

A decorative graphic at the top of the page features a green silhouette of a tree on the left, a light green map of Queensland in the center, and a blue map of the Mackay region on the right. Thin, curved lines in green and yellow are overlaid on the map.

Organisational Services

Monthly Review

> January 2020

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1. EXECUTIVE SUMMARY

This report is for the Organisational Services Department for the month of January 2020.

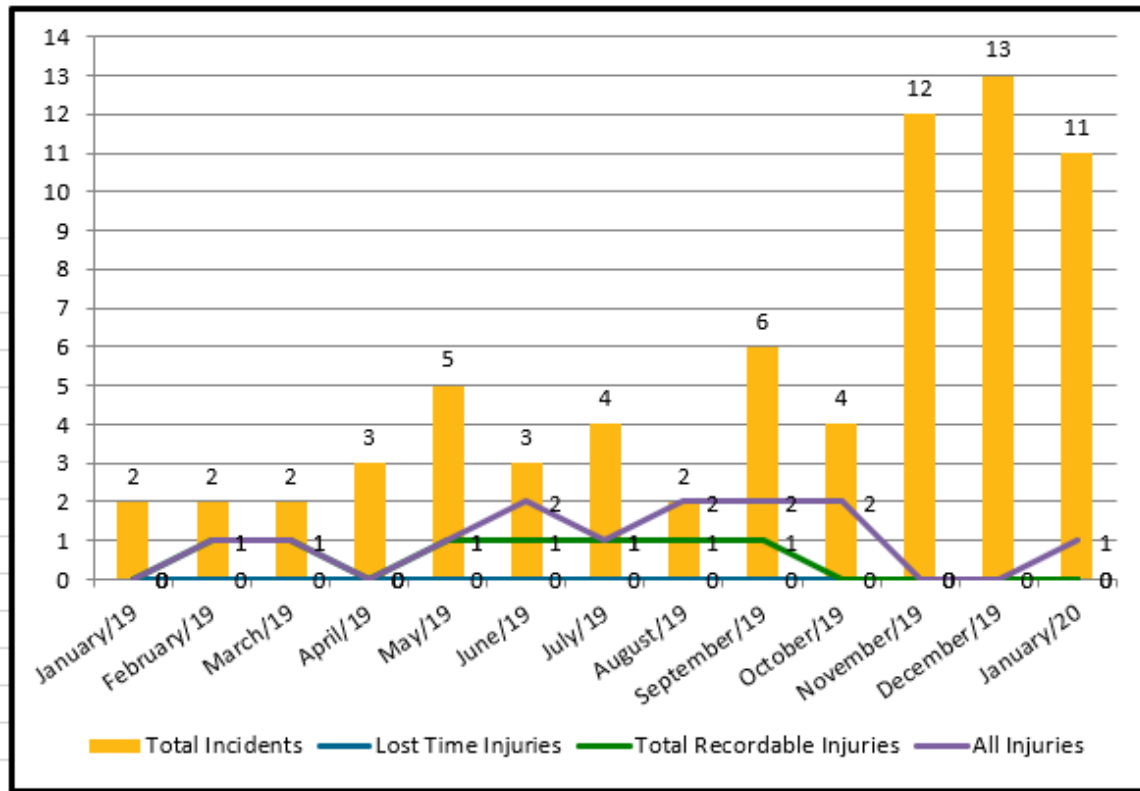
- Safety continues to be a focus of the Department with no LTI's reported since 2017/18.
- It was pleasing to note that 81% of MRC's spend in January was spent locally. This equates to \$3,510,634 being injected into businesses in the Mackay region.
- Planning for the MRC Apprentice and Trainee intake for 2020 is continuing with Assessment Centres planned for late February 2020. Shortlisting commences in early February and recruitment of the successful applicants will be finalised by the end of March, with a start date for the new recruits in early April 2020.
- People and Culture Officers are collating and analysing the data collected from the Employee Engagement Survey which was completed in December 2019.
- Information Services Officers again achieved high levels of internal customer satisfaction this month with 99% of customers stating that the service provided met or exceeded their expectations.
- January saw an increase in attendance figures at the MARC with 8,133 people visiting the aquatic and athletics facility.
- Property Services Officers finalised 2 leases, 1 sale of land and 3 road closure matters which were presented to Council for endorsement at the January meeting.



Kylie Lamb
Director Organisational Services

2. SAFETY

2.1 Incidents and Injuries



The following injury to an MRC employee was reported in January:

- Shoulder and arm soreness over time in office environment.

The following incidents resulting in asset damage were reported in January:

- While removing material from the back of a truck with a backhoe, the bucket hit part of the truck resulting in minor damage.

The following incidents involving contractors were reported in January:

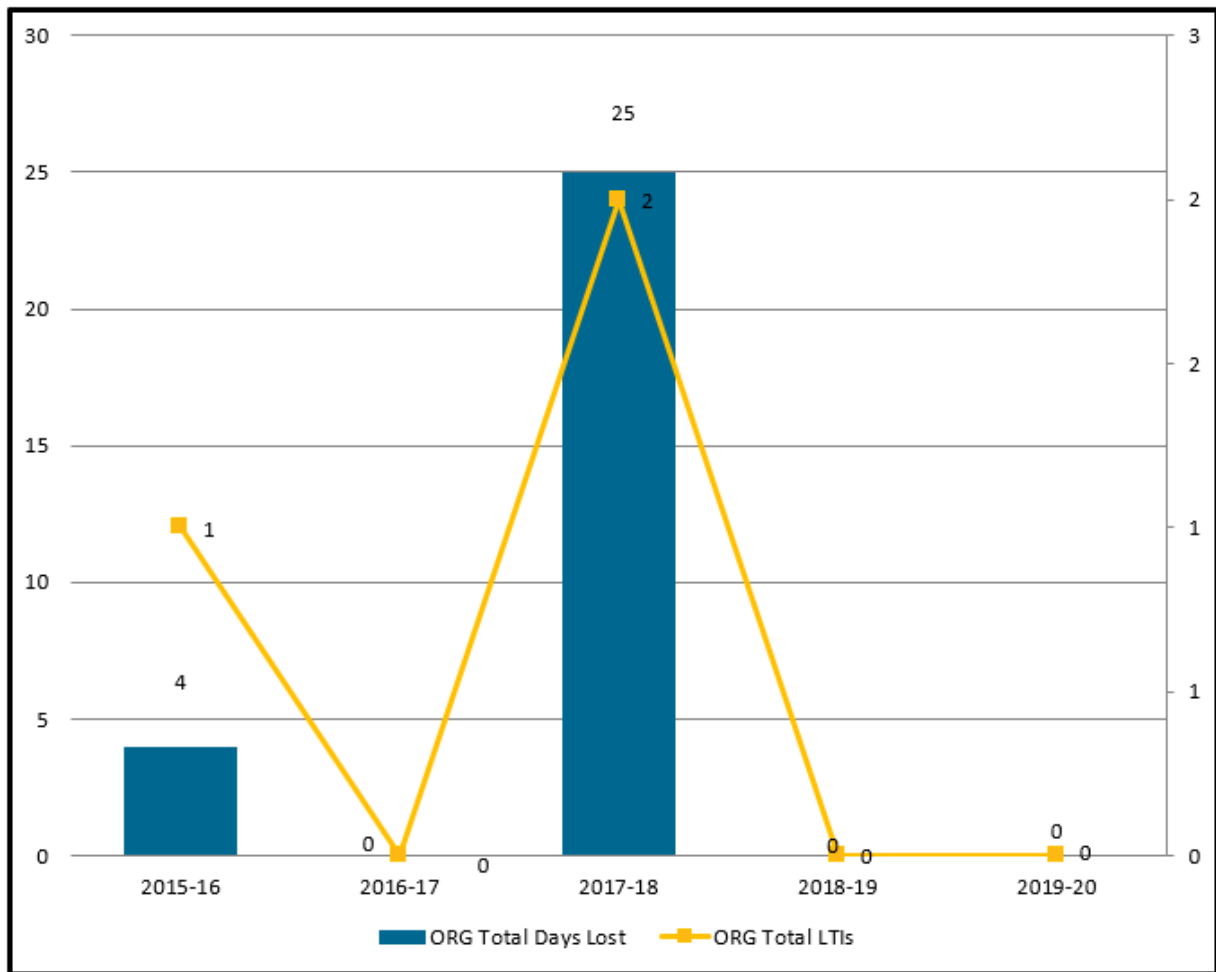
- Mowing sub-contractor was stung by wasps.
- Staff member fainted. First aid provided.

The following incidents involving members of the public were reported in January:

- Patron slipped on grandstand, bruising leg. First aid applied.
- Patron swimming and developed cramp, was assisted from pool.
- Patron reaching for a kickboard dislocated their shoulder. Ambulance attended.
- Patron suffered a bleeding nose. First aid applied.
- Patron suffered a bleeding nose. First aid applied.
- Patron had foreign object in eye. First aid applied.
- Patron suffered deep cut to foot whilst in pool. Pool operator called Ambulance as precaution, treatment provided on-site.

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

2.2 Lost Time Injuries & Days Lost



Department	2015-16		2016-17		2017-18		2018-19		2019-20	
	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Finance										
Information Services										
Shared Services	1	4								
People & Culture										
Procurement & Plant					1	17				
Property Services										
Governance & Safety					1	8				
Office of the Mayor & CEO										
Organisational Services Total	1	4	0	0	2	25	0	0	0	0

2.3 Key Activities

Safety activities conducted during January included:

- In association with stakeholders – developed risk assessments for various Programs.
- Undertook a review of ‘duress alarm’ arrangements for various locations.
- Developed and implemented tools to verify current competency of selected operators of small plant.
- Investigated and reported on critical incidents including identifying appropriate corrective actions for implementation.
- Provided a high level of support to injured workers – including accompanying on doctor visits.
- Other activities include internal audit, procedure reviews, safety observations and interactions, health and safety committee meetings, and pre-start meetings and toolbox talks.
- Developed new and reviewed procedures to support the safety management system.
- Attendance at local safety networking meetings hosted by Resource Industry Network.

