Association North Queensland Regional Conference hosted in Mackay
- Raw sewerage cutover achieved at the Sarina Water Recycling Facility (SWRF) on 29 July 2014
- SWRF likely to be completed below budget, despite potential Variation claim
- SWRF opening scheduled for the 24th October 2014 and to be opened by the Governor of Queensland, His Excellency, Paul de Jersey.
- Commencement of work on $14M Marian/Mirani Water Treatment Plant
- Marian Sewerage Rising Main tender approved for award to local contractor
- Mackay AMR Project showcased at WSAA "Towards the Digital Water Utility" Conference in Melbourne. Chief Operating Officer (David Brooker) & Manager Business Services (Stephen Fernando) made presentations and served on 4 discussion panels
- Presentations for selection of MiWater Commercialisation Partner held. Selection Committee progressing with shortlisting process

- Director Engineering & Commercial Infrastructure awarded the Queensland Regional Services Award by the Australian Water Association

Projects and activities below target

A minority of measures are tracking below target at this early stage of the year and plans are in place to rectify these over the coming months.

Activity		Measure	Explanation
Directorate			
7.19.6	Deliver the Capital Works Program in line with 2014/15 original budget.	Percentage of Capital Works Program completed against original budget.	**Water Services** 10.8% of Capital Program achieved to date; i.e. Water Capital 13% spent and Sewerage Capital 8% spent. Over 40% of the budget is accounted for when committals are taken into account. **Waste Services** 29% of Capital Program achieved to date and currently envisage achieving 90% of target at financial year end. **Infrastructure Delivery** **Civil Projects** 10% - Delivery target is behind however 50% of the program is committed. Factors for this include: • CBD revitalization and Murray Creek Bridge are committed and underway but are yet to have any significant expenditure recorded against them ($15M value). • $10M in design, land acquisition and service alterations which are currently only at 10% of expenditure (the services and land acquisition are dependent on external parties and are difficult to accurately predict when they will be delivered) • $5.2M in reseals and stormwater drainage lining which are being delivered by Civil Operations and are due for delivery September to December.
Civil Projects			
5.1.2	Deliver the roads and drainage capital works program in accordance with developed project plans.	Percentage of capital works program delivered.	Delivery target is behind however 50% of the program is committed. Factors for this include: • CBD revitalization and Murray Creek Bridge are committed and underway but are yet to have any significant expenditure recorded against them ($15M value). • $10M in design, land acquisition and service alterations which are currently only at 10% of expenditure (the services and land acquisition are dependent on external parties and are difficult to accurately predict when they will be delivered) • $5.2M in reseals and stormwater drainage lining which are being delivered by Civil

	Activity	Measure	Explanation
			Operations and are due for delivery September to December.
Civil Operations			
5.4.2	Maintain the local road and drainage networks.	Percentage of defect inspections completed in accordance with inspection schedule.	The inspection percentage is below target at presents a large number of inspections are scheduled to be undertaken in September – however these inspections are being undertaken in both September and October due to the large number, that is, the inspection schedule will be back on target by the end of October.
Business Services			
6.5.1	Provision of plumbing inspection programs.	Undertaking Notifiable Works Form 4 audits.	This is a new State Government legislative process. First quarter was spent mapping out the audit process and making required system adjustments to streamline the process. Audits will commence from Q2 and emphasis will be placed on completing additional audits to get on target, as a consequence of the protracted start.
6.5.2	Provision of trade waste inspection programs	Audit of existing trade waste approvals.	A revised audit program with resourcing is being prepared to catch-up by year end.
7.7.3	Provide property owners and tenants' access to their water consumption data on line in real time.	Launch of trial	Based on detailed project plan, likely to be Feb/Mar 2015.
Infrastructure Delivery			
6.5.5	Deliver the Capital Works Program in line with the 2014/2015 original budget.	Percent of Capital Works Program completed against original budget.	Water capital 13% spent and sewerage capital 8% spent.

	Activity	Measure	Explanation
6.1.1	Implement Integrated Demand Management Program.	Phase 1 of Commercial water Meter Replacement Program.	Project scope definition and procurement of materials needed to modify existing pipework for new meters in progress.

CORPORATE OBJECTIVE 1: Community and Lifestyle

To build safe, strong and self-reliant communities with access to diverse range of community services and facilities aimed at providing opportunities for participation in community life.

Corporate Plan Strategy 1.1 :

Encourage the building of strong networks across the region where people can interact socially and safely through sport, recreation, cultural life and the arts.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Needs of the community are identified and addressed, encouraging a vibrant community.						
1.1.1 Provide a range of support services to community groups.	Number of community groups assisted.	71		100	Community Development continues to work actively with community groups to develop skills and capacity to resolve issues.	Community Lifestyle
Objective: Assists in increasing the capacity of the arts community.						
1.1.2 Coordinate and administer the Regional Arts Development Fund in accordance with council and state government guidelines.	Number of applications received.	11		40	Applications are consistent with previous rounds and expectations.	Community Lifestyle
	Number of community information sessions held.	10		2	Individual sessions have been held with new applicants to the RADF program, as this process has allowed greater discussion on specific projects.	
Objective: Provides financial support to not-for-profit community, sporting and cultural groups to implement a range of services and opportunities for residents.						
1.1.3 Coordinate and administer Council's Community Grants Program.	Number of applications received.	26		80	It was pleasing to see an increased number of applications in the Workplace Health and Safety category.	Community Lifestyle
	Number of community information sessions held.	0		2	Currently investigating the feasibility of implementing an online grants management system. Information sessions will be held to advise applicants on the new process.	
	Number of applications received	8		20	Number of applications varies dependant on young people being selected to represent the state at a	

MIN/12.11.2014
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FINAL MINUTES
WEDNESDAY 12 NOVEMBER 2014

Corporate Plan Strategy 1.1 :

Encourage the building of strong networks across the region where people can interact socially and safely through sport, recreation, cultural life and the arts.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
	for sporting grants.				national level or the nation at an international level.	
	Number of organisations assisted through In-Kind Assistance program.	42	↻	50	A high number of applications have been made to this program to date, placing demand on the budget.	

Corporate Plan Strategy 1.2:

Provide for a range of leisure and recreation activities for the relaxation and enjoyment of the community.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Provides specific objectives for leisure activities provided by council.						
1.2.1 Ensure an innovative topical range of activities at Artspace and the Mackay Entertainment and Convention Centre.	Number of participants at Artspace activities.	6,321	↻	5,000	It has been a brisk start to the year, with numbers already exceeding the annual target for participation.	Community Lifestyle
	Number of exhibitions and community exhibitions installed.	7	↻	17	The Mackay community has already enjoyed a wide variety of exhibitions during the first quarter of the year. A highlight has been the number of local artists exhibiting works.	
	Number of visitors at Artspace & Old Town Hall.	12,652	↻	25,000	There has been a good level of visitation during the reporting period.	
	Number of website visitors.	2,776	↓	12,000	The website continues to attract satisfactory levels of interaction. The Artspace Facebook page has attracted a strong following (with 710 followers), which – because of the immediacy of contact – will be drawing visitors away from the website.	
	Number of Artspace e-newsletter subscribers.	1,275	↻	1,200	The KPI has already been exceeded	

Corporate Plan Strategy 1.2:

Provide for a range of leisure and recreation activities for the relaxation and enjoyment of the community.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
	The number of performances at MECC ensuring an appropriate mix of community and commercial shows.	63	↻	200	32% of target achieved to date.	MECC & Events
	Number of visitors at MECC.	38,924	↓	175,000	22% of target achieved to date.	
	Client satisfaction with the diversity and range of events at MECC.	93%	↻	80%	Survey Monkey reports consistently over 90% overall satisfaction from patrons and hirers.	
	Percentage of entrepreneured events at the MECC that generate a positive return.	50%	↻	50%	Challenging economic conditions prevail, however theatre attendances are holding their own. Very careful programming and marketing is required.	

Corporate Plan Strategy 1.3:

Build and strengthen our identity and civic pride through the provision of a variety of festivals and events that celebrate the community and its cultural diversity.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Strengthens our nationalistic pride.						
1.3.1 Deliver community focused Australia Day Celebration that celebrates our lifestyle and the Australian spirit.	Number of attendances at Australia Day celebrations.	To be reported in 3rd Quarter	----	1,500	Format of the 2015 event has been finalised and preparations have commenced	Corporate Communications & Marketing
	Level of satisfaction as gauged by survey.	To be reported in 3rd Quarter	----	80%		
Objective: Strengthens community spirit and civic pride and engenders an understanding of different cultural experiences.						
1.3.2 Provide a diverse range of festivals and events that	Maintain number of attendances at Festival of Arts.	33,500	↻	32,000	The target has been bettered. Council and the community praised a highly topical and well attended Festival of Arts.	MECC & Events

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FINAL MINUTES

WEDNESDAY 12 NOVEMBER 2014

Corporate Plan Strategy 1.3:

Build and strengthen our identity and civic pride through the provision of a variety of festivals and events that celebrate the community and its cultural diversity.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
encourage both active and passive community participation.	Develop new Easter Carnival taking into account reduced CBD footprint while redevelopment underway.	To be reported in 4th Quarter		Apr-15		
	Number of community groups involved in stage performances at Global Grooves.	To be reported in 2nd Quarter		10		

Corporate Plan Strategy 1.6:

Support the community through proactive initiatives that promote community health, wellbeing and safety and minimise risks.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Ensures residents continue to live in a safe and healthy community.						
1.6.1 Partner state government, non-government and community agencies to promote community safety.	Number of active community safety initiatives operating across the region.	3	⊙	3	Community Development team members are active participants in Barlink, Rural Safety Working Group and Seniors Safety Working group. All these groups report to and are supported by Mackay Safe and Healthy Network Support Group.	Community Lifestyle

Corporate Plan Strategy 1.7:

Provide libraries, galleries and museums as learning information and community hubs.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Facilitates access to information that supports the community's diverse learning, recreational and cultural needs.						
1.7.1 Provide a contemporary library service.	Percentage of community who are library members.	35%	↻	35%	Library membership is currently on target, however the biannual purge of inactive members is scheduled during the 2nd quarter which may impact these figures.	Community Lifestyle
	Number of attendees at activities and programs	9,190	↻	15,000	The following activities and programs have been held over the reporting period: Book clubs, Social Sewing Saturday, Tony Bones, Baby Bounce, Storytime, School Holiday Activities, Top Secret Storytellers Clubhouse, Book Week, Discover IT classes, Makerspaces, Author Talk.	
	Number of electronic multimedia loans/users (includes databases e-books, e-audio and e-magazines).	16,228	↻	23,000	Access to electronic resources continues to increase strongly across the community.	
	Number of physical loans.	168,635	↻	600,000	Physical loans are on target.	
	Number of Library e-newsletter subscribers.	1,552	↻	1,800	Number of subscribers is on target.	
	Number of followers on Library social media (Facebook).	345	↻	500	Facebook followers continue to increase, with 69 new likes in the reporting period.	
	Level of client satisfaction as gauged by Annual Survey	To be reported in 4th Quarter	→→	90%	Survey to be conducted May 2015.	
	Number of in-person visits	101,153	↻	380,000	Programs directly contribute to visitor numbers	
	Number of website visits.	79,147	↓	320,000	Website visits continue to increase steadily.	

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Corporate Plan Strategy 1.8:

Acknowledge and support local indigenous cultural heritage, practices and protocols.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Build the capacity of the indigenous community across the region to identify and address emerging issues and support potential leadership opportunities.						
1.8.1 Develop partnerships with the indigenous community, state government and community organisations aimed at valuing cultural heritage and recognising protocols.	Facilitate a number of activities in partnership with relevant agencies that raise the profile of the indigenous community.	2	↻	4	Facilitated the involvement of the Torres Strait Islander community in the development of the Torres Strait component of Mackay Regional Botanic Gardens. Engaged Indigenous community members in a project to officially recognise the first Queensland Aboriginal reserve which was located in the Bakers Creek area 1871-1885.	Community Lifestyle

Corporate Plan Strategy 1.9:

Develop youth partnerships and strategies aimed at enhancing the quality of life of young people.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Enhances the quality of life of young people by building a sense of belonging.						
1.9.1 Facilitate activities for youth.	Number of young people accessing the Youth Centre and/or Youth Worker (Sarina).	105	↓	500	Sarina Youth Centre continues to be a central source of information and support for young people of Sarina and district. The structure of the program is being revised to make it more convenient and accessible for the target groups.	Community Lifestyle
	Number of youth programs provided	4	↻	12	Programs include Rage, Rock and Water, after school homework and school holiday programs.	
	Number of hours providing direct support/services to young people.	433	↻	500	Contact hours are established within the funding agreement with the Department of Communities, Child	

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Corporate Plan Strategy 1.9:

Develop youth partnerships and strategies aimed at enhancing the quality of life of young people.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
					Safety and Disability Services.	
	Percentage of young people reporting a high level of satisfaction with programs implemented.	95%		98%	Surveys conducted following programs undertaken to measure satisfaction rate.	
Objective: Enhances the skills of young people across the region.						
1.9.2 Facilitate the ongoing functioning of the Youth programs.	Number of young people involved in the Valley District Youth Council.	35		35	Interest and participation in the Valley District Youth Council remains high.	Community Lifestyle
	Number of events coordinated by Pioneer Valley Youth Council, Mackay Youth Connections and Sarina Youth Centre	2		8	Valley District Youth Council members participated in rehearsals and the delivery of theatre performance "The Middle of Nowhere."	
	Number of young people participating in organised events.	200		1,000	Young people participated in Valley District Youth Council production, birthday celebrations and an RADF project "Getting There".	

