



Organisational Services

Monthly Review

> September 2016

Contents

1.	EXECUTIVE SUMMARY	1
2.	SAFETY	2
2.1	Incidents and Injuries	2
2.2	Lost Time Injury Frequency Rate	2
3.	CUSTOMER SERVICE	3
3.1	External Customer Services	3
3.2	Aquatic Facilities.....	6
3.3	IT Support	7
3.4	Key Activities	8
3.5	Procurement Services.....	9
3.6	Property Services.....	9
4.	PEOPLE AND CULTURE.....	11
4.1	Key Activities	11
4.2	Staff Contingent	11
5.	FINANCE	13
5.1	Summary Financial Position.....	13
5.2	Financial Ratios.....	13
5.3	Key Activities	13
6.	QUALITY	14
6.1	System Upgrades & Development.....	14
6.2	Process Improvements.....	15
7.	ASSET MANAGEMENT.....	16
7.1	Internal Projects.....	16
7.2	Property Services Projects.....	17
7.3	Building Maintenance	17
7.4	Plant Maintenance.....	17
7.5	Capital Projects.....	18
7.6	Land & Tenure.....	20
8.	REGULATORY COMPLIANCE.....	21
8.1	Financial Compliance	21
8.2	Corporate Governance.....	21
8.3	Performance and Risk Management	23
8.4	Internal Audit	23

1. EXECUTIVE SUMMARY

In what seems a very short time, we have reached the end of the first quarter of the 2016/17 financial year.

Operating revenue is below YTD budget, predominantly in relation to rates, fees and charges being lower than anticipated, however operating expenditure is also below budget due to some identified savings in wages and goods and services. This, along with capital expenditure will be further reviewed as part of the 1st quarter budget review.

We continue to have a good safety result with no lost time injuries within Organisational Services for the quarter.

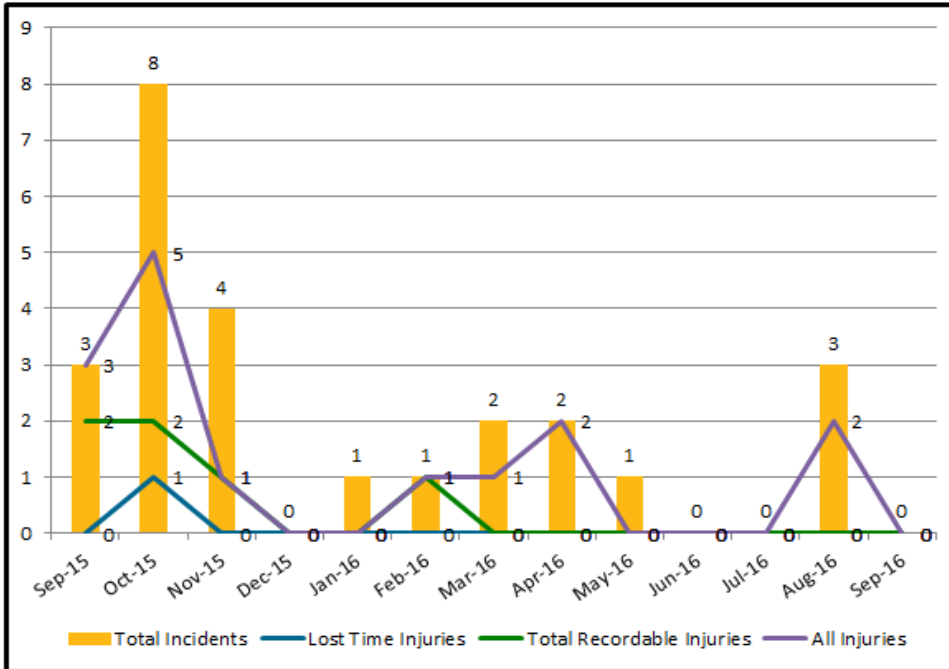
Committee Members will notice some enhancements to this report from previous months. It is our intention to continually review and improve our reporting as the year progresses.