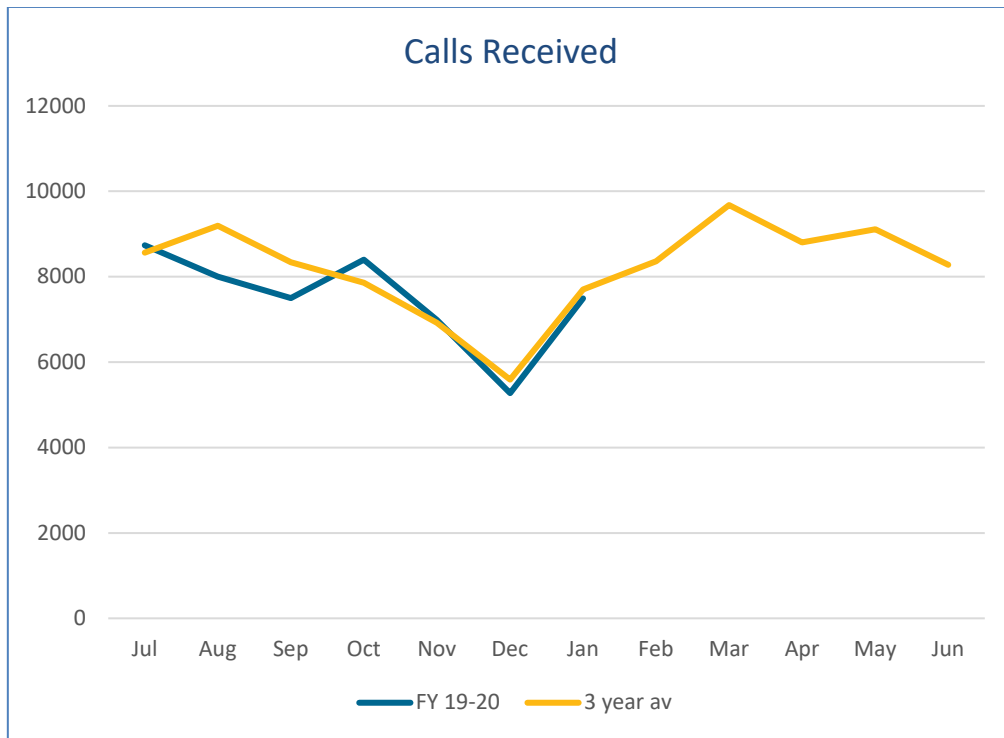
3. CUSTOMER SERVICE

3.1 External Customer Services

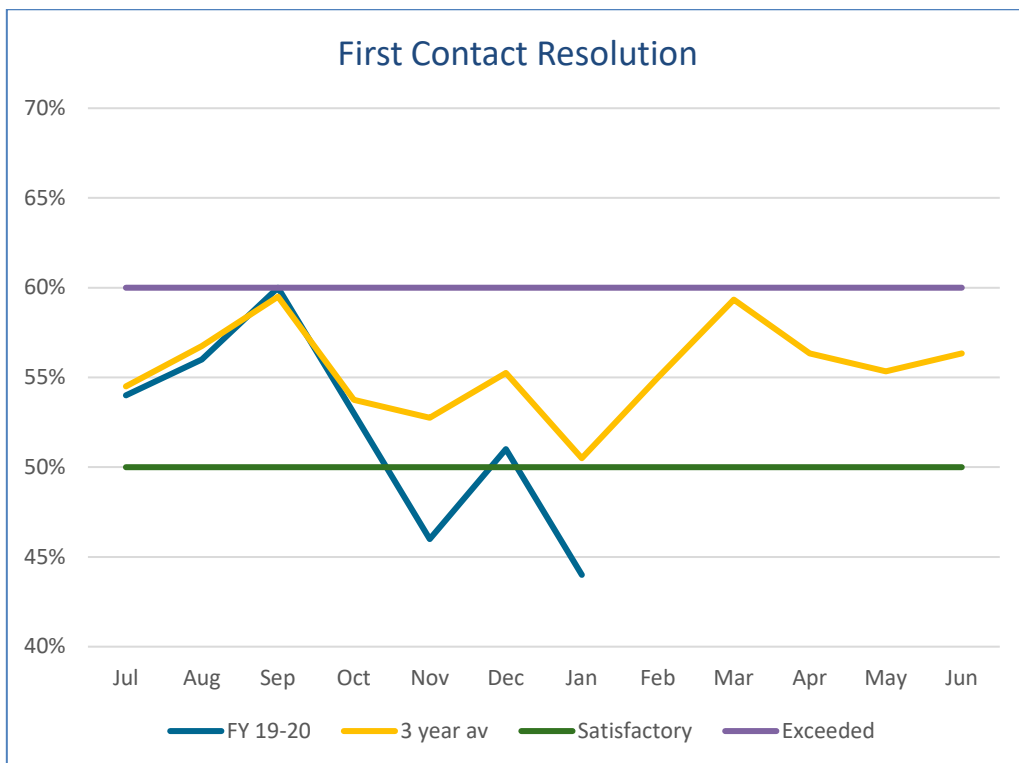
KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
First Contact Resolution (FCR)	The percentage of external customer enquiries that are resolved at the first point of contact.	< 50%	50-60%	> 60%	44%
Grade of Service (GOS)	The percentage of customer calls that are answered within 60 seconds across the Shared Services team.	< 80%	80-85%	> 85%	87%
Abandoned Calls	The percentage of customers that abandon their call before being served.	> 6%	4.5-6%	< 4.5%	2.36%
External Customer Satisfaction	A measure of customer satisfaction as reported by the end of call survey	< 80%	80-85%	> 85%	98%
Customer Request Completion	Service requests resolved within corporate standard timeframes	< 80%	80-85%	> 85%	80%

Note: The below KPI result for FCR is attributed to a significant number of requests being received during the Christmas/New Year shut down requiring lodgement in January.

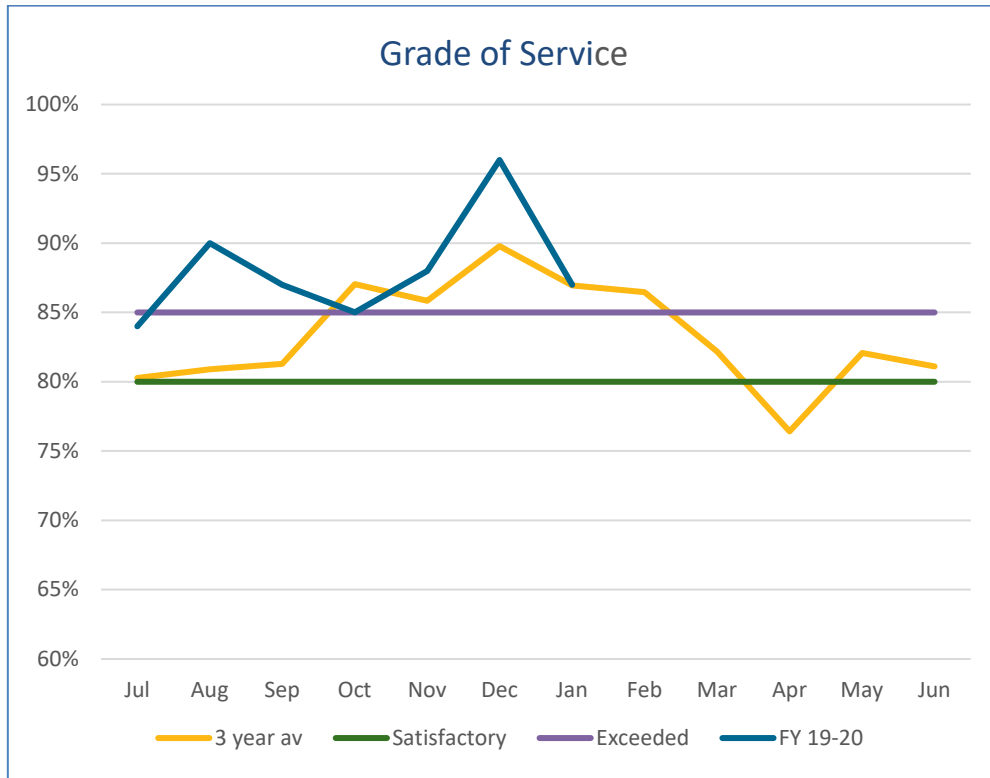
KPI Graphs and Commentary



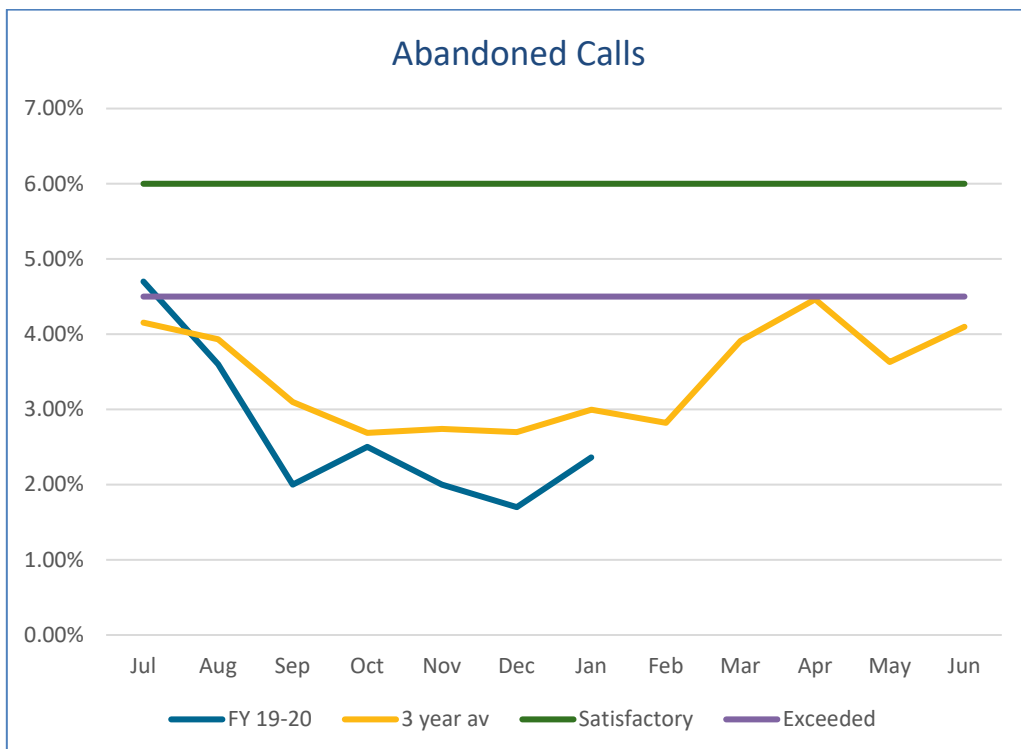
Calls Received: A total of 7,493 calls were received in the January reporting period, averaging 356 calls per day.



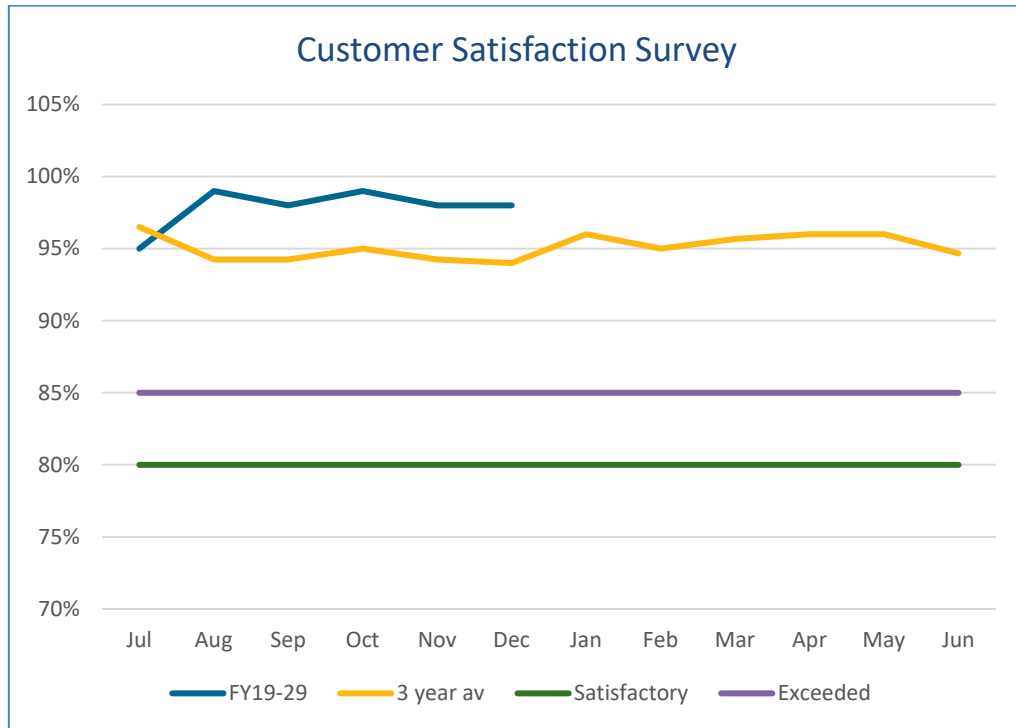
First Contact Resolution (FCR): FCR results showed that 44% of customer queries were resolved at first contact in January. This month's drop in FCR is attributed to the number of requests requiring lodgement after the Christmas/New Year shutdown.



Grade of Service: Grade of Service (GOS) has decreased from 96% in December to 87% in January, however still exceeds expectations.



Abandoned Calls: Abandoned calls increased from 1.7% (91 calls) in December to 2.36% (277 calls) in January across the combined queues. For the main MRC queue, the abandoned call rate was 2.2% (134 calls).



External Customer Satisfaction: Satisfaction levels remain high at 98%. Completed surveys for January represent 7.3% (469 from 2942 calls) of the eligible contact centre calls received as compared to 415 calls in December.

Customer Request Completion:

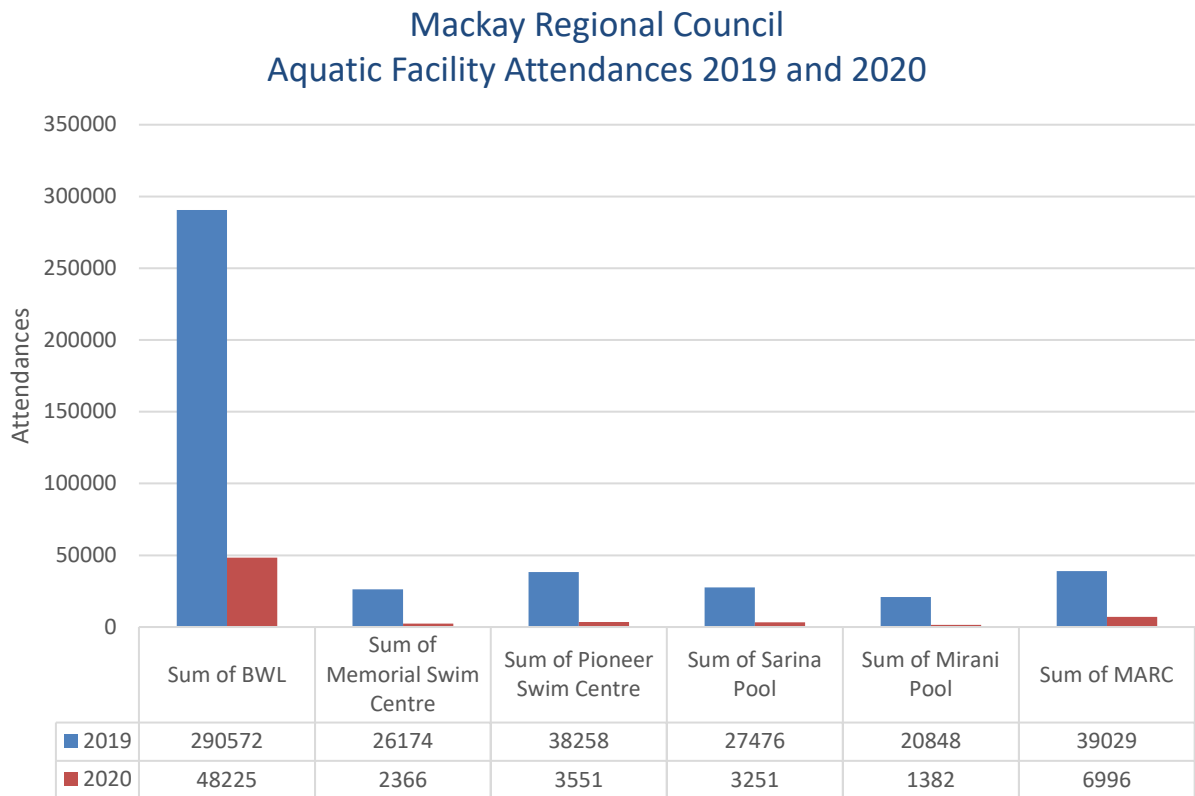
	Lodged	Resolved within SLA
SSC	548	80%
MRC Total	4714	73%