Corporate Plan Strategy 1.10:

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Facilitates the provision of a variety of dwelling types and densities at appropriate areas throughout the region.						
1.10.1 Develop new policies to provide for a variety of dwelling types and densities.	Median size of new residential lots.	612 sqm		650sqm	YTD Actual indicates the median size of new residential lots created in the 12 months to March 2014 (as reported by Queensland Treasury and Trade). 1,047 new lots were registered in the 12 months to March 2014.	Strategic Planning

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Corporate Plan Strategy 1.11:

Provide support to volunteers by linking them with community groups and events.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Assists the community in preserving and remembering the important history of the region with a particular emphasis on local museum collections.							
1.11.1	Assist volunteer organisations in preserving the history of the Mackay region.	Number of meetings of Museums and Historical Society attended by Museum Coordinator.	9		15	Small Museums Conference, Heritage Fair meetings, Sarina, Greenmount, Mirani and Mackay Museum meetings.	Community Lifestyle
Objective: Builds a sense of community and encourages community participation.							
1.11.2	Actively encourage a volunteer network and use of volunteers at Council owned facilities.	Number of active volunteers at libraries.	50		65	There are currently 50 active volunteers at the libraries.	Community Lifestyle
		Number of active volunteers at historical facilities.	45		10	A recruitment drive for additional volunteers to be undertaken.	
		Number of active volunteers at Artspace.	43		60	A recruitment drive for additional volunteers is currently under way.	
		Number of active volunteers at MECC.	164		150 working 150 non-working	164 working friends, 244 non-working friends and 11 Youth Ambassadors.	MECC & Events
		Number of registered volunteers through the Mackay Regional Botanic Gardens.	142		75	82 Gardens Friends members plus 2 group memberships totalling 60 members.	Parks & Environment
		Number of volunteer coastal community activities held.	5		12	Five activities were held during the first quarter including working bees at Blacks Beach Spit, Bucasia (2) and Ball Bay, as well as a coastal info session at Slade Point Reserve which was held as part of National Science Week. Volunteers have removed weeds and rubbish from our coastal environments and maintained revegetation sites.	

Corporate Plan Strategy 1.13:

Develop strategies to preserve and promote local history and heritage.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Preserves and promotes local history and heritage.							
1.13.1	Promote and preserve local history and heritage through the libraries' heritage collection, services, projects and programs.	Number of visitors to heritage collection.	152		600	Visitors to the Heritage Collection are on target.	Community Lifestyle
	Improve access to image collection through digital media.	Number of community research enquiries.	33		135	There continues to be a steady number of community research inquiries.	
		Number of internal research enquiries.	12		15	There has been a good level of internal research enquiries.	
Objective: Increases "ownership" of the facility and collection.							
1.13.2	Promote Greenmount Homestead, Melba House and Museums as important heritage facilities and collections.	Number of people attending Greenmount Heritage Fair.	To be reported in 4th Quarter		8,000	The Greenmount Heritage Fair is scheduled for May, 2015. Planning for the event is well-advanced.	Community Lifestyle
Objective: Preserves and promotes local history and heritage.							
1.13.3	Promote and preserve local history and heritage through development and planning policies.	Incorporate heritage planning in new planning scheme.	To be reported in 4th Quarter		Jun-15	Heritage matters included in Draft Mackay Region Planning Scheme.	Strategic Planning
		Availability of up to date heritage brochures.	To be reported in 4th Quarter		Jun-15	Heritage brochures available at customer service centres.	
		Staging of biennial heritage awards	To be reported in 4th Quarter		Jun-15	Heritage awards to be staged in 2015.	

Corporate Plan Strategy 1.14:

Promote the importance of responsible pet ownership strategies to the community.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Provide targeted information sharing days in the public on ways of better caring for and keeping pets in the community (i.e. RSPCA EMU semi-trailer).							
1.14.1	Encourage responsible pet ownership and promote community safety.	Increase in public awareness through targeted Local Laws team inspections of areas that are popular with dog owners.	5	↻	10 sessions	The Local Laws team has been patrolling areas that are popular with dog owners, including The Gooseponds, Blacks Beach, Andergrove, Mackay City, Sarina Beach, Campwin Beach and Bucasia. Rewards (squeaky dog toys) were issued to responsible dog owners and warnings and infringements issued to those failing to comply with the law.	Health & Regulatory Services

Corporate Plan Strategy 1.15:

In line with state and local laws, regulate and provide relevant community health services.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievements as at 30 Sep 14	Responsibility
Objective: Conduct regular inspections/customer request investigations through well trained staff & targeted public education programs.							
1.15.1	Enhance Community health & safety through proactive compliance & education services.	Conduct education sessions on topics including food safety, pest management, dengue fever and responsible pet ownership.	9	↻	20 sessions	Education sessions regarding food safety, dengue fever, mosquito breeding prevention and responsible pet ownership have been conducted with school groups, food providers and various community groups. 356 people have attended these sessions.	Health & Regulatory Services
		Organise a RSPCA Open Day to promote responsible pet ownership, including benefits of registering a dog or cat.	1	⊙	1	A Responsible Pet Ownership Day was held on the 26 July, 2014 on the lawn in front of Council's administration Centre, Gordon Street. The day was successful with 107 dogs and 20 cats registered and micro-chipped. Local animal care businesses supported the event this year, which supported Council's and the RSPCA's work.	
		Conduct and complete Material Change of Use Audits.	20	↻	100	Material Change of Use Audits were allocated to Officers and these were completed in a timely manner.	

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Corporate Plan Strategy 1.17:

Work with stakeholders to identify, respond and address current and emerging issues in relation to the increasing cultural and linguistic diversity in the local area.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Builds the capacity of council and the community to address emerging issues in culturally and linguistically diverse communities across the region.							
1.17.1	Develop partnerships with businesses, industry and non-government agencies to address the needs of the multi-cultural community.	Number of visa information sessions facilitated.	0		2	These information sessions are hosted by the Department of Immigration and Border Protection as part of their suite of services. The information sessions have yet to be scheduled.	Community Lifestyle
		Number of multi-cultural community groups assisted.	5		15	Support and information has been provided to Indian Association, PNG Association, Filipino community, Mackay Maltese Club and members of the Chinese community.	

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CORPORATE OBJECTIVE 2: Economic Development

To promote a strong, competitive and diverse economy throughout the region by supporting and investing in sustainable business development and local employment opportunities.

Corporate Plan Strategy 2.1:

Promote economic development through a range of commercial activities such as the convention centre and other income generated facilities.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Provides an income generated tourist facility.							
2.1.1	Manage the operation and development of the Sarina Sugar Shed.	Complete process of implementing an alternative management system for the Sarina Sugar Shed.	To be reported in 2nd Quarter		Dec-14		Property Services
Objective: Encourages diversity in the economy, business development and local employment opportunities.							
2.1.2	Provide a quality convention facility & Stadium which attracts major events to the region.	Number of conferences, conventions and expositions held at MECC.	5		20	1 Conference of 50 or more delegates attracting a total of 120 delegates. 4 Trade Fairs/Exhibitions/Events attracting between 120 and 1,350 visitors and resulting in 3550 attendances in total. Further, there were 9 Meetings/Seminars/Workshops attracting between 30 + 431 delegates resulting in 1,121 attendances in total.	MECC & Events
		Number of major events for Stadium Mackay excluding local football matches.	1		4	Professional Bull Riding – attendances of 3,000.	

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Corporate Plan Strategy 2.2:

Encourage new opportunities and projects across the region that diversify the local economy and facilitate growth and investment.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Identifies clear direction and focus for Council, community and stakeholders and strategies targeting a diverse, sustainable regional economy.							
2.2.1	In partnership with regional stakeholders, facilitate the development of a Mackay Region Economic Development Strategy.	Completion of strategy and adoption by Council.	To be reported in 4th Quarter		Jun-15	Preparation of the Economic Development Strategy stalled due to the delay in appointing the Principal Economic Development Officer. The Officer commenced on 7 October and progressing this activity is a priority.	Economic Development
Objective: Informs the development of the Mackay Region Economic Development Strategy.							
2.2.2	Lead and continue to build on the Future Forum to diversify with Mackay Leadership Alliance.	Preparation of strategies and activities that diversify and develop the regional economy.	To be reported in 4th Quarter		Jun-15	The Diversify Mackay Leadership Alliance (DMLA) was officially launched on 16 July, 2014. Alliance Leaders are prioritising the initiatives highlighted at the Diversify Mackay Future Forum and have grouped them into five working groups (otherwise known as "pillars"): • tourism and social wellbeing; • agriculture; • mining services; • infrastructure and construction; • education, training, research and innovation. The DMLA called for nominations from community to work on the Pillar Groups to strategise the initiatives and actions, harness available business opportunities and deliver tangible long-term results for Mackay region. In August, the DMLA, in partnership with Mackay Regional Council, submitted a joint response to the Northern Australia Green Paper. An initiative of Mackay Regional Council and the Diversify Mackay Leadership Alliance (DMLA), Mackay Region Joblink was launched on 24 September, 2014. The Joblink is a free online tool for both employers and jobseekers alike aimed at linking local people with local job opportunities. www.mackayregionjoblink.com.au.	Economic Development
Objective: Improved facilitation of major projects, key developments sites and investment areas through a coordinated approach to the approval processes and interactions between the proponent							

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Corporate Plan Strategy 2.2:

Encourage new opportunities and projects across the region that diversify the local economy and facilitate growth and investment.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
and Council business units.							
2.2.3	Facilitation of development through investment attraction and major projects.	Completion of terms of reference defining the facilitation role and qualifying criteria for major projects, key development sites and investment areas, in consultation with client stakeholders.	To be reported in 2nd Quarter	↓	Jul-14	Draft Terms of Reference have been prepared and sent to the Focus on Development Project stakeholders for review. These will be considered at the October meeting of the 'Focus on Development' Project meeting.	Economic Development
		Establish 'first point of contact' service for any internal and external queries in relation to these projects.	Sept-14	↻	Sept-14	This expanded service within the Economic Development Program is in its formative stages, and is gaining momentum as awareness of it grows. The appointment of the Principal Economic Development Officer (commencing on 7 October) is integral to the delivery of this service. This intention is that a 'first point of contact' for major projects and investment facilitation coordinates Council's input and decision making in relation to major private projects, key redevelopment sites and investment areas across the Mackay area, and is Council's 'first point of contact' for any internal and external queries in relation to these projects.	
Objective Identifies opportunities for commercial activity and diversification within the region.							
2.2.4	Publication of relevant business information to inform decision makers, investors and others.	Publication of statistical data in a regional economic profile.	To be reported in 4th Quarter	→	1 per year - Jun-15	Economic Development downloads the following Queensland Treasury Economic Profiles on a monthly basis: • Mackay Regional Economic Profile; • Andergrove - Beaconsfield SA2 Economic Profile; • East Mackay SA2 Economic Profile; • Eimeo - Rural View SA2 Economic Profile; • Eungella Hinterland SA2 Economic Profile; • Mackay City SA2 Economic Profile; • Mackay Harbour SA2 Economic Profile; • Mount Pleasant - Glenella SA2 Economic Profile - North Mackay SA2 Economic Profile;	Economic Development

Corporate Plan Strategy 2.2:

Encourage new opportunities and projects across the region that diversify the local economy and facilitate growth and investment.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
					• Ooralea - Bakers Creek Economic Profile; • Pioneer Valley SA2 Economic Profile; • Sarina SA2 Economic Profile; • Seaforth - Calen SA2 Economic Profile; • Shoal Point - Bucasia SA2 Economic Profile; • Slade Point SA2 Economic Profile; • South Mackay SA2 Economic Profile; • Walkerston - Eton SA2 Economic Profile; • West Mackay SA2 Economic Profile. Economic Development updates the Economic Snapshot on a quarterly basis to show the latest REIQ statistics: • Mackay Statistical Snapshot. ABS Statistics are made readily available on the Economic Development page of Council's website. **Remplan Economic Modelling** The Remplan website was completed in July and provides Mackay Region with the ability to undertake economic modelling. This website is available to business and industry to utilise the data.	