Andrew Knight
Director Organisational Services

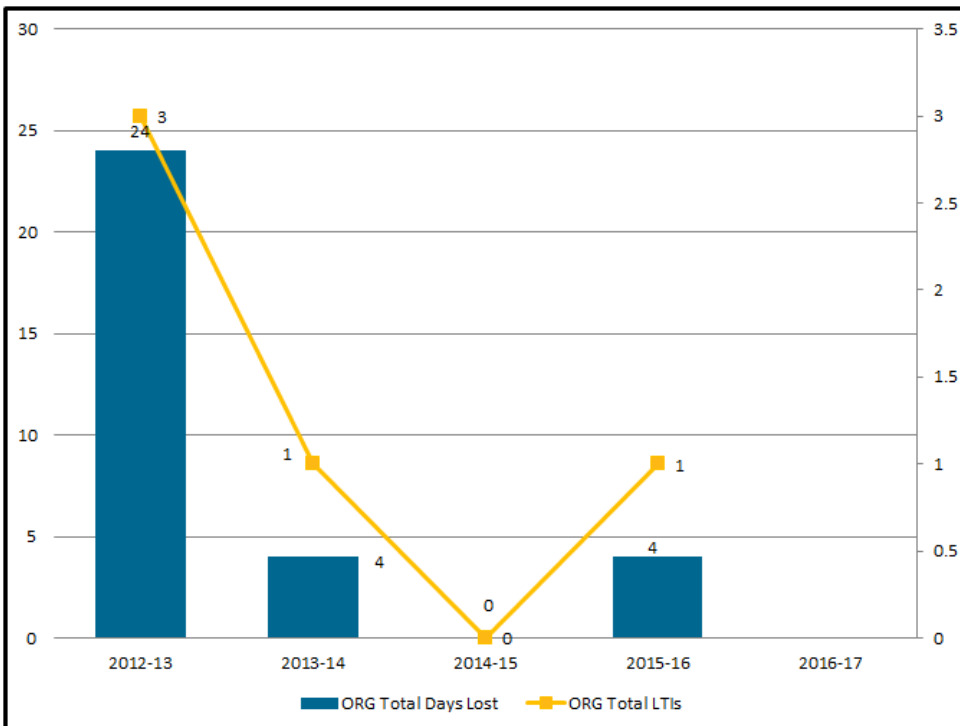
2. SAFETY

2.1 Incidents and Injuries



There were no incidents recorded during September.

2.2 Lost Time Injury Frequency Rate



There have been no Lost Time Injuries so far this financial year.

Department	2012-13		2013-14		2014-15		2015-16		2016-17	
	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Assets										
Finance	1	19	1	4						
NAS							1	4		
Procurement & Plant	2	5								
Property Services										
Governance & Safety										
Office of the Mayor & CEO										
Organisational Services	3	24	1	4	0	0	1	4	0	0

Glossary

Incident	Any unplanned event resulting in, or having a potential for injury or ill health.
Lost Time Injury (LTI)	Incidents that resulted in a fatality, permanent disability or time lost from work of one day / part of a day or more
Total Reportable Injuries (TRI)	Incidents that result in a Lost Time Injury (LTI), Suitable Duties Injury (SDI) and Medical Treatment Injury (MTI)