MRC Top 5 Pathway requests Lodged January 2020	Volume	% of total requests
BINS - Damaged Wheelie Bins	182	20.7%
Change of mailing address	176	20.0%
Planning Advice Enquiries	129	14.7%
Debt Collections Enquiries	83	9.4%
General Request	80	9.1%

3.2 Aquatic Facilities

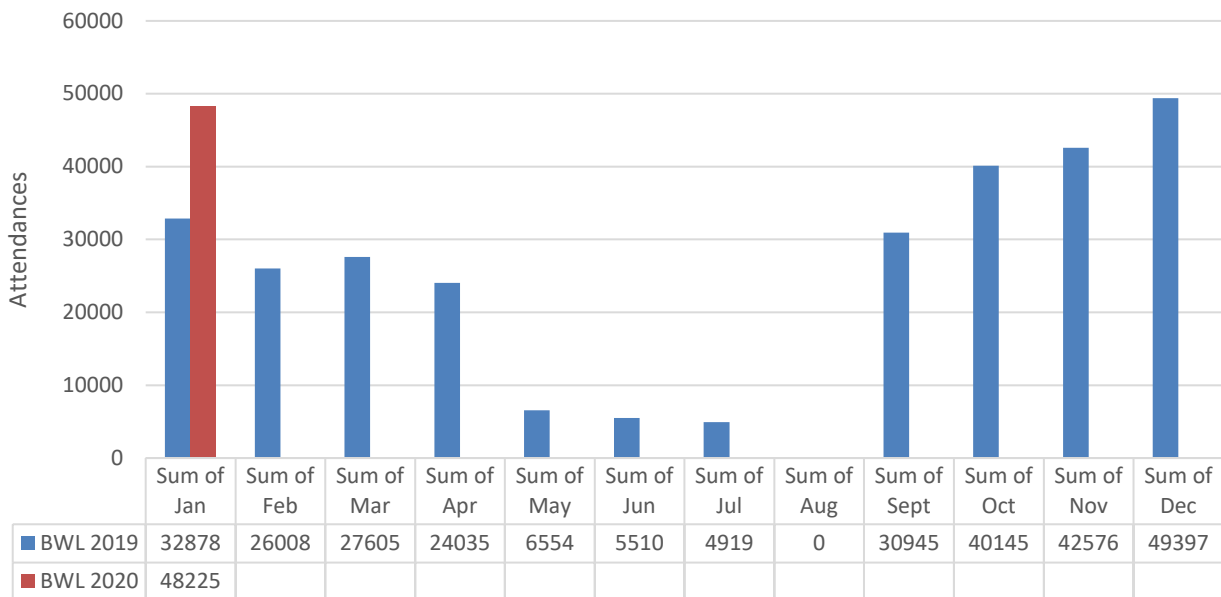
Attendance Figures:

Facility	December 2019	January 2020
Bluewater Lagoon	49397	48225
Mackay Aquatic Recreation Complex	4832	6996
Memorial Pool	2942	2366
Pioneer Pool	4787	3551
Mirani Pool	2147	1382
Sarina Pool	4127	3251



Attendances January to December - Monthly and Yearly Attendance Comparison

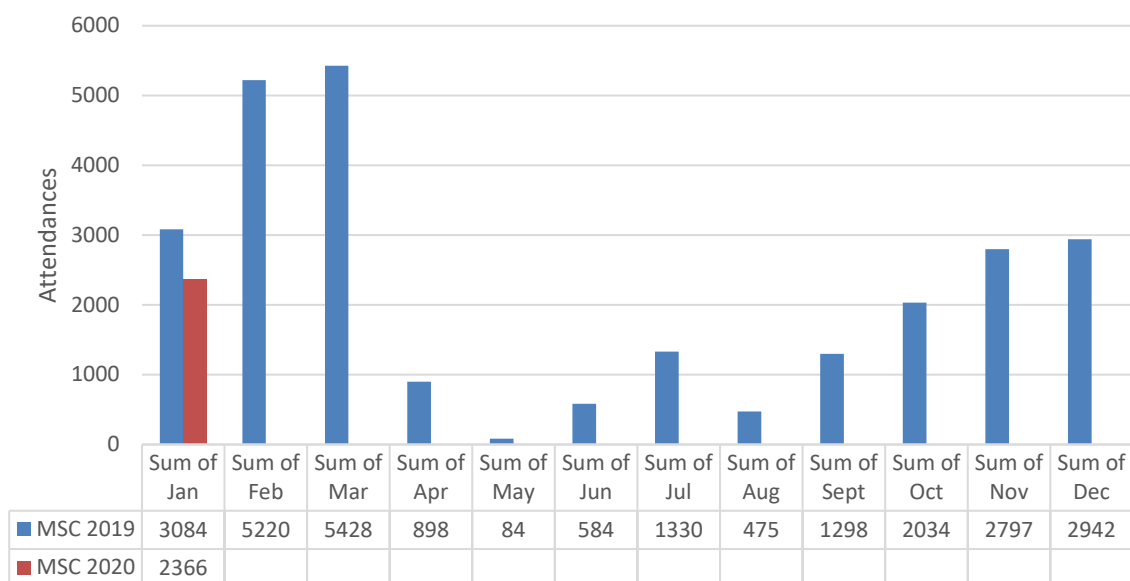
Bluewater Lagoon Attendances 2019 and 2020



Note:

- Attendances appear to have significantly increased between January 2019 and January 2020 however the increase may be explained by the fact that in January 2019 attendances were manually counted and in January 2020 the results are via the people-counter. From February 2020 onwards, both 2019 and 2020 figures will be people-counter based providing greater confidence in trends.
- Annual maintenance closure was in place from 14 July to 31 August 2019.

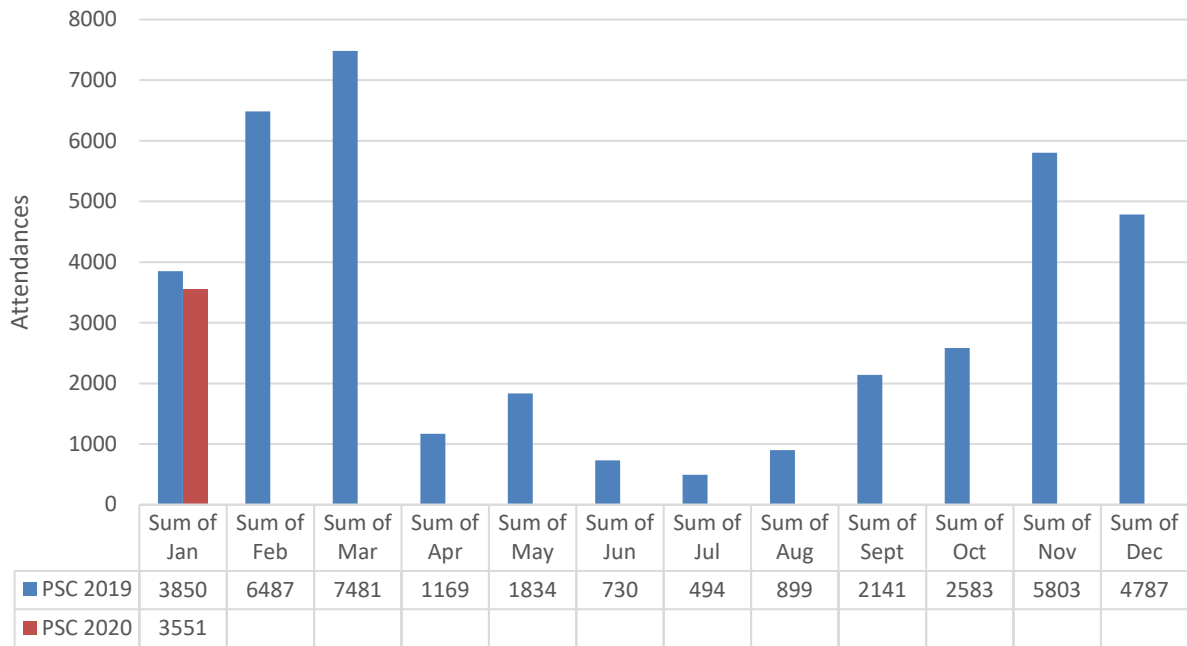
Memorial Swim Centre Attendances 2019 and 2020



Note:

- Memorial Pool was closed from 1 May to 14 June 2019.
- Heating was operational from Saturday 15 June 2019.
- Memorial Pool was closed for urgent unplanned maintenance 12 to 18 August 2019.

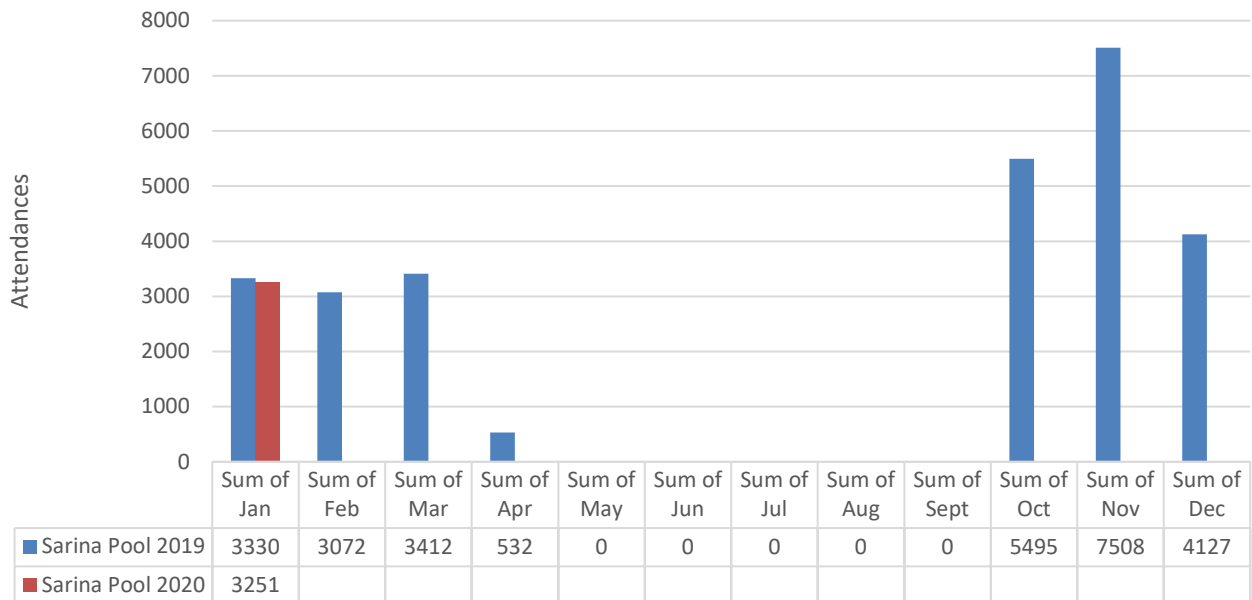
Pioneer Swim Centre Attendances 2019 and 2020



Note:

- Pioneer Pool was closed for Winter 1 June to 1 September 2018.