Corporate Plan Strategy 2.3:

Support local business to expand and meet the growing needs of the region and, where appropriate, special levies to achieve this outcome.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Supports the expansion of business activity in the city centre through, facilitation, innovation and activation that results in greater community wellbeing and well engaged and connected community						
2.3.1 Develop strategies aimed at a vital and active city centre including progressing the conceptual outcomes envisaged by the City Centre Public Realm Concept.	Annual survey of businesses within the City Centre Activity Centre specifically regarding the delivery of the strategies and enhancements.	To be reported in 4th Quarter	→	60%	City Centre Public Realm Concept has been completed and is yet to be endorsed by Council. An annual survey of City Centre businesses will be conducted in the last quarter of the financial year.	Economic Development
Objective: Strengthens and supports local business activity, range and diversity.						
2.3.2 Develop partnership opportunities to promote local businesses and support Shop Local'.	Growth in the numbers of businesses and organisations participating on Mackay City Centre partner programs/Focus on Sarina and other partner programs.	1,407	↻	2,500	Membership of Council's free business networks: • City Centre Business Network – 721; • Sarina Focus Business Network – 275; • Regional Focus Business Network – 290; • Evans Avenue Business Network - 121.	Economic Development
	Growth in the numbers of visits to Mackay City Centre Website.	35,599	↓	250,000	• Visits Between 1 July – 30 September – 32,614; • Unique Visitors Between 1 July – 30 September – 26,054; • A new City Centre website is currently under construction which will enable greater flexibility in marketing campaigns and driving traffic to the site; • In addition to the website a new City Centre Facebook page was established in late July; • Visitors to the Facebook to 30 September – 2,985.	
	Growth in the numbers of clients registered for client database.	1,826	↻	3,000	City Deals Club Subscribers between 1 July – 30 September was 504.	
Objective: Ensure local suppliers are appropriately informed of how to supply goods and services through compliance with relevant legislation and Council policies.						
2.3.3 Host a "Doing Business with Council" session for suppliers	Annual information session held.	2	⊙	1 Sessions held	The annual 'Doing Business with Council' session was held by Procurement and Plant in August at the MECC	Procurement & Plant

Corporate Plan Strategy 2.3:

Support local business to expand and meet the growing needs of the region and, where appropriate, special levies to achieve this outcome.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
and contractors.				annually	with approximately 80 attendees. In addition a second session was held by the Queensland Government, where the Manager Procurement and Plant was invited to present on 'Doing Business with Council.	

Corporate Plan Strategy 2.10:

Facilitate and develop distinctive and competitive retail activity in our various centres catering to a range of workers, residents and visitors.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Provide a contemporary public realm streetscape which provides greater public amenity and promotes business investment in the City Centre.						
2.10.1 Delivery of the City Centre Revitalization Project on time and on budget.	Achievement of quarterly project milestones in the Regional Development Australia funding agreement.	100%		100%	The milestones against the Funding Agreement are on track and in line with set and agreed targets.	ECI - City Centre Revitalization Project
	Project expenditure in line with approved budget.	<1% variance		<1% variance	At this stage the expenditure on the Project is in line with projected budget. There are some potential legitimate Variations expected which will need to be funded from the Project contingency.	
	Progress of project in line with program of works.	90%		90%	The contractor reports they are tracking approximately two weeks behind where they would expect to be at this stage, however, have committed to making up time in order to meet the contracted Program for both Stage 1 and overall Project milestones. The delay is essentially due to numerous unforeseen service clashes and unknown underground infrastructure requiring investigation and co-ordination with internal and external service providers.	

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Corporate Plan Strategy 2.10:

Facilitate and develop distinctive and competitive retail activity in our various centres catering to a range of workers, residents and visitors.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
					Progress continuing to be monitored closely.	

CORPORATE OBJECTIVE 3: Environmental Sustainability

To enhance and protect the environment assets and the region, ensuring a protected/preserved natural environment for future generations.

Corporate Plan Strategy 3.1:

In partnership with the community and external agencies, promote and support the preservation and enhancement of the natural environment.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Assist in managing incidents and analysing root causes to undertake preventive actions.							
3.1.1	Improve management and tracking of environmental incidents.	Incorporate environmental incidents into Council's incident management system (InControl).	To be reported in 3rd Quarter		Jan-15	The incorporation of environmental incidents into Council's incident management system is being managed by Council's Enterprise Risk and Strategic Review (ERSR). There have also been queries raised over the suitability of InControl to manage environmental incidents. Further review of InControl will occur this quarter in conjunction with ERSR.	Water Treatment

Corporate Plan Strategy 3.2:

Encourage environmental awareness by promoting activities and practices that support preservation of the region's natural environment.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Protects the health of aquatic ecosystems through effective stormwater management.							
3.2.1	Review * and Implement Stormwater Quality Management Plan.	Commence review of stormwater quality management plan.	To be reported in 4th Quarter		Jun-15	Review of Stormwater Quality Management Plan commenced.	Strategic Planning

Corporate Plan Strategy 3.3:

Continue to support sustainable management of areas of environmental significance to maintain biodiversity, including the use of special levies to achieve these outcomes.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Ensures protection of natural environments.						
3.3.1 Implement actions identified within MRC Natural Environment Plan.	Percentage of ranges priority actions implemented.	To be reported in 4th Quarter		90%	There is one action in the ranges landscape this year, which involves developing management guidelines for land under MRC jurisdiction in the ranges landscape.	Parks & Environment
	Percentage of coastal priority actions implemented.	To be reported in 4th Quarter		90%	There are 27 coastal priority projects this year. Work this quarter has focused on planning activities including issuing contracts for suppliers to undertake project management work and appointing preferred suppliers to undertake weed control, revegetation, survey and management planning work. Work has also commenced on developing engagement strategies for many of the projects, to ensure the community are kept informed of planned actions.	
	Percentage of waterways priority actions implemented.	To be reported in 4th Quarter		90%	There are 12 waterways projects this year. Quotes have been received from suppliers for 7 of these projects. Further investigations, planning and quotes are required for the remaining 5.	
	Percentage of plains priority actions implemented.	To be reported in 4th Quarter		90%	There are 3 projects in the plains landscape this year. The management plan for Demoleyns Lagoon is currently being finalised, which will allow on ground works to commence shortly.	

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Corporate Plan Strategy 3.4:

Encourage improved efficiency and use of energy through greenhouse gas reduction and renewable clean energy sources.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Reducing landfill gas emissions will make a significant reduction in the corporate greenhouse gas emissions, as landfill gas represents the majority of Council's emissions.							
3.4.1	Landfill gas flaring at Hogan's Pocket regional landfill and participation in the Carbon Farming Initiative.	Acceptance by the Australian Government of Council's participation in the Carbon Farming Initiative, for legacy landfill gas flaring.	To be reported in 4th Quarter		Jun-15	Improved gas capture has occurred as a result of the cell 1 capping project.	Waste Services

Corporate Plan Strategy 3.5:

Implement sustainability practices into the procurement of fleet, goods, services and construction.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Tangible use of sustainable practices and products in Council operations.							
3.5.1	Include incentives for suppliers to use and offer sustainable goods and services and/or management practices in product and service contracts.	Number of tender documents issued with sustainable initiatives encouraged through higher evaluation weighting criteria.	100%		100%	Tenders issued (July – Sept) 19 and quotes is 28 for same period.	Procurement and Plant

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Corporate Plan Strategy 3.6:

Take a proactive leadership role in relation to future sustainability and potential climate change issues.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Ensures Council takes a leadership role in promoting and implementing future sustainability practices.							
3.6.1	Implement sustainability practices, facilitated by the Sustainable Futures Committee.	Number of new sustainability initiatives and practices implemented within the organisation as endorsed by the Sustainable Futures Committee.	0		6	No initiatives finalised, however through Working group a number under investigation including uniform recycling bins for Council offices, and Sustainability display/education unit.	Executive Officer Sustainability & Collaboration

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CORPORATE OBJECTIVE 4: Strategic Planning

To take an active approach to integrated regional planning to reflect the aspirations and lifestyle of our community.

Corporate Plan Strategy 4.1 & 4.2 :

4.1 Improve strategies and communication with relevant stakeholders and all levels of government in the strategic planning of future land us; and

4.2 Develop and implement effective infrastructure planning consistent with Council's Priority Infrastructure Plan.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: The RSS will lead to sustainable growth across the region through recommendations that will amend planning and infrastructure documents, identify process changes and develop new policies and guidelines relating to planning, long term financial management and infrastructure delivery						
4.1.1 & 4.2.1 Develop the Regional Sustainability Strategy (RSS).	The RSS, including an implementation plan submitted for Council approval on time and on budget.	To be reported in 4th Quarter		Jun-15	RSS Final Report in draft format and undergoing final reviews. Implementation Report also in draft format and undergoing final review.	Executive Officer Sustainability & Collaboration
	Quarterly Progress Reports to Council.	2		4	Briefings held with Council 27 August 2014 and 10 September 2014.	

Corporate Plan Strategy 4.1:

Improve strategies and communication with relevant stakeholders and all levels of government in the strategic planning of future land use.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Improves strategies and communication with relevant stakeholders and all levels of government.							
4.1.1	Actively consult relevant stakeholders in strategic planning policy development.	Number of consultation events.	To be reported in 4th Quarter	-->	20	Work continues in this area, however KPI not due until 2015.	Strategic Planning

Corporate Plan Strategy 4.3:

Plan and advocate for district and local recreational facilities in the development of new proposed future growth areas.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Incorporate planning for recreational facilities as part of local planning strategies.							
4.3.1	Plan and advocate for district and local recreational facilities in the development of new proposed future growth areas.	Local planning strategies completed.	To be reported in 4th Quarter	-->	Jun-15	Submissions on draft Mackay Region Planning Scheme being considered.	Strategic Planning

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Corporate Plan Strategy 4.4:
Recognise, preserve and enhance the inherent value and identity of our rural areas that reflect the region's coastal and hinterland character.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Incorporate landscape character and image corridor provisions in draft Mackay Region Planning Scheme.							
4.4.1	Value and identity of rural areas considered in development applications.	Draft planning scheme include landscape character and image corridor requirements.	Work continuing	==>	Provision included in draft scheme	Landscape character and image corridor requirements included in draft planning scheme.	Strategic Planning

Corporate Plan Strategy 4.5:
Engage with local communities to manage growth and change through local area planning initiatives.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Ensures effective integration of land use and infrastructure planning.							
4.5.1	Develop a Strategic Plan for the region and Local Area Plans as part of new planning scheme.	Local plans developed.	To be reported in 4th Quarter	==>	Complete Local Plans	Local plans to be completed as part of completion of Draft planning scheme.	Strategic Planning
Objective: The new Mackay Local Government planning scheme will reflect the long term sustainability outcomes identified by the RSS.							
4.5.2	Well progressed new planning scheme consistent with Regional Sustainability Strategy (RSS).	Scope of review of draft planning scheme to reflect outcomes of RSS finalised and amendments significantly progressed.	To be reported in 4th Quarter	==>	Jun-15	Review underway.	Strategic Planning

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Corporate Plan Strategy 4.7:

Ensure the effective integration of land use and infrastructure planning.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Develops an integrated approach to land use and infrastructure planning for key areas.							
4.7.1	Develop infrastructure strategies linked to land use strategies for designated growth areas.	Scope and commence development of a Local Government Infrastructure Plan in accordance with new Infrastructure Charges Bill.	To be reported in 4th Quarter	→	Jun-15	New Local Government Infrastructure Plan to be developed in 2015.	Strategic Planning
Objective: Ensures user pays charging regime to recover costs of trunk infrastructure defined in planning scheme.							
4.7.2	Active involvement in developing a state wide infrastructure charges regime.	Involvement and implementation of a new State wide infrastructure charges regime.	To be reported in 4th Quarter	↻	Jun-15	Submissions on draft charges framework made. Implementation of infrastructure charges framework to commence in 2015.	Strategic Planning

CORPORATE OBJECTIVE 5: Infrastructure Services

To effectively plan, deliver and maintain physical services and infrastructure networks for our community's current and future needs.