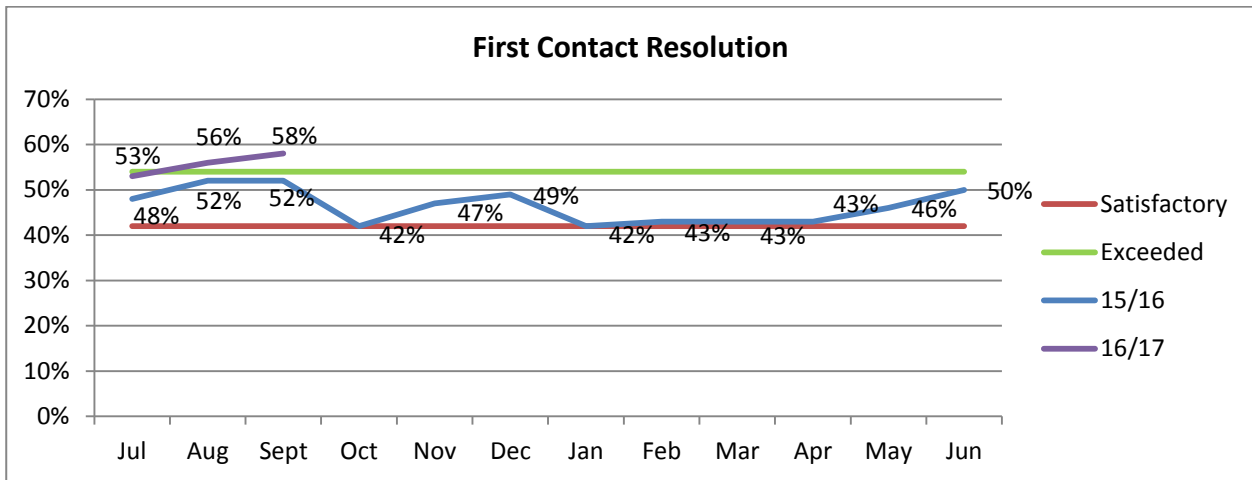
3. CUSTOMER SERVICE

3.1 External Customer Services

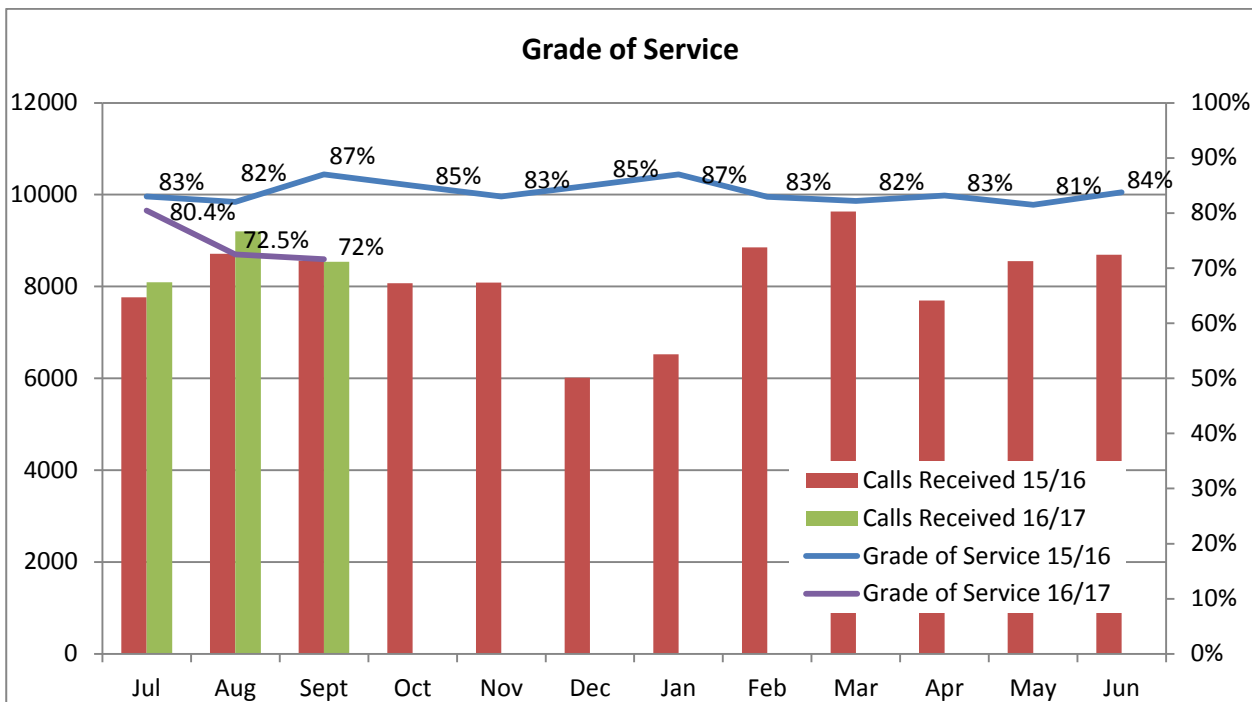
KPI	KPI Description	Target			Result
		Red	Amber	Green	
First Contact Resolution (FCR)	The percentage of external customer enquiries that are resolved at the first point of contact.	42%	42-54%	54%	58%
Grade of Service (GOS)	The percentage of customer calls that are answered within 20 seconds across the NAS team.	80%	80-85%	85%	72%
Abandoned Calls	The percentage of customers that abandon their call before being served.	5%	3-5%	3%	4.2%
External Customer Satisfaction	A measure of customer satisfaction as reported by the end of call survey	80%	80-85%	85%	91%
Customer Request Completion	Service requests resolved within corporate standard timeframes	80%	80-85%	85%	91%