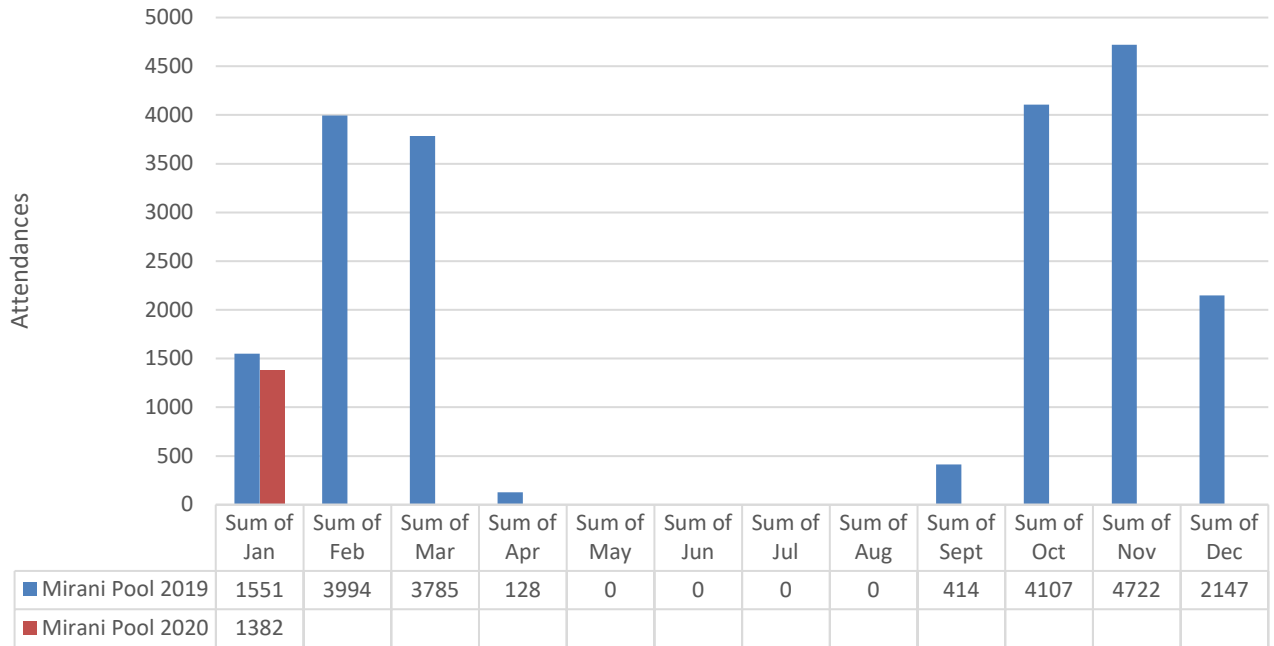
Sarina Attendances 2019 and 2020



Note:

- Sarina Pool closed on Thursday 18 April 2019 and re-opened Tuesday 01 October 2019

Mirani Pool Attendances 2019 and 2020

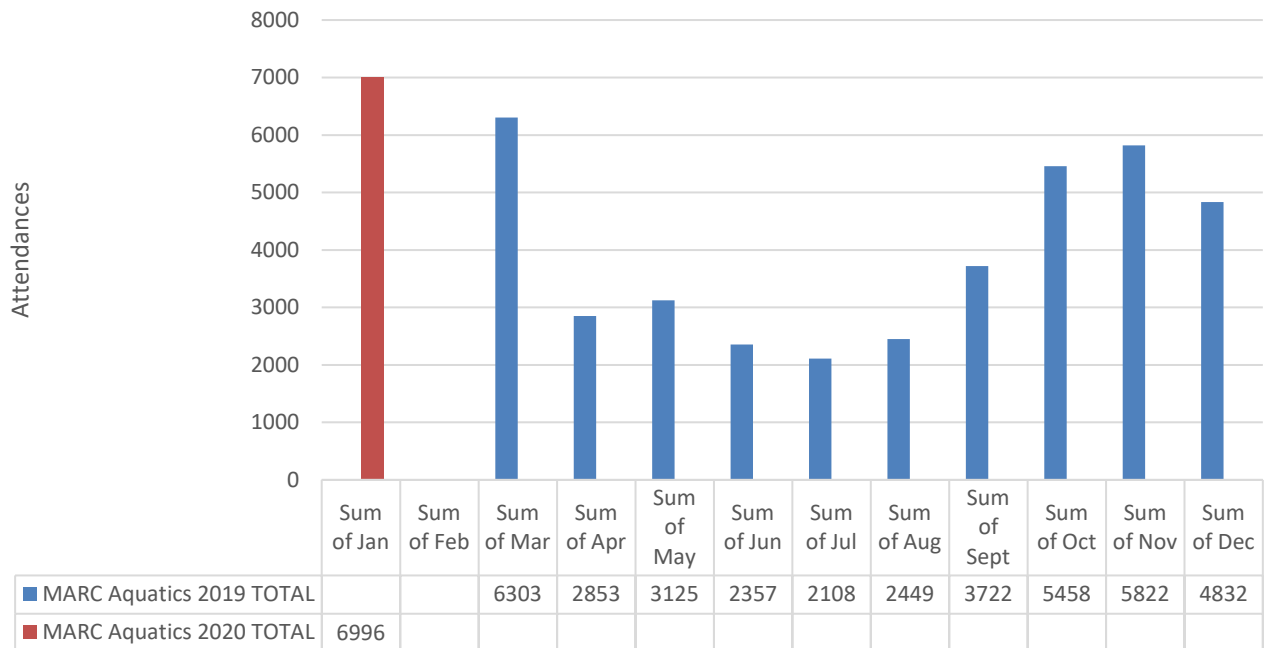


Note:

- Mirani Pool closed Thursday 18 April 2019 and reopened 16 September 2019.

Mackay Aquatic and Recreational Complex (MARC) Attendance figures

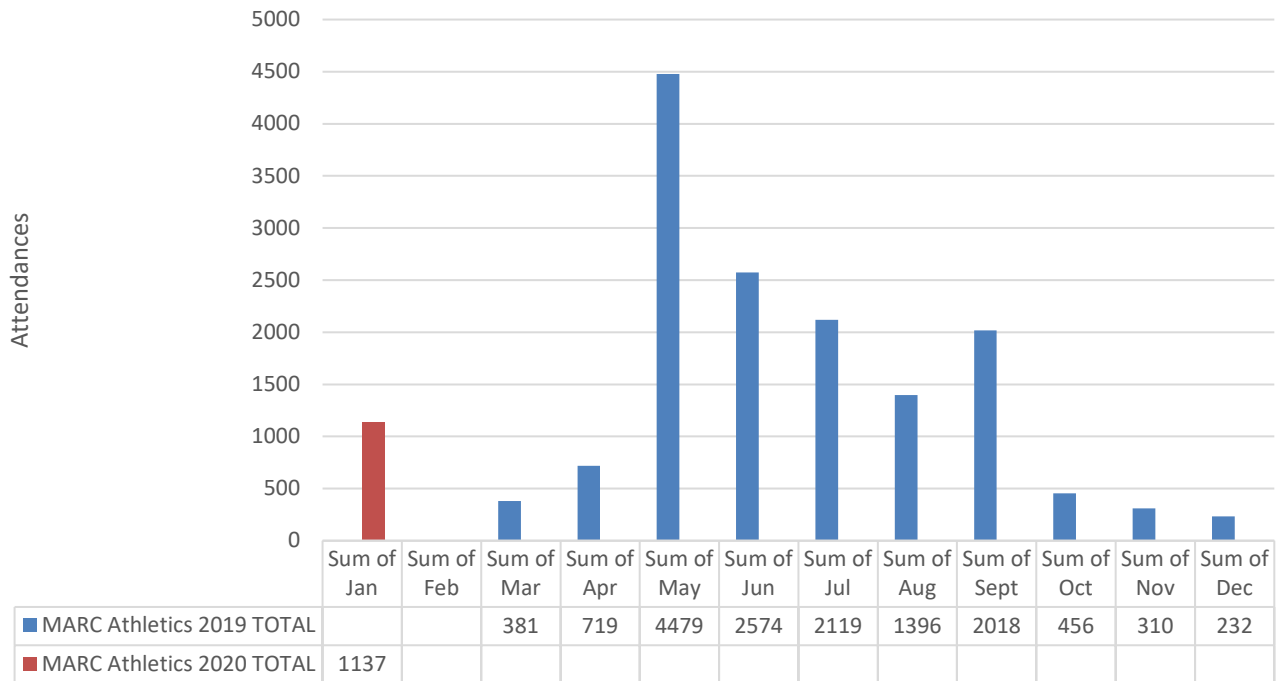
MARC Aquatics Attendances 2019 and 2020



Note:

- MARC commenced operation in March 2019.

MARC Athletics Attedances 2019 and 2020



Note:

- MARC commenced operation in March 2019.

	December 2019	January 2020
MARC Aquatic Attendances	4832	6996
MARC Athletic Attendances	232	1137
MARC Total Attendances (Aquatics and Athletics)	5064	8133

3.3 IT Support

Internal Service Metrics

KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
Incident Resolution	Percentage of incidents resolved within corporate standard timeframes	80%	80-85%	85%	78%
Service Request Resolution	Percentage of service requests resolved within corporate standard timeframes	80%	80-85%	85%	85%
Internal Customer Satisfaction Survey	IT email survey - % of customers whose experience met or exceeded expectations	75%	75-84%	85%	99%

Notes:

These are again encouraging results for Information Services despite the KPI indicating otherwise for Incident Resolution, the cause of this being closure of back log items that had already breached (please refer to KPI Commentary chart). Again, this has been achieved whilst operating with reduced resources due to annual leave commitments.

Further comments as follows:

- The survey request resolution and internal customer satisfaction survey results for January 2020 are again very satisfying.
- Obtaining skilled resources within the Mackay region is a continuing challenge and one that we need to explore further on recruitment techniques to attract skilled people to permanently locate themselves in Mackay. Strategies are continuing to be explored to work in partnership with educational facilities and other key organisations recruiting IT skill sets in the region to build and foster a local resource pool.

Information Services Satisfaction Survey – January 2020

January 2020 Survey		Rating %
1	How would you rate the level of customer service received? (Timely updates, follow through, helpfulness, communication skills)	94%
2	Was your request completed within a reasonable timeframe? (If not please state expectation in comments section please.)	93%
3	Was your support request completed to your satisfaction?	92%













January 2020 Survey Results	Below Expectations	Met Expectations	Exceeded Expectations	Not Assigned*	Totals
# of Responses	3	97	413	0	513
Overall Rating	1%	19%	80%	0	99%

* Not assigned excluded

Applications Availability

KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
Tier 1 Systems	Refer to the table under 'KPI Commentary' section below for detail on which systems are included in each tier.	< 98%	98-99%	> 99%	100%
Tier 2 Systems		< 98%	98-99%	> 99%	100%
Tier 3 Systems		< 98%	98-99%	> 99%	100%

Applications Availability: The below table shows which corporate applications are considered tier 1 and 2. All other systems not specifically noted are considered tier 3.

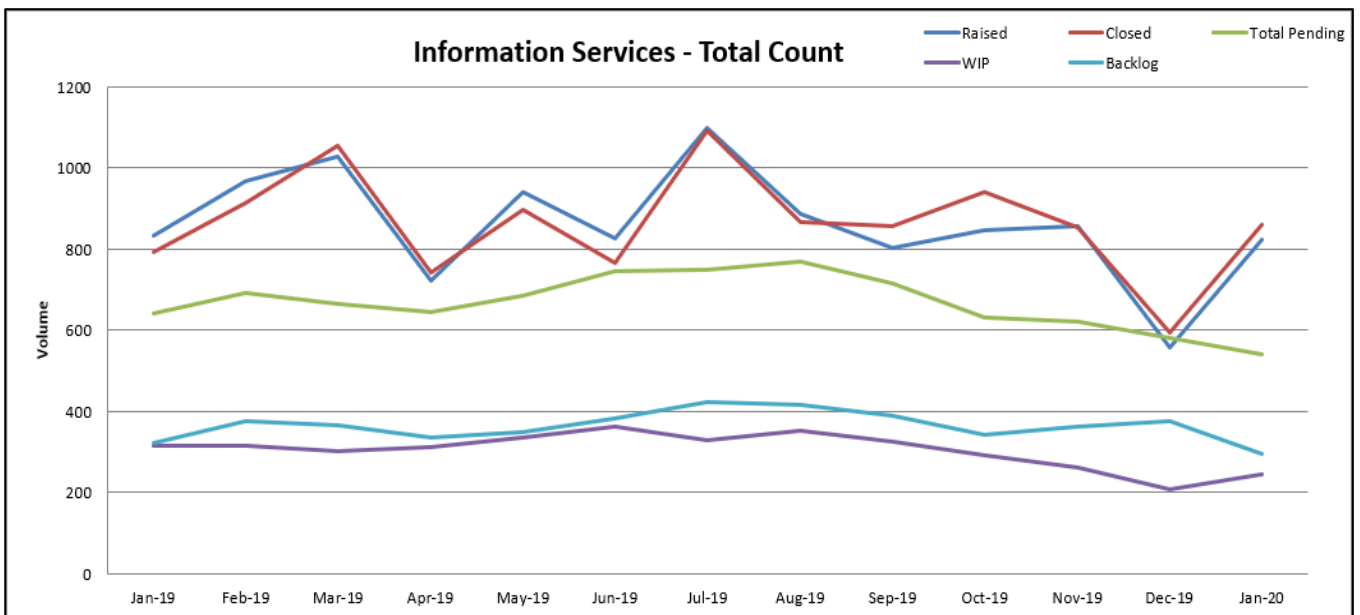
	Tier 1	Tier 2	Tier 3
	ECM	 Aurora	 Manage Engine
	Finance One	 Bruce	
	Email		
	GIS	 Mandalay	
	Internet		
	Kiosk_Chris21		
	Pathway		
	Assetic		

KPI Commentary

Incident and Service Request Metrics: The volume of incident and service requests has increased significantly this month, from 559 in December to 822 in January. This is a similar level to that number of requests received in January 2019, however noting an increased level of closure achieved targeted towards reducing the outstanding backlog.