Corporate Plan Strategy 5.1:

Develop a comprehensive, sustainably funded 10-year capital works program for roads, drainage and parks.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Provides a comprehensive planning instrument for future works program.							
5.1.1	Develop a long term roads and drainage capital works program.	Adoption of capital works program.	To be reported in 2nd Quarter	↻	Dec-14	All project estimates within the 20 Year Program being updated to reflect P90 status as per Council's directives.	Technical Services
Objective: Supports the timely delivery of well planned capital works projects.							
5.1.2	Deliver the roads and drainage capital works program in accordance with developed project plans.	Percentage of capital works program delivered.	10%	↓	90%	Delivery target is behind however 50% of the program is committed. Factors for this include: • CBD revitalization and Murray Creek Bridge are committed and underway but are yet to have any significant expenditure recorded against them ($15M value); • $10M in design, land acquisition and service alterations which are currently only at 10% of expenditure (the services and land acquisition are dependent on external parties and are difficult to accurately predict when they will be delivered); • $5.2M in reseals and stormwater drainage lining which are being delivered by Civil Operations and are due for delivery September to December.	Civil Projects

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Corporate Plan Strategy 5.2:

Develop a comprehensive asset management strategy to support the maintenance, replacement and enhancement of council assets.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Supports and enhances long term planning and decision making processes.							
5.2.1	Develop and implement an Asset Management Plan which meets legislative requirements.	Completion of Strategic Asset Management Plan.	To be Reported in 3rd Quarter		Mar-15	Good progress on development of Asset Management Plans e.g. Building and Parks Core Plan completed and information in place to enable predictive modelling for movement to advanced plans. Roads – advanced plan updated with latest information, water and sewerage – Asset Management Plan developed and referenced in business plan adopted through budget process.	Governance & Assets
		Implementation of Maintenance Management System.	To be reported in 4th Quarter		Jun-15	Interim maintenance management solution currently being finalised with relevant vendors.	
		Percentage of actions contained in the Asset Management Strategy completed on time and on budget.	To be reported in 4th Quarter		100%	Strategy being developed as major project through Asset Managers Leadership Forum. Progress to be reported quarterly.	
Objective: Ensures plant assets are managed to minimise cost impacts.							
5.2.2	Provide an effective fleet management service.	Percentage of fleet replaced in accordance with Asset Management Plan.	35%		90%	2014/2014 replacement program is on track with budget, however a number of items under review before replacement is committed.	Procurement & Plant
Objective: Supports and enhances long term planning and decision making process.							
5.2.3	Develop and implement an Asset Management Plan which meets legislative requirements.	Completion of data collection and cleansing for Council's built infrastructure and land under the control of the Property Services Program.	To be reported in 4th Quarter		90%		Property Services

Corporate Plan Strategy 5.3:

Support the use of alternative transport modes, including the provision of a more integrated network of bikeways and pathways.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Provision of safe bikeway and pathway networks for pedestrian movements and recreational purposes.						
5.3.1 Maintain the bikeway and pathway networks.	Percentage of defect inspections completed in accordance with inspection schedule.	99%		95%	The defect inspections have been completed in line with the inspection schedule.	Civil Operations
	Percentage of defects on bikeways and pathways on the road network actioned within assigned response times.	100%		85%	Customer reported defects have been attended to within the assigned response times.	

Corporate Plan Strategy 5.4:

Manage the region's road network to enable the movement of people and goods in a safe and efficient manner.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: The operational efficiencies achieved through the implementation of business improvement initiatives will result in delivering better value for money services in the long term.						
5.4.1 Implementation of endorsed recommendations contained in the 'Road Review'.	Development of an implementation plan for the 'Road Review' identifying the value and timing of the return on investment for each initiative to be delivered.	To be reported in 2nd Quarter		Aug-14	Implementation Plan has been developed and being progressed in line with identified delivery dates.	Director Engineering & Commercial Infrastructure
	Percentage of actions contained in the Road Review' implementation plan delivered on time and on budget.	To be reported in 4th Quarter		90%	• Refinement of the Pre-Construction process (through the Project Management Framework Project) has commenced; construction now involved in the development of construction programs and identification of critical path activities to assist resourcing. • Improved communication process between Design and Construction is being progressed through	

Corporate Plan Strategy 5.4:

Manage the region's road network to enable the movement of people and goods in a safe and efficient manner.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
					Project Management Framework Project. • New Procurement Policy is currently being developed. • SOAs have been established for number of items. • Intend to use new Local Buy Civil Construction and Roadwork's Panel. • An interim Maintenance Management System is currently being sourced and implemented for whole of Council. • Asset Management LF established and operating. • Capture of actual project costs has been improved. • Lessons Learned Workshops being undertaken. • Works on Roads Officer appointed. • Ongoing discussions with Development Services re donated asset quality. • Achievement and Performance Plans in place for Managers. • Estimating Manual has been completed and issued. • @Risk Software has been purchased and training scheduled. • Cost Forecasting Module in Finance 1 now being utilised. • Levels of Service to be reviewed in conjunction with budget and Maintenance Management System. • SMEC GIS integration completed. • Investigation into usability of The Roads Alliance Valuation Project (RAVP). • ADAC system requirements established but implementation subject to resourcing. • Community Engagement Plan to be developed and implemented. • 23 ECI employees undertook Certificate III in Civil Construction in 2013/2014. • Targeted Training & Development Plan to be developed following a Training Needs Analysis. • Traffic Model to address RSS requirements underway.	

Corporate Plan Strategy 5.4:

Manage the region's road network to enable the movement of people and goods in a safe and efficient manner.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
					• Community Attitude Survey scheduled to be undertaken. • SOPs to be reviewed and improved as necessary. • Audit Program to be reviewed. • Additional personnel to be trained as auditors.	
Objective: Provision of a safe and trafficable road network for the movement of people and goods.						
5.4.2 Maintain the local road and drainage networks.	Percentage of defect inspections completed in accordance with inspection schedule.	75%	↓	95%	The inspection percentage is below target at present- however the inspection schedule will be back on target by the end of October.	Civil Operations
	Percentage of road and drainage defects actioned within assigned response times.	88%	↻	85%	The customer reported defects have been attended to within the assigned response times.	
	Level of customer satisfaction with response to road and drainage maintenance requests.	3.75	↻	3.5 star rating	The latest available star rating is for the May to June period and is above the target.	
Objective: Supports the provision of a safe and effective "whole of region" road network.						
5.4.3 Maintain nominated main roads in accordance with Department of Transport and Main Roads (TMR).	Percentage of expenditure of funds allocated through TMR Contract.	To be reported in 4th Quarter		100% (by Jun-15)	Routine maintenance works are being undertaken is in line with the Annual Works Programme.	Civil Operations
Objective: Restores the functionality and safety of the road network.						
5.4.4 Restore roads and drainage assets damaged during declared natural disasters.	Acquittal of, 2011 and 2012 events' restoration works in accordance with NDRRA guidelines.	75%	↻	Dec-14	The 2011 & 2012 acquittal documentation was submitted by the 30 September deadline. QRA are currently reviewing the submitted documentation and are scheduled to complete the acquittal process by the end of December.	Civil Operations
Objective: Improves the trafficability of the unsealed and sealed road network.						

Corporate Plan Strategy 5.4:

Manage the region's road network to enable the movement of people and goods in a safe and efficient manner.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
5.4.5	Produce quarry materials to meet road maintenance and natural disaster restoration requirements.	Scheduling and production of unsealed road gravel to meet maintenance and natural disaster restoration needs.	To be reported in 4th Quarter		95% of needs met	Quarry materials are being produced to meet the needs of the unsealed roads maintenance programme. Gravel is currently not required for natural disaster restoration but sufficient gravel is being stockpiled for emergent repairs should a natural disaster occurs. Also, the capability to increase production for restoration works is available should the need arise.	Civil Operations

Corporate Plan Strategy 5.5:

Ensure a preparedness to respond to natural disasters and other emergencies and engage in planning activities aimed at minimising the impact of such disasters on the community.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Improves the Council's preparedness to reinstate services and information in the event of a natural disaster and other emergencies.							
5.5.1	Deliver Infrastructure Projects outlined in Stage 2 Project Roadmap from ICT DRR Report.	Completion of projects in Stage 2. - Data backup system upgrade. - Implementation of Wide Area Network upgrade. - Planning and solution design of network switching Infrastructure	To be reported in 4th Quarter 10% 90% 20%		Jun-15	Data backup system upgrade Initial discussions with Symantec (vendor) completed – Symantec presenting options analysis for MRC review, assessment and preparation of business case. Implementation of Wide Area Network Wide area network due for commissioning and handover 30/10/14. On schedule and budget. Planning and Design Network Switching Infrastructure Audit of existing network infrastructure complete. Strategic review of network requirements in final draft. Network upgrade business case	Information Services

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Corporate Plan Strategy 5.5:

Ensure a preparedness to respond to natural disasters and other emergencies and engage in planning activities aimed at minimising the impact of such disasters on the community.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
					commenced.	
Objective: Improves Council's preparedness for natural disasters and other emergencies.						
5.5.2 Continue to build Council's capacity to prepare for and respond to natural disasters and other emergencies.	Completion of program of works in accordance with approved schedule including: a) SES facility upgrades; b) installation of back-up generators; c) construction of public access sand stockpiles and d) Construction of mitigation works	95%		80% of approved works completed	• Sarina almost completed. • Sand stockpiles still to be built.	Director Engineering & Commercial Infrastructure
	Provide an ICT Platform including purchase of computer software/hardware and provide internet access and ongoing computer support to the ten SES Groups.	To be reported in 2nd Quarter		0% of Groups to have functioning ICT by 31.10.2014 with remaining Groups by 31.10.2015	• Solutions and requirements of Project are completed; • iScape are to provide Consultancy Agreement and Implementation Document by 14/10/14.	
	Implementation of accepted recommendations stemming from the review of emergency management arrangements.	To be reported in 4th Quarter		90% of approved works completed	Meeting with SES Local Controller scheduled for 20/10/14. Discussion has been held with QFES on their requirements. Implementation of recommendations proceeding as scheduled.	Director Engineering & Commercial Infrastructure
	Undertake investigations into a suitable product for SMS/voice recorded messages and email alerts for areas of threat during a disaster.	To be reported in 2nd Quarter		Oct-14	• Ongoing; • To meet with Client Service Centre to investigate other alternatives.	

Corporate Plan Strategy 5.7:

Provide, maintain and enhance parks, foreshores and open-space facilities.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Proactively maintains open space areas to enhance the appearance and usability.							
5.7.1	Improve the quality of the region's parks, reserves, foreshores and open spaces.	Level of client satisfaction with response to Parks maintenance requests.	To be reported in 4th Quarter	----	3.5 Star Rating	The survey results for this quarter will not be available until January 2015. Customer compliments July -11, August -4, September –10, this is at an all-time high and a tribute to the dedicated staff in Parks for client satisfaction.	Parks & Environment
Objective: Conduct compliance inspections on playgrounds and asset audits.							
5.7.2	Ensure playgrounds are safe and comply with Australian Standards and parks assets are in good condition.	Percentage of required playground inspections completed.	100%	↻	100%	All mandatory inspections required in first quarter have been completed.	Parks and Environment
		Percentage of required park asset inspections completed.	75%	↻	75%	Compliance for the park asset inspections for the quarterly percentage has been achieved.	Parks and Environment

Corporate Plan Strategy 5.8:

Ensure that all council buildings are provided and maintained to the highest possible standard and are meeting all legislative requirements.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Proactively maintains facilities to enhance the life of Council's assets.							
5.8.1	Undertake maintenance of council buildings and facilities	Percentage of logged requests addressed within set timeframes.	100%	↻	95%	Total of 585 building maintenance requests received during the reporting period, all requests addressed in line with process.	Property Services

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CORPORATE OBJECTIVE 6: Commercial Services (Water and Waste Services)

To provide and manage high quality water and waste programs on a commercial basis that meets social and environmental objectives

Corporate Plan Strategy 6.1:

Develop and maintain high quality water and waste programs on a commercial basis that meet social and environmental objectives.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Facilitates optimum use of water assets by minimising consumption and reducing loses.						
6.1.1 Implement Integrated Demand Management Program.	Completion of initial roll out of domestic devices as part of the Automatic Meter Reading Project in Mackay Urban Area and regional centres	5,550	↻	6,000	5,550 installations completed. Some delay to project program due to 350 non-compatible meters being encountered in Armstrong beach that required replacement. Works scheduled to be complete by end of October 2014.	Infrastructure Delivery
	Phase 1 of Commercial water Meter Replacement Program.	0	↓	142	Project scope definition and procurement of materials needed to modify existing pipework for new meters in progress.	
	Implement third stage of marketing campaign.	Completed	⊙	Sept -14	Third phase of campaign launched and in progress as per schedule.	Business Services