KPI Graphs and Commentary

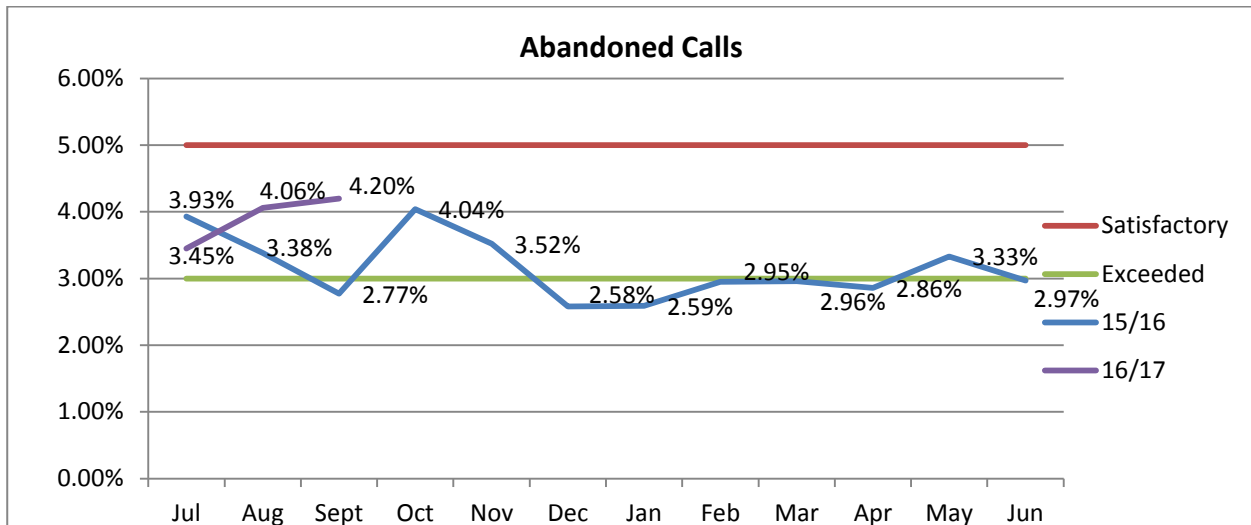
First Contact Resolution: FCR increased again in September from 56% to 58%.



Grade of Service: The total volume of calls received in September was 8,541, down by 662 calls from the month of August. AHT (Average Handle Time) remains high at 5:44 and continued focus on real time management and customer service officer coaching will see an improvement in this area. The LWT (Longest Wait Time) is consistent with 14 mins 20 seconds' experienced (14 mins 52 seconds in August), and all callers have the option to request a call back should they not want to wait in the queue. The ASA (Average Speed of Answer) was also consistent with last month at 1 min 5 seconds (1 min 4 seconds in August).

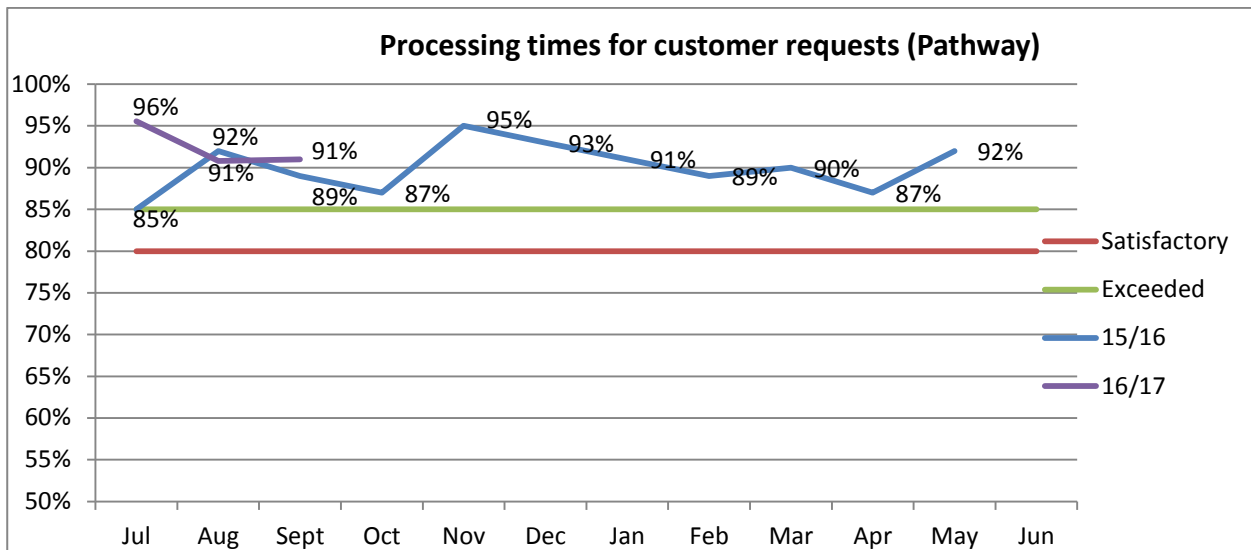


Abandoned Calls: A total of 359 calls abandoned consistent with August's results of 374.