Information Services continues to deliver significant infrastructure and application improvements (both functional and technical including security) whilst maintaining this quality.

The below graph identifies the Raised Vs Closed and Pending requests, along with WIP and backlog.



Definitions:

WIP – complex support requests that are within service level agreements and simple support requests open on day of raising.

Backlog – complex support requests that have exceeded service level agreements and simple support requests remaining unresolved after day of raising.

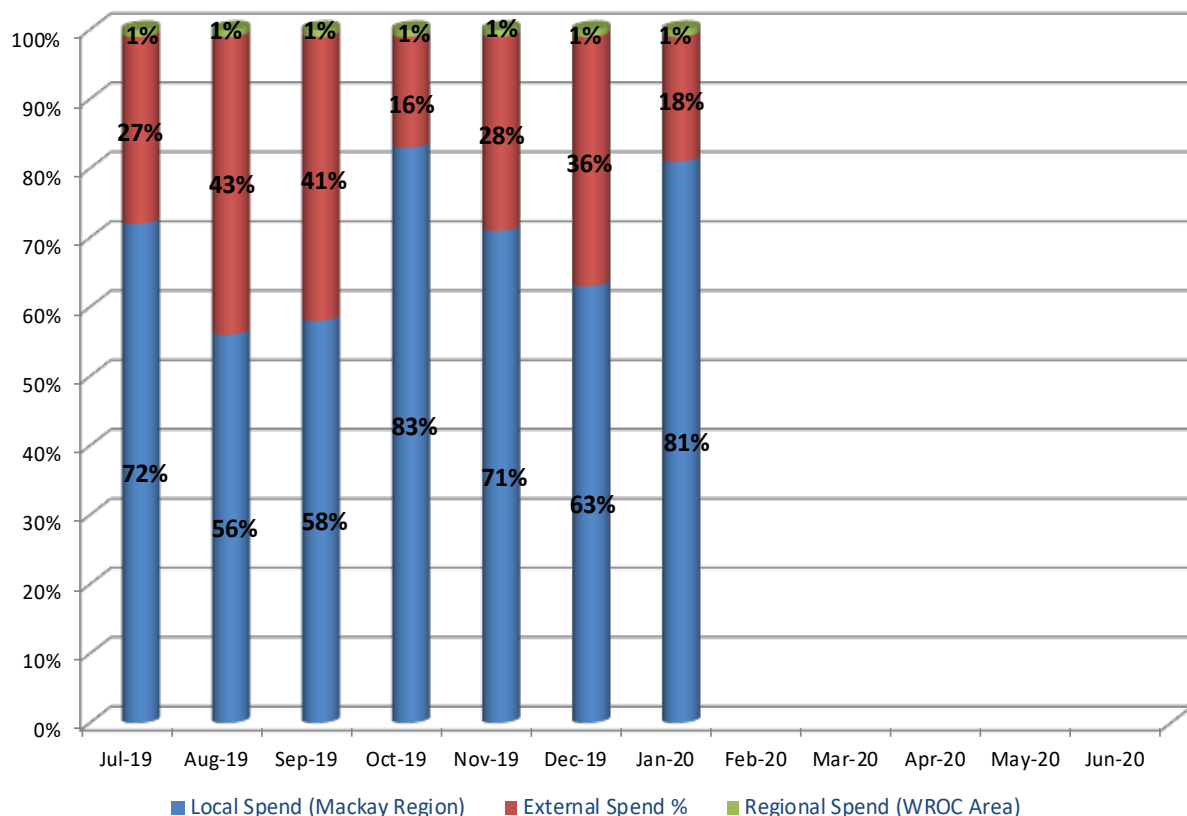
3.4 Procurement Services

Activity	January 2019	January 2020
Purchase Orders (PO) Raised	647	689
Line Items in POs	1790	1559
POs Received	938	843
Line Items in POs Received	3498	2584
Invoices Processed	3338	3180

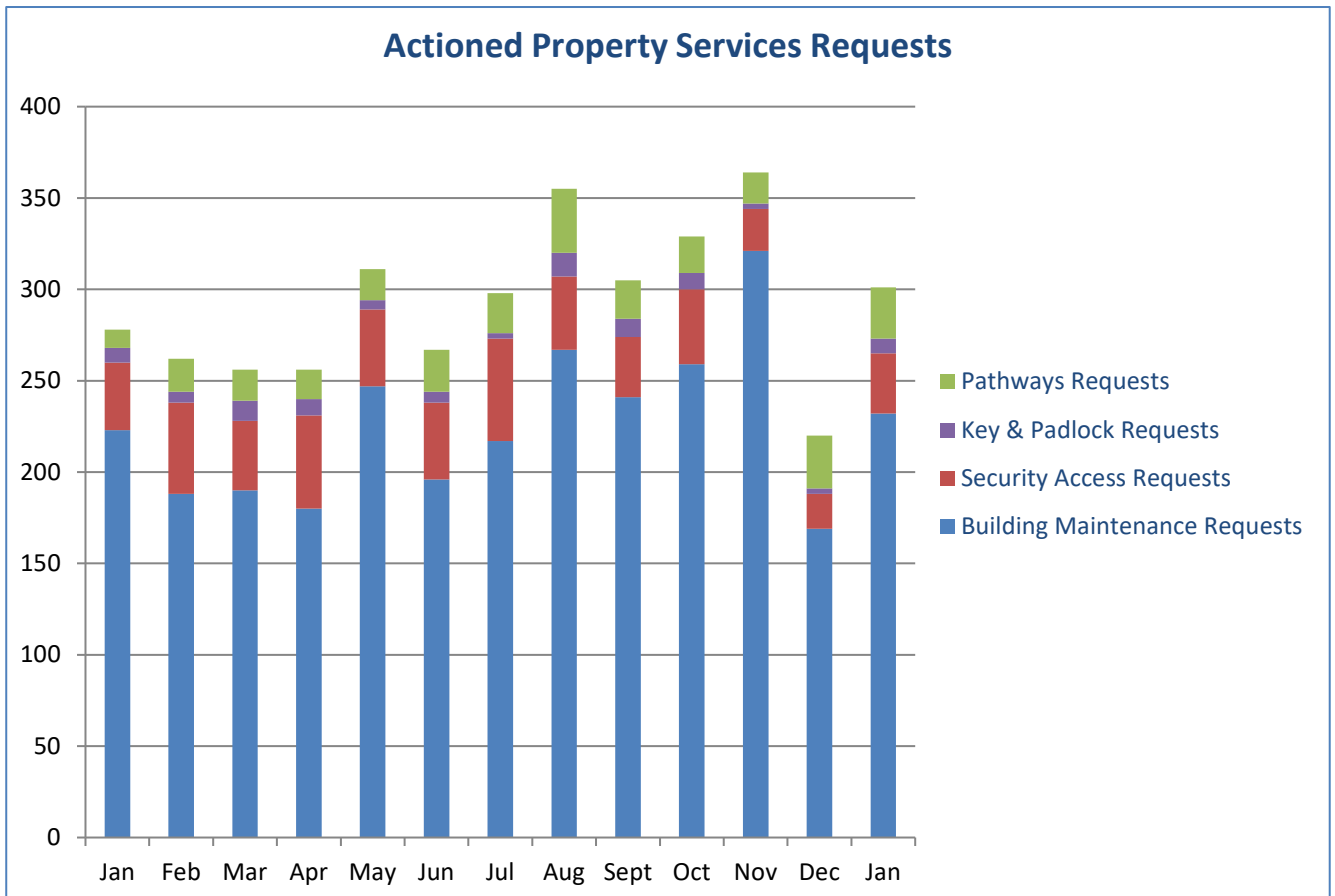
Request for Quotes Issued	10	11
Request for Tenders Issued	6	1
Tenders Awarded	0	0
Quotes Awarded	8	7

Area	Monthly Amount January 2020	Monthly % January 2020	FYTD Amount	FYTD %
Local Spend (Mackay region)	\$3,510,634	81%	\$74,471,002	74%
Regional Spend (WROC area)	\$1,620	.50%	\$462,975	.5%
External Spend	\$846,919	18.5%	\$26,634,644	25.5%

Area Monthly Spend %



3.5 Property Services



Breakdown of Building Maintenance Requests Actioned – January 2020	Volume	% of total requests
Miscellaneous	57	24.57%
Repairs	48	20.69%
Plumbing	48	20.69%
Electrical	45	19.40%
Safety & Legislation	6	2.59%
Air Conditioning	25	10.78%
Scheduled Maintenance	3	1.29%

Of the total number of Building Maintenance Requests received for the month of January (232), the top 3 requests related to:

1. Miscellaneous (majority including Other, furniture, consumables, cleaning and security)
2. Repairs (majority including doors, locks & hardware, fixtures and fittings)
3. Plumbing

Scheduled Maintenance tasks for 19/20 Financial Year – January 2020

- MECC Entertainment Centre - Foyer carpet replacement due to end of life.
- MECC Convention Centre – servicing and repairs of all moveable walls.
- A service scheduling to all generators.

4. PEOPLE AND CULTURE

4.1 Key Activities

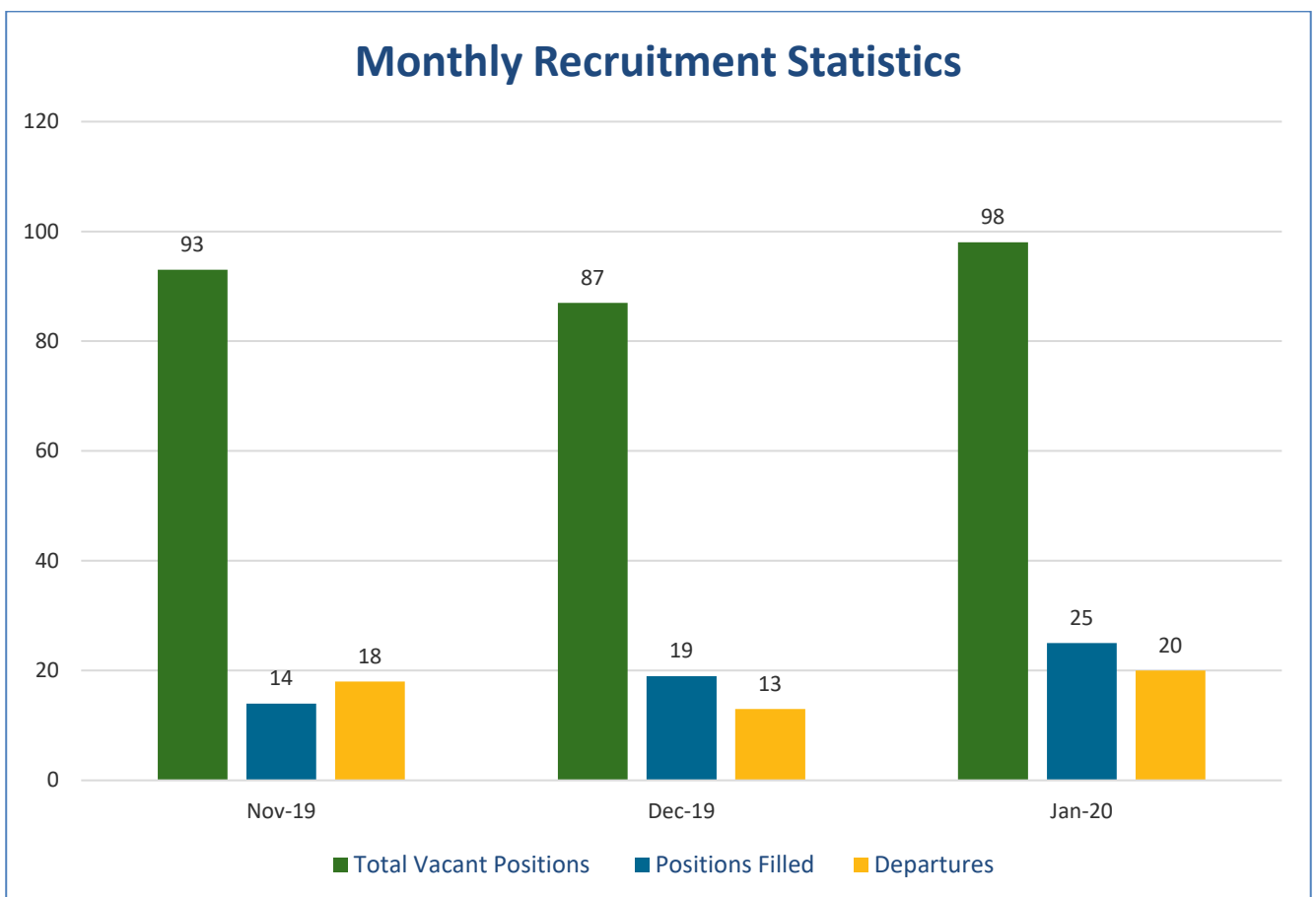
Activity	Comments
Organisational Culture	<ul style="list-style-type: none"> • Progress on the Job Evaluation Framework project is continuing with the goal of achieving proof of concept for the first job profiles in the new proforma, to be completed throughout December, January and February. In alignment with this will be the first draft of a number of comprehensive learning profiles for Directors, Program Managers and Coordinators roles at MRC. • Employee Engagement survey completed in December and results are being collated and analysed in January and February 2020.
Diversity and Inclusion	<ul style="list-style-type: none"> • The D&I Action Plan has been reviewed, and drafting has commenced on a paper to provide recommendations to SLPT. • Planning and drafting the MRC response to the Australian Workplace Equality Index (AWEI) has commenced.
Workforce Relations	<ul style="list-style-type: none"> • The Employee Relations Advisor commenced in January 2020 and it is expected that the Employee Relations Officer will commence in Mid-February 2020. • A Shared Mailbox for the Employee Relations team is beginning to be used by the business, allowing a higher level of service to be provided to key stakeholders.
Leadership Development	<ul style="list-style-type: none"> • The review of the second module of Elev8, Operational Leader is progressing, with the aim of delivery of the first sessions in the first quarter of 2020. The final sessions of the Empowering module of Elev8 is continuing through to early 2020, with the last team days finalised for Directors and their management teams due to be completed in February 2020.
Learning and Development	<ul style="list-style-type: none"> • Planning for the MRC Apprentice and Trainee intake for 2020 is continuing with Assessment Centres planned for late February 2020. Shortlisting commences on 10 February and recruitment of the successful applicants will be finalised by 31 March, with a start date for the new recruits in early April 2020. This will allow 7 of the current trainees to complete in March 2020, before the new starters begin, to make a total of 36 trainees & apprentices by April 2020. • The Learning & Development team conducted two inductions with 18 new starters. • Activities in January for the Learning and Development team: <ul style="list-style-type: none"> ○ Facilitated 2 inductions with 18 new employees commenced. ○ 517 MRC corporate & Skillssoft eLearning resources accessed.
Water Industry Worker Pilot Program	<ul style="list-style-type: none"> • WIW Pilot participants are completing their second round of assessments in January and are on track to complete their third training block in Cairns in February. The WIW Reference Committee met in Townsville on January 21 to discuss any changes required to the program following formal feedback obtained in November and the potential for a second intake in mid-2020. Nicole Davis and Kellie Lister attended a special WBBROC meeting in December to promote the program to the Wide Bay Burnett Regional Organisation of Councils interested in starting their own program. Feedback to date on the program has been positive.