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Corporate Plan Strategy 6.2:

Develop a comprehensive, sustainably funded 10 year capital works program for operating on a commercial basis.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Assists in decision-making to ensure optimum capital investment decisions							
6.2.1	Continuously improve capital planning, scheduling and forecasting.	Development of Business Cases for all funding identified for Financial Year 15/16 capital program	To be reported in 3rd Quarter		Mar-15	Preliminary review of requirements commenced.	Planning & Sustainability
		Gateway review of 10 projects.	To be reported in 4th Quarter		Jun-15		
Objective: Provides comprehensive cost planning instrument for future operational and infrastructure activities.							
6.2.2	Maintain Water & Sewerage Pricing & Financial Sustainability Model.	Update model for 2013/14 actual figures.	To be reported in 3rd Quarter		60 days from availability of finalised financial statements from Finance	Final financial statements (unaudited) received end September. Updating of model in progress.	Business Services
		Report to Council on the updated model outputs.	To be reported in 3rd Quarter		Feb-15		
		Recommendations to Council on pricing options for water & sewerage	To be reported in 4th Quarter		May-15		

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Corporate Plan Strategy 6.3:

Provide consistent high standards of water supply to serviced communities where both practical and viable.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Provides communities with a quality potable water supply.							
6.3.1	Provide continuous supply of potable water as per Australian Drinking Water Quality Standards.	Faecal coliform compliance with client service standard.	100%		98%	There were no E.coli incidents in this quarter. Potable water consistently meets the Australian Drinking Water Quality Standards set out by the NHRMC.	Water Treatment
Objective: Assists in minimising water and wastewater price increases.							
6.3.2	Deliver efficient operation and maintenance activities.	Increased Scheduled maintenance.			10%	Processes are in place and are on target.	Water Network
Objective: Assist in managing incidents and analysing root causes to undertake preventive actions.							
6.3.3	Improve management and tracking of drinking water quality incidents.	Incorporate drinking water quality incidents into Council's incident management system (InControl).	To be reported in 3rd Quarter		Jan-15	The incorporation of water quality and environmental incidents into Council's Incident Management System is being managed by Council's Enterprise Risk and Strategic Review (ERSR). There have also been queries raised over the suitability of InControl to manage these types of incidents. Further review of InControl will occur this quarter in conjunction with ERSR.	Water Treatment

Corporate Plan Strategy 6.5:

Maintain and enhance existing wastewater, water treatment and supply systems to improve existing customer service standards.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Ensures legislative compliance for plumbing approvals & Ensures a high level of client service as well as efficiencies in internal processes.							
6.5.1	Provision of plumbing inspection programs.	Undertaking Notifiable Works Form 4 audits.	0%	↓	3% of forms received	This is a new State Government legislative process. First quarter was spent mapping out the audit process and making required system adjustments to streamline the process. Audits will commence from Q2 and emphasis will be placed on completing additional audits to get on target, as a consequence of the protracted start.	Business Services
		Percentages of plumbing applications received electronically.	78%	↻	60%	The number of applications received electronically in first quarter has exceeded annual target.	
Objective: Ensures legislative compliance for trade waste approvals.							
6.5.2	Provision of trade waste inspection programs	Number of licensed new trade waste generators.	53	↻	100	35 approvals and 18 temporary approvals issued, 35 non-generator letters issued.	Business Services
		Complete review Paget of trade waste businesses (Phase 2).	To be reported in 4th Quarter	↻	Jun-15	Six stages in Phase 2. Stage 5 scheduled to be completed in Dec 14.	
		Audit of existing trade waste approvals.	10	↓	150	A revised audit program with resourcing is being prepared to catch-up by year end.	
Objective: Enhancement of wastewater network capacity.							
6.5.3	Marian Wastewater Network Augmentation.	Construction of new Marian SPS No.1 and rising main.	5%	↻	50%	Tender for construction of sewer rising main component of project awarded. Land procurement for new sewerage pump station and detailed design being finalised.	Infrastructure Delivery
		Upgrade of Marian SPS No.7 and construction of rising main.	5%	↻	50%	Tender for construction of sewer rising main component of project awarded. Detailed design of sewerage pump station upgrade being finalised.	
Objective: Enhancement of water supply capacity and quality.							
6.5.4	Marian Water Treatment Plant.	Completion of commissioning.	To be reported in	↻	Mar-15	Construction work in progress, slightly behind program.	Infrastructure Delivery

Corporate Plan Strategy 6.5:

Maintain and enhance existing wastewater, water treatment and supply systems to improve existing customer service standards.

Activity	Measure	YTD Actual 3rd Quarter	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Ensures capital projects support operational service provision.						
6.5.5 Deliver the Capital Works Program in line with the 2014/2015 original budget.	Percent of Capital Works Program completed against original budget.	10.8%	↓	90%	Water capital 13% spent and sewerage capital 8% spent. Over 40% of the budget is accounted for when committals are taken into account.	Infrastructure Delivery

Corporate Plan Strategy 6.6

Develop a comprehensive asset management strategy to support the maintenance, replacement and enhancement of water and waste assets.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Improves the efficiency of water and wastewater decision making.						
6.6.1 Implement improved asset management.	Initiate condition assessment of water pump stations for renewals program set class	To be reported in 4th Quarter		Mar-15	The project brief to undertake this work currently draft status.	Planning & Sustainability

Corporate Plan Strategy 6.7:

Embrace and incorporate changing legislation and water/waste industry reform.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Provides mechanism for contributing to Qld Water industry.						
6.7.1 Actively Contribute to the Queensland Water Directorate.	Provide feedback to all relevant requests impacting the water business through the Qld Water Directorate.	25%		100%	On track to contribute to all events and provide relevant feedback.	Chief Operating Officer Water & Waste Services
	Actively participate in LAWMAC, by participating at their quarterly meetings and providing submissions when requested by the organisation.	1		4	Attended first meeting in August at Townsville. Next meeting to be held in Mackay on 27 and 28 November 2014.	
Objective: Provides a mechanism for managing the outcomes of legislative and water reforms.						
6.7.2 Actively contribute to the CTM (Cairns, Townsville, and Mackay) Collaboration.	Adoption of CTM Water development code based on SEQ D&C code.	To be reported in 3rd Quarter		Mar-15	Code development progressing well with consolidated review of code complete and changes and documentation in progress.	Chief Operating Officer Water & Waste Services
	Deliver benchmarking across CTM partners to identify areas of optimisation.	To be reported in 3rd Quarter		Mar-15	Initial benchmarking complete for both CTM and broader industry.	
	Investigate the feasibility of mobile phone application for waste service providers across North Queensland.	To be reported in 3rd Quarter		Mar-15	Identified possible application. Will be presented to Council and LAWMAC in November 2014.	
Objective: Improves service standards to ensure compliance with legislation.						
6.7.3 Upgrade waste disposal facility infrastructure to satisfy Commonwealth's Clean Energy	Report liabilities and emissions to the Clean Energy Regulator.	To be reported in 2nd Quarter		Oct-14		Waste Services

Corporate Plan Strategy 6.7:

Embrace and incorporate changing legislation and water/waste industry reform.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
	Legislation and reporting requirements.	If required, surrender units to the Clean Energy Regulator to cover liabilities for 2014-2015.	To be reported in 3rd Quarter		Feb-15		
Objective: Ensures compliance with legislation and regulations and mitigates risk to drinking water quality.							
6.7.4	Monitor backflow prevention devices overdue for testing.	Number of devices overdue for testing (excluding devices handed over for enforcement).	190		200	Below target. Continuing to follow up clients to get devices tested.	Business Services
Objective: Ensures compliance with reporting requirements and deadlines.							
6.7.5	Undertake Annual Statutory Reporting Requirements	Annual statutory reporting submitted on time through SWIMS.	Completed		Sept-14	Submitted on 30/09/2014.	Business Services
		Annual return for environmental licenses submitted to regulator.	Completed		Sept-14	Annual return submitted by the deadline set by the regulator.	Water Treatment

Corporate Plan Strategy 6.8:

Embrace and incorporate changing legislation and water/waste industry reform.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Promotes community involvement in waste management and encourages reduction of waste and improved recycling.							
6.8.1	Expand the Waste Education Program.	Perform waste minimisation education sessions at the MRF and out in schools and the community each year.	28 sessions		90 sessions	28 sessions achieved in period.	Waste Services
		Organise a minimum of 10 Mackay Regional Council registered sites for the 2014 Great Northern Clean Up.	14 sites		10 sites	14 sites registered for clean-up.	
Objective: Compliance with the Council provided recycling services is crucial to ensure that residents' efforts in complying are not undermined by incorrectly used bins, by others.							
6.8.2	Bin Audit Program.	Regular audits of recycling bins using a planned and systematic methodology are undertaken.	0		3 audits per annum	Nil for this period.	Waste Services

Corporate Plan Strategy 6.9:

Support economic growth within the region through the effective integration of water and waste planning with other council services.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Combined solid waste and waste water organic management strategy.							
6.9.1	Optimisation of the management of waste streams from the water, waste water and solid waste businesses.	Draft Strategy.	To be reported in 4th Quarter		Jun-15		Water Network

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Corporate Plan Strategy 6.10:

Maintain and enhance the operation of existing waste management sites and investigate options for alternative waste technology.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: The construction of Cell 3 will enable Council to continue to provide for the region's waste management needs.							
6.10.1	Construction of Cell 3 at Hogan's Pocket Landfill.	Award construction contract.	To be reported in 3rd Quarter		Feb-15	Design achieved and tracking for November issuing of tender.	Waste Services
		Commence construction.	To be reported in 4th Quarter		Apr-15		
Objective: Enhances the capacity as well as reliability of waste processing services by mitigating the risk of sole dependence on the Paget transfer station.							
6.10.2	Continue planning for north side waste disposal facility.	Complete feasibility study.	To be reported in 4th Quarter		Jun-15		Waste Services
Objective: The facility will reduce the amount of waste being land filled at Hogan's Pocket landfill, thereby extending the life of that critical asset.							
6.10.3	Review options for the operation of a Construction and Demolition Waste Recycling Facility.	If approved, release an EOI for procurement.	To be reported in 2nd Quarter		Dec-15	EOI released and now in evaluation.	Waste Services

CORPORATE OBJECTIVE 7: Organisational Excellence and Governance

To pursue excellence as an organisation which embraces exceptional client service values its staff and promotes ethical standards of practice supported by clear policies and strategies response to the needs of the community.

Corporate Plan Strategy 7.1 & 7.2

7.1 Promote a best practice culture in the organisation that embodies client service excellence.

7.2 Provide professional, responsible, timely and accessible services to external and internal clients that reflect the values of the organisation.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: This initiative will promote a stronger service culture, enhance working relationships with client groups, and improve development assessment processes.						
7.1.1 & 7.2.1 Improve Council's performance in delivering development-related services to industry and the community.	The level of client satisfaction reported by industry groups in Oct -2014 and Apr - 2015.	To be reported in 2nd Quarter	~~/~~	Positive feedback		Director Development Service
	The percentage of KPIs and targets contained in the Focus on Development action plan met.	To be reported in 4th Quarter	~~/~~	90%		

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Corporate Plan Strategy 7.1:

Provide a best practice culture within our organisation that embodies customer service excellence.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Encourages and embeds a culture of continuous improvement within the organisation.							
7.1.1	Through the Corporate Services Business Improvement Team, improve the efficiency and effectiveness of business processes delivered to the organisation.	Number of Business Improvement initiatives implemented.	10%		8	There are currently 11 open projects and they are progressing well with resources assigned.	Director Organisational Services
Objective: Ensures recoverable works clients are served in a more efficient and effective manner.							
7.1.2	Implement a process to improve the management of the recoverable works process.	Implement a process and workflow to handle recoverable works requests (quotes, payments, execution of jobs) through Pathways.	To be reported in 3rd Quarter		Mar-15	New Customer Request created in Pathway test environment. Further development underway to create workflows and document templates and ability for client to lodge Customer Request electronically using Council's Online Services.	Business Services
Objective: The initiatives contained in the CDP will develop an organisational culture that promotes long term economic viability, sustainability and capacity.							
7.1.3	Implementation of the Culture Development Plan (CDP).	Percentage of CDP initiatives completed on time and on budget	25%		100%	Implementation of Culture Development Plan progressing on time and on budget.	Performance & Strategy
		Positive changes in perceived culture revealed by a follow-up of the Cultural Values Assessment staff survey.	To be reported in 4th Quarter		Apr-15		

Corporate Plan Strategy 7.2 & 7.21

7.2 Provide professional, responsible, timely and accessible services to external and internal clients that reflect the values of the organisation.