Activity	Comments
Health and Wellbeing	<ul style="list-style-type: none"> • ThinkUKnow presentations by Sgt. Nigel Dalton and Sgt. Steve Smith from Mackay Police were generally well attended at Paget and Main Admin. The feedback received from those who attended these sessions was that more staff need to undertake this training. Future presentations will be organised including sessions for the Mirani and Sarina based staff. • Zest 4 Life on Bruce - information about the health and wellbeing benefits and initiatives available to MRC employees is now all in one place on Bruce. Staff can access this information easily by clicking on the Zest 4 Life logo on the front page of Bruce. The page is updated regularly, and staff will be encouraged to check back often.
Workforce Capability	<ul style="list-style-type: none"> • Workforce Planning 19/20 data has been distributed in January 2020 in alignment with the Business planning and Budget forecasting cycles. • Following on from the visit from OO-Soft software vendor, P&C are planning for the implementation of the Job Evaluation Framework – the Position Profiling Process - is a critical foundational element of the People and Culture Strategy and core to the ability to deliver on proposed strategy and action plan activities to benefit MRC and our employees. The Position Profiling Process provides a systematic process for determining the requirements of a position, a well-defined job, during all stages of the employee lifecycle - recruitment, induction, onboarding, training and development and performance appraisal, and more. The Position Profiling Process will allow MRC to determine the comprehensive profile of all MRC positions, including the purpose and responsibilities such as tasks and accountabilities; learning needs and competencies and health and safety management requirements of the position.
Volunteers	<ul style="list-style-type: none"> • The Volunteer Audit results are being analysed, and actions plans are in the process of being finalised for each volunteer program. The results and action plan will contribute towards the 2020 workplan.
PROJECT: Mackay Regional Skills Investment Strategy	<ul style="list-style-type: none"> • Project continuing on target and in line with contract. • DESBT confirmed the RSIS project would not be eligible for funding extension and is due to end September 2020. • Industry summary <ul style="list-style-type: none"> – Agriculture <ul style="list-style-type: none"> ▪ Training programs being developed in Smartcane Best Management Practices (BMP), – Haul-out Operator and Working in and Around Powerlines. <ul style="list-style-type: none"> ▪ Industry has secured one RTO to deliver one specific course (haul out operator) within Mackay. No other training or RTOs sourced to deliver for agriculture at this point in time. – Health <ul style="list-style-type: none"> ▪ NQPH working with aged care providers to identify needs and deliver training solutions. – METS • Standard 11 funding has been supported in region.

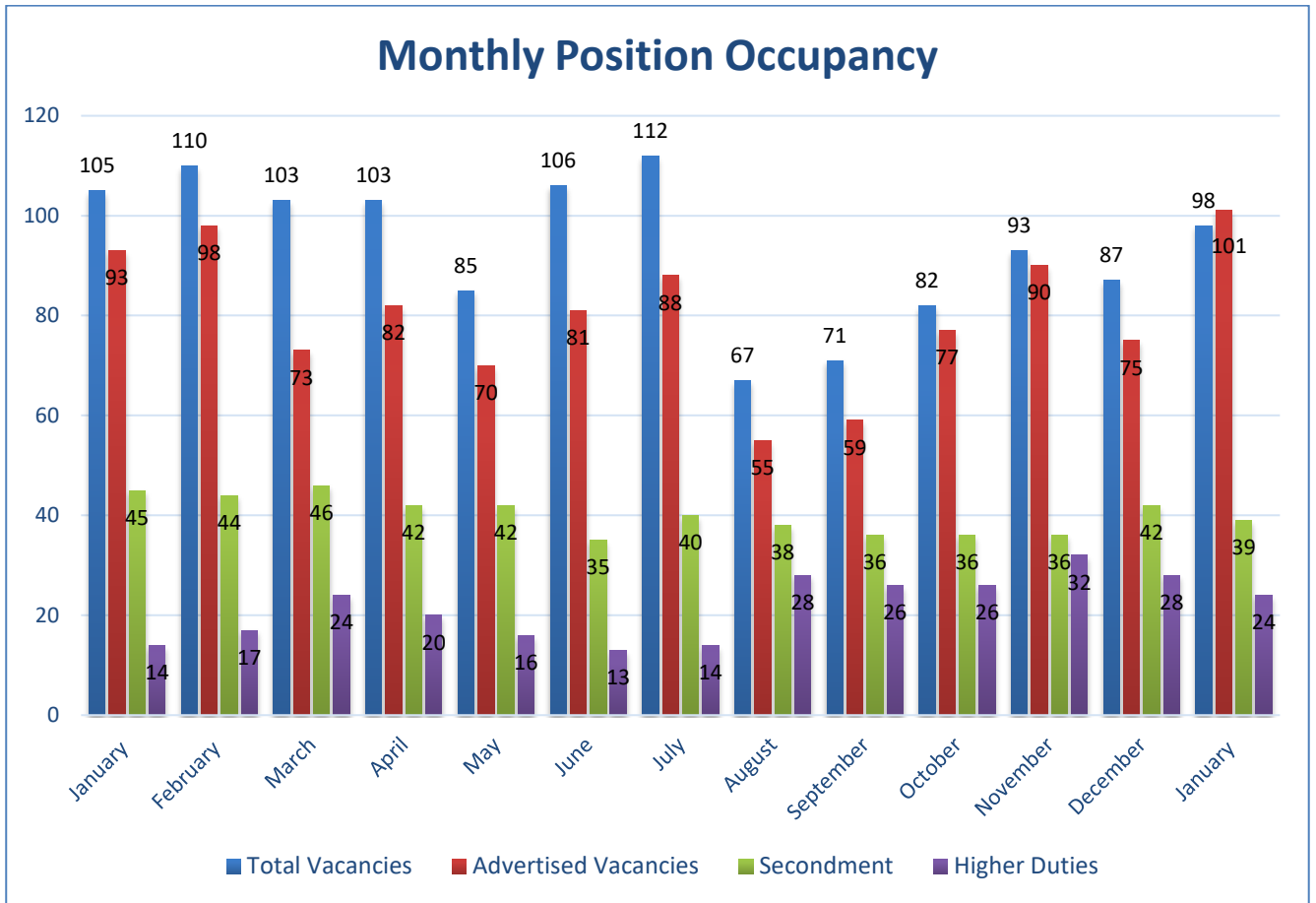
4.2 Staff Contingent

Status	OMC	ECI	DS	CCS	OS	CW	TOTAL	Prev. Mth.
Full Time	8	290	169	111	172	84	834	845
Part Time	0	9	9	36	38	1	93	92
Apprentice/Trainees	0	2	6	4	9	2	23	26
Temp	0	10	8	11	9	2	40	42
Casual	1	3	12	76	6	3	101	100
TOTAL EMPLOYED	9	314	204	238	234	92	1091	1105
Active Vacant	0	18	11	11	20	15	75	75
TOTAL	9	332	215	249	254	107	1166	1180

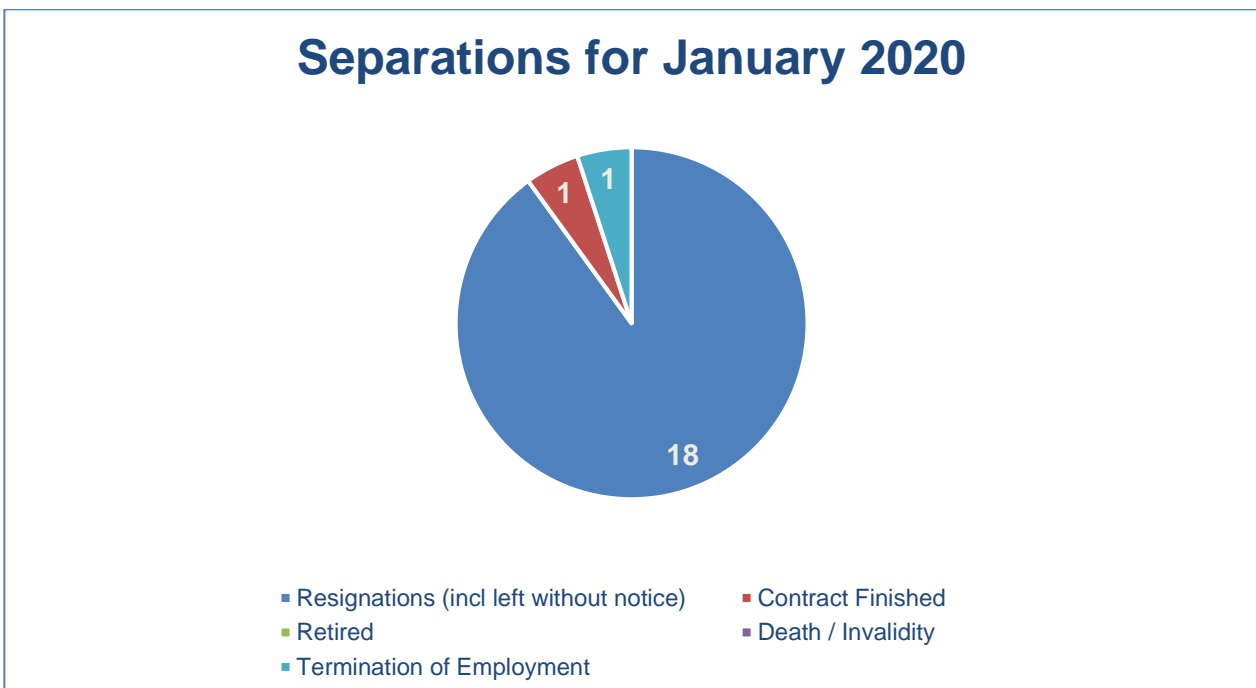
*Stats current as of 31 January 2020

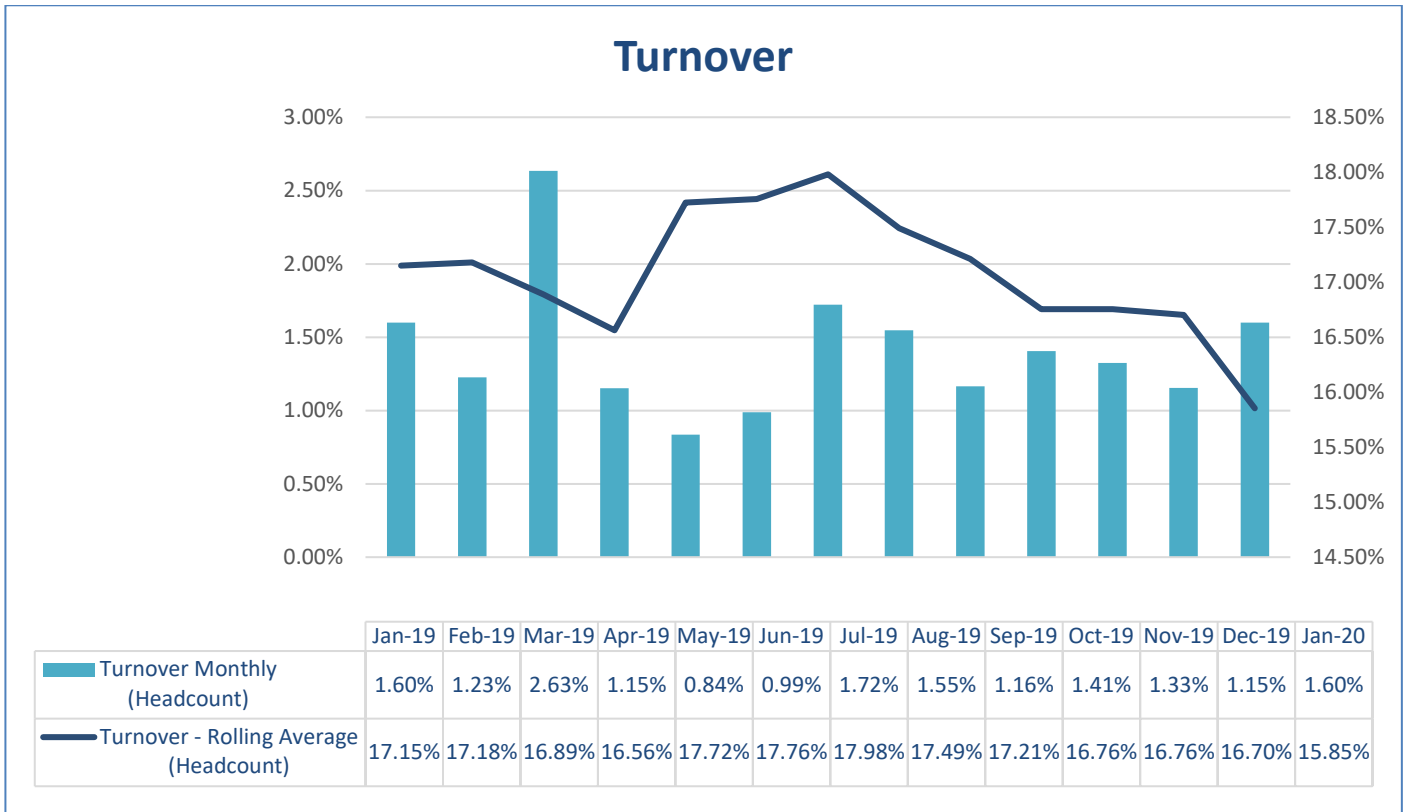


- Total vacant positions: 98
- Total number of positions filled in January: 25



- As of 31 January, there were 101 positions across MRC that were actively being recruited to either through external or internal recruitment and selection processes. The total current vacant positions are 98. (Note: recruitment is currently being undertaken for the 2020 apprentice and trainee intake. These roles are included in the advertised vacancies total however are not included in the current vacant positions total).
- Total vacant positions may differ from active vacancies due to positions on hold, higher duties/secondments or requisitions yet to be received by Recruitment.





- 12 month moving average turnover was 15.85% as at 31 January 2020.
- Monthly turnover was 1.60% as at 31 January 2020.
- A total of 20 employees departed MRC in the month of January 2020.
- Comparison data – annual Australian regional employee turnover 19.32% (AHRI 2018)

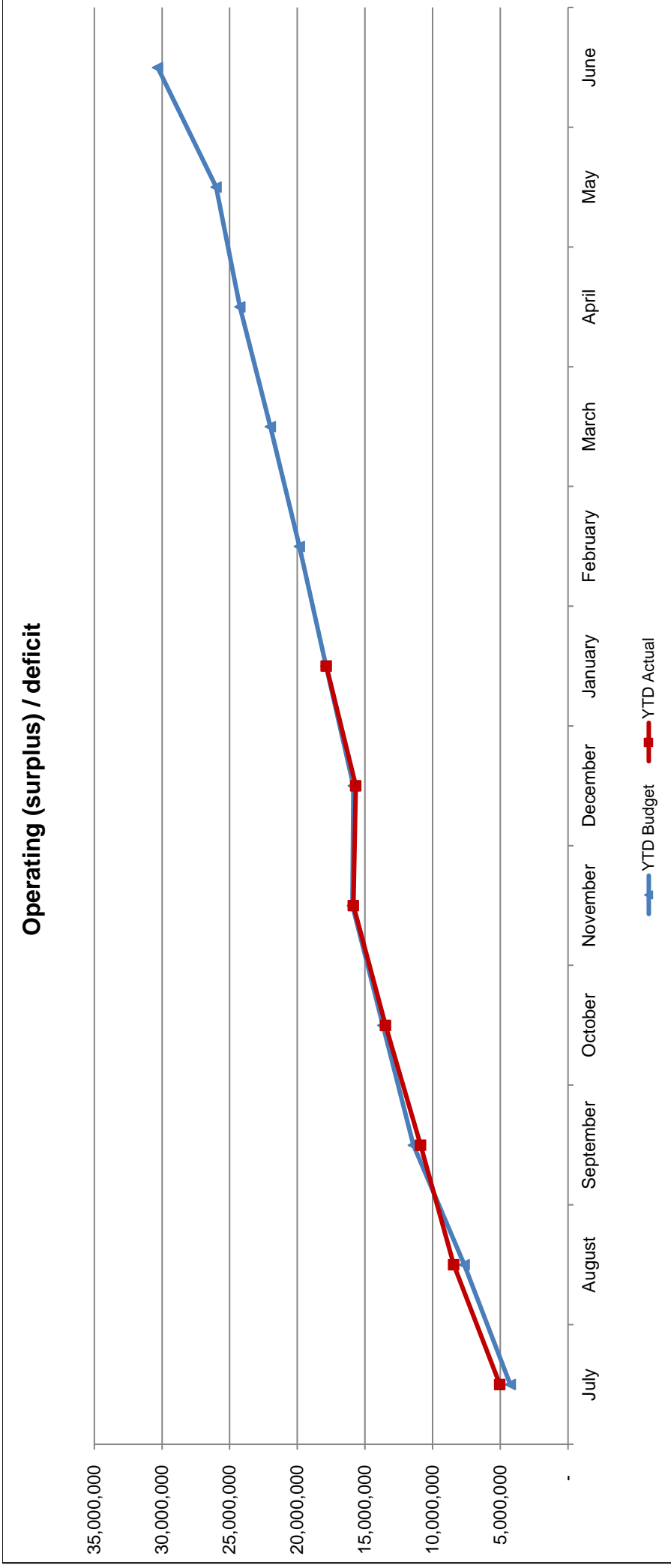
5. FINANCIAL PERFORMANCE

5.1 Key Activities

Activity	Program	Timeframe	Comments
Budgets & LTFF	Finance	★	<p>Several items in regard to the budget are being finalised with a view to releasing to program managers in early February 2020.</p> <p>The initial 3 year LTFF data capture has been completed and further discussions to be had with regards to subsequent years. Also, LTFF process discussions are continuing.</p>
Statutory Reporting	Finance	★	<p>The December Strategic Financial Report was tabled at the 22 January 2020 Council meeting.</p> <p>Financial Services will be requiring cooperation from other programs to provide information in the ongoing activities with regards to accounting standards compliance for the upcoming annual financial statements.</p>

5.2 Program Financial Position

Financial Performance Report		Organisational Services			% YTD Variance of YTD Budget	Comments
Period Covered: 1 July 2019 to 31 January 2020						
	Revised Budget	YTD Budget	Actual	YTD Variance		
3.01 - Organisational Services Management	452,068	206,087	229,963	23,876		Wages tracking slightly above budget due to no vacancies.
3.02 - People & Culture	2,954,020	1,451,922	1,236,885	(215,037)		Budget on track however recruitment expenditure expected to be higher in second half of year.
3.03 - Financial Services	2,777,320	1,568,051	1,472,070	(95,981)		Legal expenses, employee costs, rates associated expenses and some small operational expenses below budget contributing to overall favourable result.
3.04 - Procurement & Plant	(3,583,142)	(2,267,978)	(1,976,651)	291,327		Employee costs over YTD budget contribute to part of the variance. Internal plant hire recovery is down approximately \$233,817 which is the majority of the issue. Fuel costs remain on watch.
3.05 - Information Services	7,728,434	5,378,281	5,449,540	71,258		Employee costs over YTD budget contributing to the overall YTD variance. Implementation plans on projects for 3rd/4th quarter FY19/20 to recover operational overspend into CAPEX.
3.06 - Governance & Safety	3,700,261	2,739,152	2,767,928	28,777		The cost of corporate subscriptions was greater than budget.
3.09 - Shared Services	6,658,583	3,713,018	3,707,296	(5,723)		On track.
3.11 - Property Services	9,637,942	5,091,818	4,926,089	(165,728)		YTD performance is tracking well
3.15 - Works For Queensland Funding Project	-	5,498	7,655	2,157		Budget on track.
3.16 - Works For Queensland Round 2 Funding Project	-	-	35,592	35,592		Operational expenses incurred outside timing and/or score of funding.
Operating (surplus) / deficit	30,325,485	17,885,850	17,856,366	(29,484)		



6. PERFORMANCE & RISK

6.1 Corporate Performance Planning & Reporting

This month saw the completion of 2020-23 Business Plans and draft development of supporting 12-month Action Plans. A total of 41 face to face sessions (Nov-Jan) have taken place in support of 2020-23 Business Plan development.

Whilst development of plans for 2020-23 have been underway, monitoring of progress against existing Business and Action Plans continues with the 2nd Quarter Operational Plan Review Report presented to SLPT this month. Progress of actions remains positive with exceptions understood and plans to rectify in place.

The 2nd Quarter Operational Plan Review Report is set to be adopted by Council on 12 February 2020. After which time the 2nd Quarter Action Plan Reports will be made available to Directors and the Management Team.

February will see the finalisation of 2020/2021 Action Plans that will then be used to inform the 2020/2021 Operational Plan.

6.2 Enterprise Risk Management

The 2nd Quarter Strategic Risk Report was presented to SLPT this month in preparation for the Audit Committee on 13 February 2020. The report highlighted some moderate adjustments to Council's risk profile and the progress of mitigation actions.

This month an independent review of the Enterprise Risk Management Framework is being explored as is Council's business continuity arrangements.




7. BUSINESS IMPROVEMENT

7.1 Business Improvements

Description	Program	Comments
Safety Systems Streamlining Project	G&S	The IS Share Point initiative continued this month with ongoing work being undertaken to ensure safety information is available to all staff anytime, anywhere.
Contractor Safety Management Project	G&S	This month, implementation activities have been a focus and will continue into next month with the first Working Group of 2020 set for the first week in February.
Business Analysis: Software support for key corporate functions	G&S and IS	Product demonstrations at the end of January have been complete, with several more to occur early in February. Information Services are drafting a report on their findings and recommendations, with a view to discuss early in February.
Project Review and Optimisation Project	Shared Services	This project will enable Shared Services to understand the why, how and when of each process within the program. As a result, the program will re-establish performance indicators and take a strategic approach to process improvement. The project is made up of four stages, with stage one underway; stage one centres around process review and identification of gaps.

8. REGULATORY COMPLIANCE

8.1 Financial Compliance

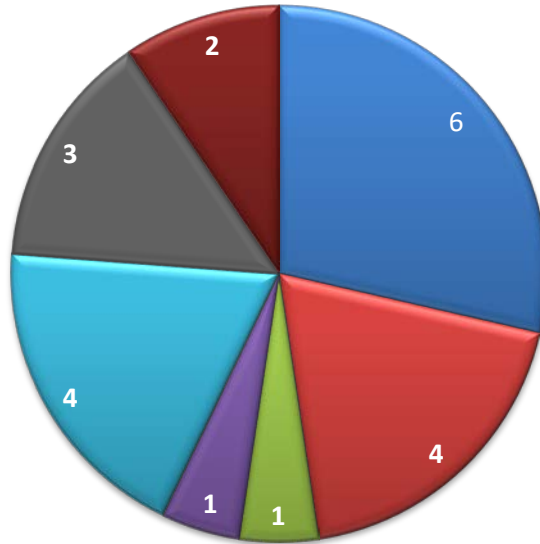
Description	Program	Timeframe
Manage capital and operational budgets to achieve the benchmark Local Government financial sustainability ratios, including the operating surplus, net financial liabilities, and asset sustainability ratios. Measure: Completion of Long-Term Financial Forecast including applicable ratios	Finance	
Provide relevant and useful information to Council, stakeholders and clients. Measure: Production of monthly strategic financial reports	Finance	
Provide relevant and useful information to Council, stakeholders and clients. Measure: Number of high-risk audit issues	Finance	

8.2 Corporate Governance

Activity	Program	Comments
Administrative Action Complaints	G&S	Corporate Governance processed 11 Administrative Action Complaints during January.
Authorised Person Applications Processed	G&S	The Authorised Person Project is on track to have new ID Cards and instruments printed by the end of February 2020. E-Learning Packages for Local Government Worker and Authorised Persons have been developed and are in the process of being implemented.
RTI Applications	G&S	1 RTI Application has been received for the month of December and 1 application was finalised.