7.21 Manage and govern the organisation according to our stated values, ensuring principles of good governance are applied to achieve the best value for the community.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Alternative service delivery models involving collaboration with other organisations has the potential to reduce operational costs and improve levels of service.						
7.2.1 & 7.21.1 Development of a shared service model appropriate for our region.	Investigations of options for shared services completed.	To be reported in 4th Quarter		Jun-15	Investigations have occurred and the viability of working in a commercial partnership arrangement to deliver a number of services is ongoing with a target date for a report to Council now more likely by December 2014.	Office of the Mayor & CEO
	Report providing recommendations on operating model options under the Queensland Water Regional Alliance Program (QWRAP) developed.	To be reported in 4th Quarter		Jun-15	This task is ongoing ad not due for completion this quarter.	

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Corporate Plan Strategy 7.2:

Provide professional, responsible, timely and accessible services to external and internal customers that reflect the values of the organisation.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Ensures elected members are provided with an accessible and professional executive support service to assist them in meeting the needs of residents.							
7.2.1	Provide elected members with an efficient and effective secretarial support service.	Percentage of Councillors satisfied with the level of support services provided.	100%		100%	Councillors continue to be supported by a dedicated Level 4 administration resource.	Office of the Mayor &CEO
Objective: Provides clients with accessible and professional services which meet identified needs.							
7.2.2	Provide well-designed, efficient and effective client service facilities in identified population centres.	Level of client satisfaction with the services provided.	To be reported in 2nd Quarter		95%	A new telephone-based survey instrument is on-track to be implemented next quarter.	Community Lifestyle
		Call abandonment rate of 8% or less	8%		8%	The call-back system is experiencing ever increasing acceptance by clients, and we are on-track to achieve the KPI over the full year.	
		Average wait times in the call centre of 120 seconds or less.	59 seconds		120 seconds	The call centre is now tracking this metric at 80 seconds or less and consistently achieves this improved target.	
		Percentage of service requests closed by relevant programs within specified timeframe.	92.3%		85%	This council-wide measure was consistently exceeded each month during the reporting period.	
		Percentage of payments processed accurately by Client Services	99.9%		99.9%	There continues to be a high level of processing accuracy by Client Services' staff.	
Objective: Ensure compliance with Local Government Act 2009 and Local Government Regulation 2012 which provide Council with appropriate risk mitigation strategies.							
7.2.3	Tender/Expression of Interest issued in accordance with Tender and Contracts Manual in a timely manner.	Numbers of tenders issued within one week of receiving completed documentation including risk assessment, funding source and appropriate delegated approval.	100%		95%	All tenders were issued within one week of receiving full documentation.	Procurement & Plant

Corporate Plan Strategy 7.2:

Provide professional, responsible, timely and accessible services to external and internal customers that reflect the values of the organisation.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Provision of land to meet both Community and Council infrastructure demands.							
7.2.4	Provide a professional and timely service in lease matters and land acquisition and disposal.	Percentage of property requests addressed within Council and legislative timeframes. - Auto response on lodging request; - 2 days for feedback on the request; - 2 to 10 days for request completion subject to type and size of issue.	100%	↻	90%	Total of 15 new lease and property matters received during the reporting period, all matters processed within set timeframes.	Property Services

Corporate Plan Strategy 7.3:

Ensure staff are provided with the relevant learning and personal development opportunities to achieve stated strategic priorities and corporate objectives.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Enhances the capacity and capability of the organisation by developing the skills and abilities of staff at coordinator and senior supervisor levels.							
7.3.1	Develop and implement a leadership development program for middle managers.	Leadership development program developed and implemented.	To be reported in 4th Quarter	↻	Jun-15	Initial investigations on the project have begun and $60,000 has been set aside in the budget for this purpose. An initial measure will be the inclusion of coordinators and supervisors as part of an extended leadership workshop on 25 November, 2014.	Performance & Strategy
Objective: Investigate E Learning functionality, accessibility to enable electronic training program for employees.							
7.3.2	Provides staff with the opportunity to develop skills required to fill key positions and also supports current and future leaders through the provision of targeted development	Implement electronic training program for employees.	To be reported in 2nd Quarter	↻	Dec-14	On target – Skill Soft spent 3 days with L&D to review system and identified a total system cleanse is required. Key work processes need to be developed.	Human Resources

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Corporate Plan Strategy 7.3:

Ensure staff are provided with the relevant learning and personal development opportunities to achieve stated strategic priorities and corporate objectives.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
opportunities						

Corporate Plan Strategy 7.4:

Promote and support a safe and healthy work environment in which the importance of family and work/life balance is recognised.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Ensures council meets its legislative requirement for the provision of a safe working environment.						
7.4.1 Provide a framework to ensure compliance with health and safety regulations.	Percentage of staff provided with safety induction on first day of employment.	100%		100%	All staff have been provided with a WH&S induction on the first day of employment.	Enterprise Risk & Strategic Review
	Compliance with Take 5's delivered to required staff.	95%		85%	For July, August and September 95% of Take 5s have been completed.	
Objective: Ensure council meets its legislative requirements for the provision of a safe working environment.						
7.4.2 Implementation of the WH&S review and improving our current audit benchmark.	All actions required to be undertaken by the Enforceable Undertaking completed within timeframes.	To be reported in 4th Quarter		100%	• Year 1 deliverables (12/13) completed as required. • Year 2 deliverables (13/14) in progress as required. • Year 3 deliverables scheduled for progress to commence November 2014.	Enterprise Risk & Strategic Review
	The WH&S Strategy, incorporating outstanding actions from the external WH&S reviews developed	Sept-14		Sept-14	WHS team renewed focus as at 1 May 2014 and operating under new management. With this new management came key tasks: • Development of team vision and strategy; • WHS team operational review; • Review and critical assessment of audit	

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Corporate Plan Strategy 7.4:

Promote and support a safe and healthy work environment in which the importance of family and work/life balance is recognised.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
					recommendation and process review actions required; • Project lead for the implementation of a Council wide safety, risk and incident management system.	
	Completion of actions in accordance with the timeframes set out in the WH&S Strategy.	53%		100%	1 May, 14 – 30 Sept, 14 • 16 audit actions now complete; • 14 audit actions in progress.	

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Corporate Plan Strategy 7.6:

Provide up-to-date information technology systems and services through continuous review and improvement.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Providing corporate systems that remain supportable, scalable and stable and take advantage of improved functionality that will improve operational efficiency across Council.						
7.6.1 Upgrade of corporate software systems.	Completion of projects: - Client and rating system; - Human resource system and financial system; - Planning internal mapping system upgrade.	10%		Jun-15	Projects are in planning and resource assignment stages. Developing Program of works for client and rating system. Mapping system project in progress. Planning complete.	Information Services
Objective: Provides a managed approach to best practice in record keeping management of digital records to meet legislative and Queensland State Archiving requirements.						
7.6.2 Undertake optimisation of the Council's electronic document and record management system (ECM).	Completion of roadmap and projects from the 2014 technical and operational audits.	20%		Jun-15	Recommendations from operational audit are combined to create a program of works "Optimisation of ECM". Roadmaps and project plans will be completed this quarter. Technical audit recommendations rectification has commenced.	Information Services
Objective: Provides an information services framework and strategic direction aligned to business requirements and best practice ICT maturity assessment matrices.						
7.6.3 Develop the Information Services Framework and Strategic Plan 2014-2018.	Completion of IS Framework and IS Strategic Plan with adoption from SLPT.	30%		Jun-15	IS Framework complete and draft IS Strategic Plan has been completed.	Information Services
Objective: Provides up to date information technology systems to improve services.						
7.6.4 Implement end to end e-planning systems.	Percentage of the development process undertaken electronically.	65%		85%	The average for electronic lodgement for the quarter is 65%. Of all applications lodged electronically 100% were assessed electronically.	Development Services - Business Support

Corporate Plan Strategy 7.7:

Support innovation by implementing technologies that improve the way Council conducts its business and manages its information and data.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Provides single point of truth of assets and classification of information assets to ensure Council staff can find and utilise information.							
7.7.1	Implement projects from the Information Management Framework.	Implementation of Information Management Framework roadmap of projects including:- - Information Management Asset Register - K Drive challenge	30% 50%		Jun-16	Workshops for input into the IM asset register have been undertaken. K Drive challenge is continuing with excellent progress of 50% of teams now utilising the new structure.	Information Services
Objective: Improves efficiency of induction process.							
7.7.2	Investigate on suitable medium to undertake Council induction.	Review the induction process to ensure suitability and accessibility for both Indoor and Outdoor staff.	To be reported in 2nd Quarter		Dec-14	Corporate inductions are now held fortnightly from previous weekly inductions. Content continues to be reviewed to suit indoor and outdoor employees.	Human Resources
Objective: Empowers property owners and tenants to take better control of their consumption behaviours by the provision of timely water consumption data in a convenient manner.							
7.7.3	Provide property owners and tenants' access to their water consumption data on line in real time.	Launch of trial	To be reported in 3rd Quarter		Jan-15	Based on detailed project plan, likely to be February/March 2015.	Business Services
Objective: Ensures timely and relevant information in an easily accessible manner to enable informed decision making by managers.							
7.7.4	Consolidate operational statistics into a single database to improve accessibility and analytical capabilities	Integration with SCADA (Nebo Rd WTP) completed.	To be reported in 2nd Quarter		Oct-14	Coding for integration completed. Data transfer happening on a daily basis. Some implementation issues to be sorted out.	Business Services
		Integration with SCADA (Network) completed.	To be reported in 3rd Quarter		Jan-15	Coding of integration in progress.	
		Field Data Captured into system.	Completed		Feb-15	System set up to capture field data. Use of system needs to be implemented through operational staff.	
		Operational electricity consumption data captured within	Completed		Jun-15	System set-up to receive the data. Council-wide consumption data is entered into the system by	

Corporate Plan Strategy 7.7:

Support innovation by implementing technologies that improve the way Council conducts its business and manages its information and data.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
	the system.				Sustainability officer as it is received from Ergon together with electricity bills.	

Corporate Plan Strategy 7.9:

Encourage the dissemination of accurate and relevant information within the organisation and the community.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Provides quality and accurate information to staff and improve knowledge of Council operations.						
7.9.1 Publish and deliver internal communications throughout the organisation.	Number of monthly editions of "Grapevine" newsletter published.	3		11	Monthly editions delivered in July, August and September.	Corporate Communications & Marketing
	Deliver weekly Council update after Council meetings.	12		30	Weekly update issued after every council meeting.	
Objective: Provides relevant and useful financial information to Council, stakeholders and customers.						
7.9.2 Provide accurate and reliable financial information	Production of executive monthly financial reports.	2		11	Monthly financial reports have been produced on time as required.	Financial Services
	Number of high risk audit issues.	To be reported in 2nd Quarter		0		

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Corporate Plan Strategy7.10:

Promote the use of council's community engagement framework across all areas of council

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Community engagement becomes entrenched into the organisation's culture.							
7.10.1	Develop Community Engagement Plans and forums in line with Council's Community Engagement Policy and Framework.	Number of community engagements undertaken.	8	↻	16	8 individual external projects currently underway.	Sustainability & Collaboration
		Level of client satisfaction reported through feedback provided upon completion of community engagement activities.	To be reported in 4th Quarter	~~~	>80%	Feedback surveys not yet undertaken.	
		Progress of community engagement activities for major projects undertaken in accordance with approved community engagement plans including CDP Revitalization Project, the RSS and Corporate Plan.	25%	↻	100%	Required engagement occurring for the Revitalization Project.	
		Community engagement policy, procedures, guidelines and tools reviewed.	To be reported in 4th Quarter	↻	Jun-15	Community Engagement Portal has been reviewed in conjunction with the Enterprise Project Management Framework, to ensure consistency.	
		Completion of Community attitude Survey.	To be reported in 4th Quarter	~~~	Jun-15	Consultant has been engaged and preparations have commenced.	Corporate communications & Marketing

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Corporate Plan Strategy 7.11:

Continues to enhance the transparency of council's financial operations and performance and promote awareness within the community of council's financial management and other strategies.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Supports the effective allocation of resources to achieve performance targets and outcomes in an efficient and effective manner.							
7.11.1	Provide contemporary, professional and timely planning, analysis, modelling and disclosure of financial information.	Completion of Long Term Financial Forecast.	To be reported in 4th Quarter		Jun-15		Financial Services
		Audit findings of Annual Financial Statement.	To be reported in 2nd Quarter		Unqualified		
Objective: Delivers open and transparent information to the community.							
7.11.2	Publication of easy to read and informative Annual Report, detailing Council's performance and meeting legislative requirements.	Publication of 2012/13 Annual Report.	To be reported in 2nd Quarter		Nov-14	Draft report is being finalised for formal adoption prior to 30 November, 2014.	Corporate Communications & Marketing

Corporate Plan Strategy 7.13:

Minimise dependency on rates income

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Enhances Council's potential to source external funding.							
7.13.1	Maximise alternate income sources through funding	Number of grant applications submitted.	16		40	YTD applications are 16, suggesting this item is on target.	Sustainability & Collaboration

Corporate Plan Strategy 7.13:

Minimise dependency on rates income

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
	opportunities.	Percentage of successful applications.	100%		70%	Currently YTD on advised applications is 100% success, however this is expected to drop closer to target.	
		Value of funding received.	$732,500		>$5 Million	YTD value of successful funding is $732,500, however there are 12 submitted applications still to be advised.	
Objective: Ensure maximum return for Council's asset.							
7.13.2	Assist Economic Development Queensland (EDQ) to undertake residential 'showcase' development at Andergrove.	Completion of Stages 7 & 8 of the residential development at Andergrove (Woodlands), including commencement of construction of dwellings.	To be reported in 4th Quarter	→	Jun-15	Basic civil works have been completed for Stage 8 area involving simply levelling site. Further work on both Stages 7 & 8 will be dictated by sales demand.	Sustainability & Collaboration
Objective: Ensure maximum return for Council's asset.							
7.13.3	Undertake residential development on Council owned land at Bucasia.	Completion of development framework for delivery model.	To be reported in 2nd Quarter	→	Dec-14	Draft framework documents made available from EDQ and being reviewed.	Sustainability & Collaboration
		Establishment of entity model from framework.	To be reported in 3rd Quarter	→	Mar-15	Eventual framework to be considered as part of an Council development initiative	
		Development of concept plans and feasibility study.	To be reported in 4th Quarter	→	Jun-15	Development options to be considered as part of an Council development initiative	
Objective: Maximisation of alternate income sources to reduce rates dependency.							
7.13.4	Actively invest corporate cash holdings.	Returns compared to UBS Bank Bill Index.	0.9% above UBS Bank Bill Index		0.5% above UBS Bank Bill Index	Current investment returns are 0.9% above the UBS Bank Bill Index.	Financial Services

Corporate Plan Strategy 7.14:

Build and strengthen Council's standing in the community through a variety of communication, branding and marketing opportunities.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Delivers information in a timely manner and increases Council's profile within the community.							
7.14.1	Provide and enhance use of social networking media and continue to deliver a usable functional website as a source of vital information for the community.	Number of unique visitations to Council's web site.	150,056		530,000	Visitation for first quarter was at 150,056 visitors.	Corporate Communications & Marketing
		Number of subscriptions to E-newsletter subscription service.	10,000		12,000	Steady growth in eNews with subscription numbers now over 10,000.	
		Number of friends to MRC Facebook page, evidencing continued growth.	7,034		8,000	Likes for council page now stand at 7,034.	
Objective: Provides relevant and useful information about Council to wider community.							
7.14.2	Provide factual and informative Council Connect campaign as an information source to the community.	Number of fortnightly television segments produced.	5		16	Five editions delivered in first quarter.	Corporate Communications & Marketing
		Issue fortnightly eNewsletter.	7		16	Council Connect eNews issued fortnightly to coincide with CCTV editions.	
		Number of monthly print editions.	3		10	Three monthly editions delivered in first quarter.	

Corporate Plan Strategy 7.15:

Ensure the administration of the region is governed through open and transparent decision-making and reporting processes.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Promotes open, transparent and compliant decision making.							
7.15.1	Provide a governance framework to ensure public accountability, transparency and conformance with policies and legislation.	Number of right to information/information privacy applications not completed within the legislative timeframes.	0	↻	0	All right to information applications have been finalised within the stipulated timeframes.	Governance & Assets
		Number of complaints resulting in official action recommendations from the Local Government Ombudsman.	1	↻	2	Arrangements made to have the recommended amendments to the policy finalised prior to 27 November, 2014.	
Objective: Ensure the effective use of Council resources by identifying economies of scale which provide value for money to Council whilst reducing administrative processes.							
7.15.2	Identification of high use goods and services for inclusion in future tenders.	Number of items added to existing or new contracts.	60	↻	100	New contracts have been identified for workshops, fleet, water treatment, minor works and good supply. The number of items listed is a minimum estimate only and the number is anticipated to be significantly higher.	Procurement & Plant
Objective: Promotes open, transparent and compliant decision making.							
7.15.3	Provide regular review and reporting on contract management to Council, and reporting at least quarterly to Council.	Number of reports presented to Council which provide timely and accurate information on the performance of Council's contract management.	0	↓	4	Report for July to September 2014 quarter has been drafted and will be submitted to SLPT in October 2014.	Procurement & Plant

Corporate Plan Strategy 7.17:

Develop and implement proactive risk management strategies to reduce risk to the Council and the community.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Proactively manages and mitigates risks faced by Council and the community.							
7.17.1	Implementation of Enterprise Risk Management Framework.	Number of reports/minutes presented to the Audit & Risk Advisory Committee.	2	↻	4	Reports were provided to the Audit & Risk Advisory Committee on the 4 July, 2014. Report in relation to amendments to the Enterprise Risk Management Framework and Strategic Risk Register were presented and endorsed by the Audit & Risk Advisory Committee on the 11 September, 2014.	Governance & Assets
		Review of the recorded risks and associated action plans on the Council Strategic Risk Register.	To be reported 4th Quarter	----	Jun-15	An Annual review of the Strategic Risk Register is scheduled for early 2015.	
		The coordination of the development of Business Continuity Plans for: – Administration Building (Gordon Street) – Paget Depot	To be reported 4th Quarter	----	Jun-15	Draft business plan being finalised.	
Objective: Reduces the risk exposure faced by Council and the community.							
7.17.2	Undertake systematic reviews and improvement of Council's control and management systems.	Percentage of Annual Audit Plan activities completed.	To be reported in 4th Quarter	----	85%	Strategic Audit Plan 2014-17 approved by Audit and Risk Advisory Committee on 4 July 2014 and audits progressing in accordance with plan.	Internal Audit
		Number of Audit & Risk Advisory Committee meetings held.	2	↻	4	The Audit & Risk Advisory Committee was held on the 11 September, 2014.	

Corporate Plan Strategy 7.18:

Ensure sustainability of the organisation through the responsive allocation of resources.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Supports the best utilisation of Freehold Land and improves Council capacity to meet infrastructure demands.							
7.18.1	Undertake process to develop a comprehensive Register of Council Freehold Land.	Completion of actions associated with the Freehold Land Register.	To be reported in 2nd Quarter	-->	Dec-14		Property Services

Corporate Plan Strategy 7.19 & 7.21

7.19 Develop frameworks and undertake corporate projects that effectively implement Corporate and Operational Plans.

7.21 Manage and govern the organisation according to our stated values, ensuring principles of good governance are applied to achieve the best value for the community.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: The integrated corporate performance planning and reporting framework will ensure that the activities of the organisation are aligned to its strategic priorities and that performance is measured.							
7.19.1 & 7.21.1	Implement an improved corporate performance framework which integrates Council's performance planning and reporting at all levels in the organisation.	Framework implemented.	To be reported in 3rd Quarter	-->	May-15		Performance and Strategy
Objective: Develop a new Corporate Plan which covers the period 2015-2020.							
7.19.2 & 7.21.2	Develop a new Corporate Plan which covers the period 2015-2020.	New Corporate Plan Developed.	To be reported in 3rd Quarter	-->	Mar-15		Performance and Strategy
Objective: The report's recommendations will result in significant organisational change aimed at improving the efficiency, effectiveness and long term sustainability of the organisation.							

Corporate Plan Strategy 7.19 & 7.21

7.19 Develop frameworks and undertake corporate projects that effectively implement Corporate and Operational Plans.

7.21 Manage and govern the organisation according to our stated values, ensuring principles of good governance are applied to achieve the best value for the community.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
7.19.3 & 7.21.3	Implementation of the Roadmap to Organisational Excellence report.	Percentage of actions progressed and completed in accordance with the report's action plan.	To be reported in 4th Quarter		100%	15 actions have been completed with the remaining 4 being progressed in accordance with the action plan.	Performance and Strategy

Corporate Plan Strategy 7.19:

Develop frameworks and undertake corporate projects that effectively implement the Corporate and Operational Plans.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Ensures effective strategic and operational planning of council's business.							
7.19.1	Prepare, implement and review Operational Plans in alignment with Council's Corporate Plan.	Operational Plan review completed within 6 weeks of quarter end.	To be reported in 2nd Quarter		100%	Timeliness of presentation of the first quarterly review to Council will be reported in the second quarter.	Governance & Assets
Objective: Ensures effective strategic and operational planning of council's business.							
7.19.2	New Enterprise Bargaining Agreement finalised.	Coordinate the implementation of a new Enterprise Agreement aligned to corporate strategy and Objectives in accordance with Award Modernisation and Industrial Relations Harmonisation legislation.	To be reported in 2nd Quarter		Dec-14	Delayed due to the making of the Modern Award. Modern Award released 30th September, 2014. Unions advised of intention to negotiate new agreement.	Human Resources
Objective: Ensures the long term sustainability of council's infrastructure networks, e.g. property, Convention Centre, recreation.							

Corporate Plan Strategy 7.19:

Develop frameworks and undertake corporate projects that effectively implement the Corporate and Operational Plans.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
7.19.3	Deliver the Capital Works Program in line with 2014/15 original budget.	Percentage of Capital Works Program completed against original budget.	7%	↓	90%	Delivery for the first quarter has been low due to planning work being undertaken on several major capital projects due for delivery later in the year and completion of several major carryover projects. Highlights for capital delivery for the quarter have been: • Creation of a meeting/study room at City Library; • Installation of a new service desk at City Library; • Installation of Wi-Fi at Artspace; • New carpet installed in Convention Centre; • Tender for design and construct of new air conditioning system in Entertainment Centre advertised; • Goosepondo Dog Off Leash Park Complete; • Jubilee Park Rotunda – Heritage listed building, works completed included replacement of plaster ceiling and decorative cornice and ceiling bandings; • Playground Safety Signage – One hundred and twenty five signs were erected across the region advising of the danger to infants and young children from exposed equipment and furniture during periods of high temperature.	Director Community & Client Services
Objective: Ensures the long term sustainability of council's infrastructure networks e.g. information services, plant.							
7.19.4	Deliver the Capital Works Program in line with 2014/15 original budget.	Percentage of Capital Works Program completed against original budget.	9%	↓	90%	As at the end of September capital spend was at 9%. It is anticipated that there will be significant progress in Procurement and Plant capital spend over the next two months. Delivery of Information Services capital remains a major focus.	Director Organisational Services
Objective: Ensures capital projects support operational service provision.							
7.19.5	Deliver the Capital Works Program in line with 2014/15 original budget.	Percentage of Capital Works Program completed against original budget.	38%	↻	90%	Council's commitment to the RSPCA Adoption Centre construction work has now been completed. Initiation of design work for the extension to the Mackay Pound will now commence.	Director Development Services

Corporate Plan Strategy 7.19:

Develop frameworks and undertake corporate projects that effectively implement the Corporate and Operational Plans.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
						Capital delivery for regulated parking operations is at tender assessment stage.	
Objective: Ensures capital projects support operational service provision.							
7.19.6	Deliver the Capital Works Program in line with 2014/15 original budget.	Percentage of Capital Works Program completed against original budget.	17%	↓	90%	**Water Services** 10.8% of Capital Program achieved to date; i.e. Water Capital 13% spent and Sewerage Capital 8% spent. Over 40% of the budget is accounted for when committals are taken into account. **Waste Services** 29% of Capital Program achieved to date and currently envisage achieving 90% of target at financial year end. **Infrastructure Delivery** **Civil Projects** 10% - Delivery target is behind however 50% of the program is committed. Factors for this include: • CBD revitalization and Murray Creek Bridge are committed and underway but are yet to have any significant expenditure recorded against them ($15M value). • $10M in design, land acquisition and service alterations which are currently only at 10% of expenditure (the services and land acquisition are dependent on external parties and are difficult to accurately predict when they will be delivered) $5.2M in reseals and stormwater drainage lining which are being delivered by Civil Operations and are due for delivery September to December.	Director Engineering & Commercial Infrastructure

Corporate Plan Strategy 7.19:

Develop frameworks and undertake corporate projects that effectively implement the Corporate and Operational Plans.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
7.19.7	Implementation of Capital Advisory Committee for Transport & Drainage.	Capital Advisory Committee formed and operating by November 2014.	To be reported in 2nd Quarter		Nov-14	• Transport & Drainage Capital Advisory Committee members have been appointed with initial meeting scheduled for Monday, 10 November, 2014; • Transport & Drainage Capital Advisory Committee Charter has been drafted for adoption at initial meeting; • Noel Faulkner to Chair Committee; • Transport & Drainage Capital Advisory Committee Services Agreements prepared for Committee members' signatures.	
Objective: The Project Management Framework will guide the consistent application of best practice project management principles across all projects within Council. The Framework will assist Council to meet client requirements, define business benefits, monitor and evaluate projects and to effectively allocate resources and optimise their use.							
7.19.8	Delivery of the Project Management Framework.	Completion of Stage 2 project milestone on time.	To be reported in 2nd Quarter		Dec-14	a) The following deliverables have been approved: • EPMF Administrative Policy (v1.0); • EPMF Glossary of Key Terms (v1.0); • EPMF Level 3 Project Lifecycle (v3.0); • EPMF Level 2 Project Lifecycle (v2.0); • EPMF Level 1 Project Lifecycle (v2.0); • EPMF Project Gateway Outline (v2.0); • EPMF Business Case (v1.0); • EPMF Options Analysis (v1.1); • EPMF Options Analysis - Multi-Criteria Assessment Tool (v1.0); • EPMF Cost Forecasting Process (v1.0); • EPMF RACI Matrix (v1.0); • EPMF Risk Tool (v2.0); b) 4 deliverables require further work at this stage: • Implementation and Change Management	Director Engineering & Commercial Infrastructure

Corporate Plan Strategy 7.19:

Develop frameworks and undertake corporate projects that effectively implement the Corporate and Operational Plans.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
					Plan (v2.0); • Cost Tracking Process (v1.0); • Cost Estimation Manual (v1.0); • Implementation of Trial of Bruce Projects Page. c) Project Management Plan and associated Project Schedule to be further developed to be formally endorsed. d) New Project Manager for EPMF appointed on 22 September, 2014. e) Administrator position is still to be filled. f) Regular PMT Meetings and weekly Function Team Meetings commenced with noticeable business benefits through information sharing and communication across Departments/Programs thereby increasing understanding of Project Management.	
	Completion of the Project on time.	To be reported in 4th Quarter		Jun-15	Priority Actions going forward: • Endorsement of Project Management Plan v1.0 (including project schedule) - Date for Completion - 31 October, 2014; • PLT endorsement of the Implementation and Change Management Plan - Date for Completion - 31 October, 2014.	

Corporate Plan Strategy 7.20:

Provide leadership that promotes the interests and views of the community.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Ensures the organisation's activities are aligned with the outcomes identified in Council's Community and Corporate Plans.							
7.20.1	Provide strategic leadership to all staff.	Number of strategic update meetings held with all Council staff.	1		2	As a new initiative the Mayor and CEO have a 3 monthly schedule in visiting staff at numerous council locations to seek their views both collectively and on an individual basis as they relate to better ways of doing business or any issues arising. The first round was quite successful in attracting a range of staff.	Office of the Mayor & CEO
		Number of strategic updates provided to all Council staff.	1		4	As above re the Mayor and CEO visits, as well as monthly updates via Grapevine.	
		Number of management forums held.	3		8	Managers Leadership Forums are held every 6 weeks.	
		Number of management strategic retreats.	0		1	Nil in this quarter. One is planned for the next quarter.	

Corporate Plan Strategy 7.21

Manage and govern the organisation according to our stated values, ensuring principles of good governance are applied to achieve the best value for the community.

	Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Objective: Will deliver cost efficiencies through the internal provision of legal advice, the coordination of legal services across council and by managing the procurement of external legal advice.							
7.21.1	Delivery of professional in-house legal services.	Savings on legal costs achieved through the delivery of services within approved budget.	On Budget		Budget	Currently expenditure is matching YTD budget. This is considered very positive given a number of legacy cases as well as a number of large cases completing within the first Quarter	Sustainability & Collaboration
Objective: Promotion cross council collaboration and cooperation to facilitate regional advocacy, operational efficiencies and regional development.							
7.21.2	Build and maintain a strong	Number of ROC Board meetings.	3		10	Meetings held each of July, August and September.	Sustainability &

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FINAL MINUTES
WEDNESDAY 12 NOVEMBER 2014

Corporate Plan Strategy 7.21

Manage and govern the organisation according to our stated values, ensuring principles of good governance are applied to achieve the best value for the community.

Activity	Measure	YTD Actual	Status	Annual Target	Achievement as at 30 Sep 14	Responsibility
Regional Organisation of Councils (ROC) entity.						Collaboration
	Number of collaborative activities undertaken.	3		6	Q-WRAP project continues, along with Procurement working group. An IT workshop was held which is proposed to lead to the establishment of an IT working group.	

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FINAL MINUTES
WEDNESDAY 12 NOVEMBER 2014

Mackay Regional Council
Traffic Advisory Committee

MINUTES OF MEETING

Friday, 24 October, 2014
Venue: MRC Engineering Conference Room

Attendance: **Cr. Kevin Casey (Chairperson), Cr. Laurence Bonaventura, Ross Macdonald (Transport & Main Roads), Wayne Amos (Traffic & Investigations – Mackay Regional Council).**

Apologies: **Peter Gill (Mackay Sugar), Trevor Walch (RACQ), Gerry Doyle (Mackay Police)**

ITEMS	COMMENTS	ACTION / RECOMENDATION	DATE TO BE COMPLETED
• Confirmation of minutes	Confirmed.	Nil	
• Business arising from the previous minutes:-			
Variable Message Boards – Cr Casey confirmed he had spoken to North Jacklin management who advised the sign goes off at 10.30 pm and the sign had been dimmed as far as was possible.	Noted	Nil	
Exit IGA Carpark onto Bridge Road DA has confirmed it will be signed left in/left out on completion of the Development project works.	Noted	Nil	
• Speed Limit Review – Boundary Road adjacent University/TAFE Trade Centre (between Bernborough Avenue and Cowleys	This resulted from a request by Police from an earlier Traffic Advisory Committee Meeting. Speed Limit Review revealed a reduction from the current 80 km/h to 60 km/h would require a significant Police presence. Until such	THAT the recommendation of the speed limit review to lower the speed limit on Boundary Road to 70 km/h be referred to the Speed Management	30/11/14

ITEMS	COMMENTS	ACTION / RECOMENDATION	DATE TO BE COMPLETED
Road)	time as further development occurs it cannot be taken any lower than 70 km/h speed on this short length of road.	Committee for adoption.	
• Linemarking Treatment – Bruce Highway in Koumala	Sarina Police have expressed concerns over motorists crossing the painted island. A suggestion for a solution was installation of a raised median. Another suggestion was an education campaign.	Referred to Transport and Main Roads for its consideration of a solution.	5/12/14
General Business			
• School children crossing Bruce Highway south of Sarina	Between Plane Creek Bridge and the Service Station, there are a couple of families whose children walk to school and concerns have been raised as to how to safely cross the Highway to get to School. It was pointed out that there was no safe place for a bus to pull over off the Highway.	Referred to Transport and Main Roads for further consideration.	5/12/14
• Bruce Highway/Nebia-Conningsby Road/Knobles Road	Cr Bonaventura raised the issue that this was the location of a recent accident. Travelling from the north heading towards Mackay and turning right into Nebia-Conningsby Road perhaps a deceleration lane would help.	Referred to Transport and Main Roads for further consideration.	5/12/14
• Speed Signs for Peak Downs Highway still located on side roads	These signs appear to have been left on some side roads approaching Peak Downs Highway – probably erected in conjunction with roadworks (Te Kowai and Calen 80 kmh signs).	Referred to Transport and Main Roads for investigation.	5/12/14
• Palmer Street – 50 kmh Speed Limit	Ross Macdonald produced photographs and the original letter notifying of the change to 50 kmh speed limit effective 15 January 2004. The issue was to have been raised by Mackay Police who were booking motorists travelling over 50kmh. A 60 sign had been erected at one stage but it had been removed immediately. There is currently no 50kmh signage erected.	Referred to Transport and Main Roads with a view to placing 50 kmh signs at either end of Palmer Street.	5/12/14

ITEMS	COMMENTS	ACTION / RECOMENDATION	DATE TO BE COMPLETED
• Right turn from Sams Road into Kenzey Street	Concerns raised over motorists attempting to turn right from Sams Road into Kenzey Street and there is no room for passing traffic. Suggest a No Right Turn sign be installed.	Council to write to Transport and Main Roads setting out details of what it proposes as a treatment at this location.	5/12/14
• Next Meeting	**5 December 2014**		
The meeting closed at 11.02 am.			

Mackay Regional Council
Matsuura Advisory Committee

MINUTES OF MEETING

Monday, 27 October, 2014
Venue: The London Room

Attendance: Lawrence Booth, Leah Chambers, Shona Norris, Akiko Doolan, Jane Carrello, Bill Molloy, Karen Hurford, Virginia Flynn

Apologies: Cr Alison Jones, Cr Dave Perkins, Margaret Browne

ITEMS	COMMENTS	ACTION / RECOMMENDATION	DATE TO BE COMPLETED
• Confirmation of minutes	The minutes of the previous meeting were received.		
• Business arising from the previous minutes	Lawrence has made contact with Chairperson of the Sister Cities Awards Committee, Ms Jan Teasdale. Ms Teasdale has advised that she is not in a position to confirm if council was to be the recipient of an Award. On this basis, and given that the Awards are to be held in Western Australia, it has been decided that council will not send a representative to attend the Conference.		
• Correspondence	Nil		
• Scholarship Program 2014	Feedback from the students and the Matsuura host families was provided to council and shared with the Committee, as part of a commitment to the continuous improvement of the program. The feedback from the 2014 Youth Ambassadors was overwhelmingly positive and feedback about the Students themselves was that they were one of the best groups ever to travel to Japan. The Committee discussed an issue relating to the		

ITEMS	COMMENTS	ACTION / RECOMMENDATION	DATE TO BE COMPLETED
	Incidence of ill health on the tour. It was recommended that one of the scholars from this year's group, Bayden, be invited to share his experiences with the 2015 Youth Ambassador Group and the importance of staying healthy in the lead up to trip. The Committee recommended the 2015 Youth Ambassador Group be encouraged to keep healthy and have a flu vaccine prior to departure, and emphasised the importance of taking a small travelling medical kit whilst in Japan (including cold and flu tablets and face masks)	Leah to contact Bayden Implement in 2015 Scholarship meetings	
• Scholarship Program 2015	A total of 7 Applications have been received for the position of Chaperone and 21 Applications received from Prospective Youth Ambassadors. The Committee agreed that the interview panel would be comprised of the Committee Chair, Cr Alison Jones; Manager Community Lifestyle, Lawrence Booth; and Committee members Karen Hunford and Virginia Flynn. The Chaperone interview process will be refined, with the inclusion of a social event for the 2 shortlisted chaperones, to ensure that they can work together cohesively under challenging conditions. 3 quotes have been received from travel agents for the 2015 trip. As the quotes were composed differently, they are currently being refined to enable a proper comparison to be made.		
• Sister Cities Mackay	At the meeting held on 7 October 2014, it was decided that the format of future meetings will be changed to a dinner meeting, to encourage more fellowship between members. SCM has a welcomed a new member to the group, Jodie Jackson, who has previously travelled to Japan on a scholarship. SCM is undertaking a recruitment drive to		

ITEMS	COMMENTS	ACTION / RECOMMENDATION	DATE TO BE COMPLETED
	boost membership. The Australia Day Skype with Matsuura has been changed to Sunday 25 January 2015, as Japan does not enjoy a public holiday on 26 January. SCM would like to get people more involved with activities before they travel to Matsuura.		
• General Business	Virginia and Bill have been invited to promote the Matsuura Citizens tour to the West Mackay Rotary on 19 November 2014. Aki has been contacted by Junko in Matsuura, as she has received an email from a Japanese woman who is relocating from Brisbane to Mackay. SCM and council to make contact to welcome the newcomer to Mackay.	Leah to ask Junko to forward email so that contact can be made.	
• Date and Time of Next Meeting	Monday 1 December 2014 at 5pm, London Room. Meeting closed at 5.45pm.		