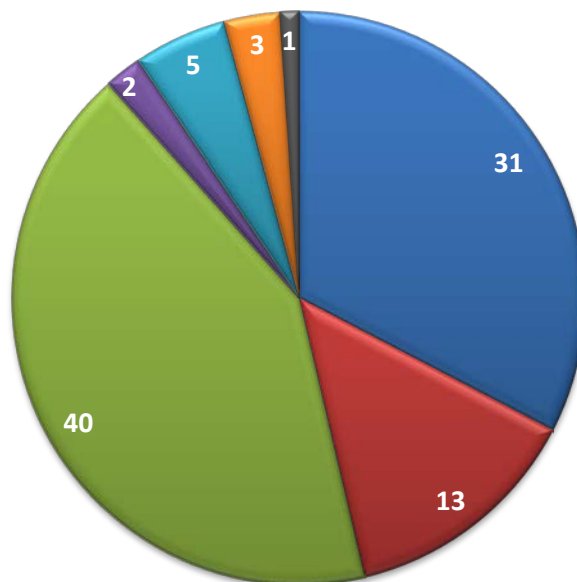
Policies	New Policy's Approved in January 2020	Existing Policies Approved in January 2020
Council Policies	Nil	3 Policy adopted on 22 January 2020 <ul style="list-style-type: none"> 003 - Use of the Bluewater Lagoon Policy 050 - Youth Policy 066 - Aboriginal & Torres Strait Islander Policy
Administrative Policies	Nil	1 Policy was approved by the CEO: <ul style="list-style-type: none"> 054 - Controlled Entities & Beneficial Enterprises Policy
Policy Review commenced	21 Policy reviews were commenced in the Month of January.	
Policy Consultation	Management Consultation was undertaken on 4 reviewed policies for the month of January.	

Insurance Claims Received January 2020

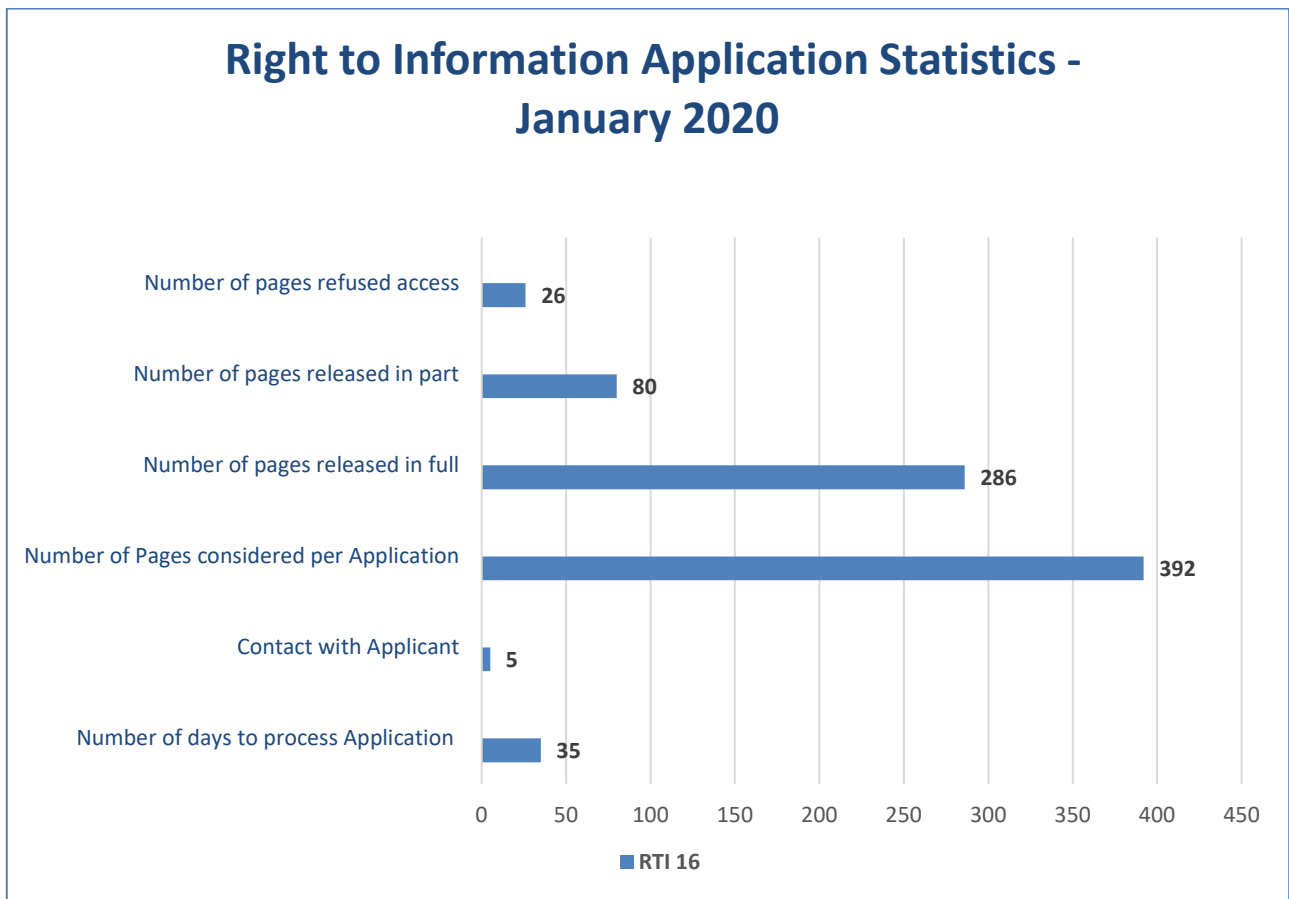
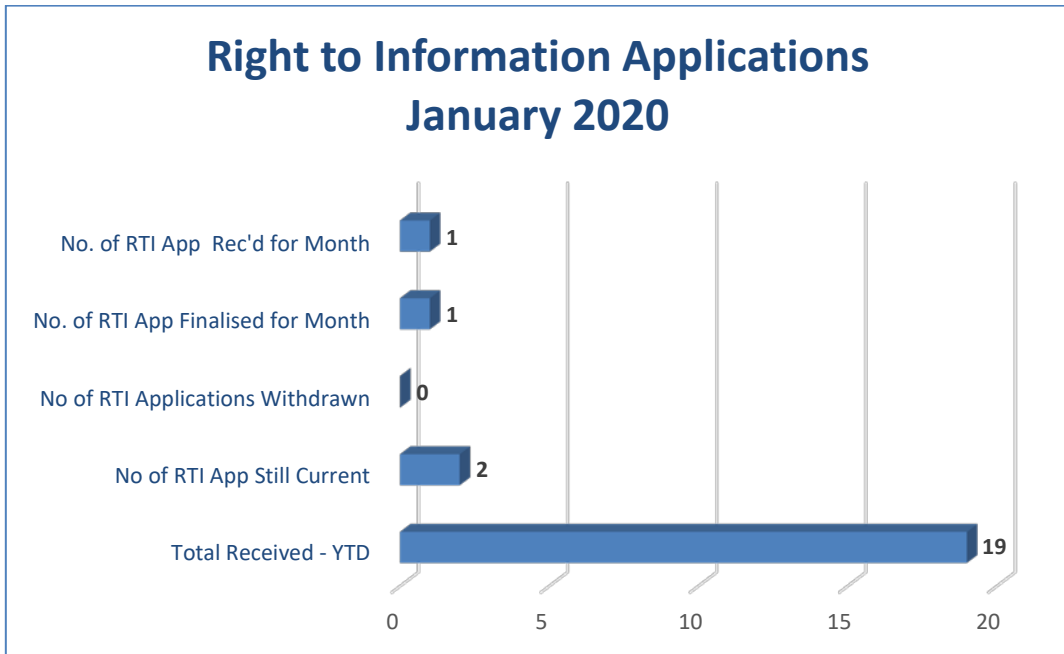


- Motor Vehicle - 6
- Public Liability Personal Injury - 4
- Public Liability Plant - 1
- Public Liability - 1
- Theft - 4
- Professional Indemnity - 0
- Malicious Damage - 3
- Other - 2
- Water Damage - 0

Governance General Enquiries January 2020



- Insurance Advice - 31
- General Governance Advice - 40
- SAI Global Standards Requests - 5
- RTI/IP General Inquiries - 1
- Policies - 13
- Delegation Requests/Authorised Persons - 2
- Administrative Action Complaints - 3
- Local Laws - 0




8.3 Internal Audit

Internal Audit Reviews Underway	Status	Comments
Inventory / Stores Management and Stocktakes	Completed	
Contractor Management	In Progress	Audit is being outsourced. An RFQ has been issued and responses being evaluated
Public Event Management	In Progress	Scope Plan had been issued and audit commenced
Regulatory / Licensing and Compliance	In Progress	Scope Plan had been issued and audit commenced

Other Internal Audit Activity	Comments
Audit Committee	<ul style="list-style-type: none"> Next Audit Committee meeting is 13 February 2020. This will be the last meeting for current external members. New external members have been approved by Council at the 22 January meeting.

9. LAND & BUILDINGS

9.1 Building Maintenance

Description
<ul style="list-style-type: none"> Installation of a new filter housing behind commercial steam oven in Convention Centre kitchen.
<ul style="list-style-type: none"> Mirani Library – Installation of new LED external lights.
<ul style="list-style-type: none"> Tommy Webster community hall – New AC split system unit installed in kitchen.
<ul style="list-style-type: none"> Mackay Administration Building – installation of new Zip Chiller unit in ground floor kitchen.
<ul style="list-style-type: none"> MECC Space floor, removal of all flooring and replacement with new. 
<ul style="list-style-type: none"> MECC Foyer carpet replacement in the Entertainment Centre.
<ul style="list-style-type: none"> MECC Convention Centre operable wall repairs completed.

9.2 Land & Tenure

Description
<p>Leases:</p> <ul style="list-style-type: none"> • Lease renewals: <ul style="list-style-type: none"> ○ Mallia Road lease executed ○ Local law permit renewed for Reef Catchments - Willetts Road ○ User agreement renewed for Qld Health - Tommy Webster Hall ○ Toy Library - ongoing ○ Internal discussions commenced for lease with Caneola • New leases: <ul style="list-style-type: none"> ○ Grazing licence - Eton-Homebush Road ○ Mackay Basketball - ongoing • Lease matters still under negotiation: <ul style="list-style-type: none"> ○ Rugby Union - Quarry Hill • New Lease enquiries: <ul style="list-style-type: none"> ○ Iona Men's Shed - assisting Community Development ○ Koumala Basketball • Lease Inspections: <ul style="list-style-type: none"> ○ Mackay Lions Soccer • General Lease Matters: <ul style="list-style-type: none"> ○ Nita Fleming Oval - Lifestream surrender ○ Lions Soccer - trees ○ Town Hall - parking ○ Ashtart - ongoing • Lease Compliance: <ul style="list-style-type: none"> ○ Lions Soccer - request for new trees and ball stop net ○ Pioneer Tennis - new courts ○ Public Liability Insurance - sent 6 new requests, plus 25 follow-ups of which 20 were received • The Dome: <ul style="list-style-type: none"> ○ Tenancy 2 - Travel Associates
<p>Land Matters:</p> <ul style="list-style-type: none"> • Land maintenance: <ul style="list-style-type: none"> ○ Evans Avenue North Mackay - referred to Parks

- **Encroachments**

- **Under investigation:**

- Scawfell Avenue
- Ocean Avenue
- Edmunds Avenue

- Meeting and discussions with selling agent and prospective purchasers regarding encroachment of dwelling into road reserve

The Land & Road Use Committee:

- 1 x land issues
- 0 x road issues
- Review of road closure applications for last two years in regard to DNRME processes.

Council Reports:

- VMX Whitsunday - extension of agreement for lease
- Sarina & District Community Men's Shed - new lease to include an additional area
- Cowleys Road
- Permanent Road Closure - Mount Martin Loop Road, Mount Martin
- Permanent Road Closure - Gurnett Road, Sarina
- Permanent Road Closure – Dumbleton

Miscellaneous:

- Internal enquiry regarding land use purposes for certain parcels of land in relation to tree planting
- Facility Managers agreements for two community halls
- MOU for Mirani Hall
- Seaforth Community Hall enquiry
- GWL car park and access issues - Security Audit
- Work commenced on a presentation on grazing leases