External Customer Satisfaction: Response rate continues to remain a focus for the team with 99 surveys completed in the month of September.

Customer Request Completion: 485 requests lodged in Sept 2016 have the responsible officer residing within NAS, representing 15% of all service requests lodged. Completion rate of 91% is the same as in August.



	Lodged	Resolved within SLA
MRC Total	3238	76%
NAS	482	91%

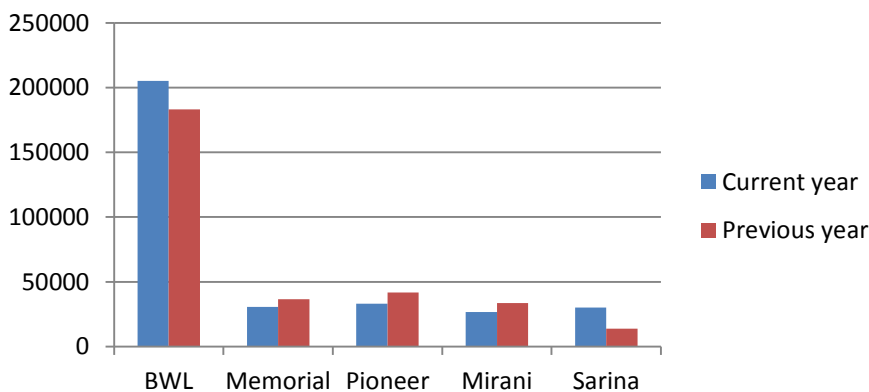
MRC total dropped from 81% of requests resolved on time in August to 76% in September.

MRC Top 5 Pathway requests Lodged August 2016	Volume	% of total requests
Phone Message	489	15.1%
Replace wheelie bin	252	7.8%
Change of mailing address	181	5.6%
Repair wheelie bin	160	5.0%
Water - Leak (Public Area)	128	4.0%

The top 4 requests lodged in September are the same as those lodged in August. 'Repairs to wheelie bin' replaces 'straying dogs' to make up the top 5 requests.

3.2 Aquatic Facilities

Attendance Figures



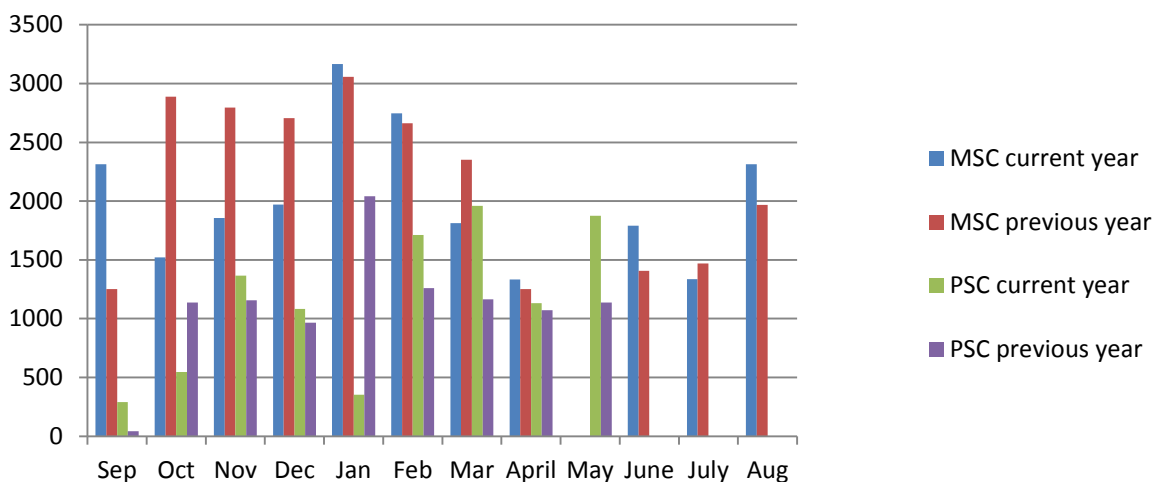
Winter Pool Closures

Memorial Pool: May
Pioneer Pool: Jun - Sep
Sarina Pool: Apr - Sep
Mirani Pool: Apr - Sep
Bluewater Lagoon: mid Jul - Aug

Stable dry conditions have seen a moderate increase at the BWL of over 10% in the year to date.

Sarina pool attendances continue to improve month on month as the term of current lessee overlays their commencement.

Lap Swimmers



3.3 IT Support

Internal Service Metrics

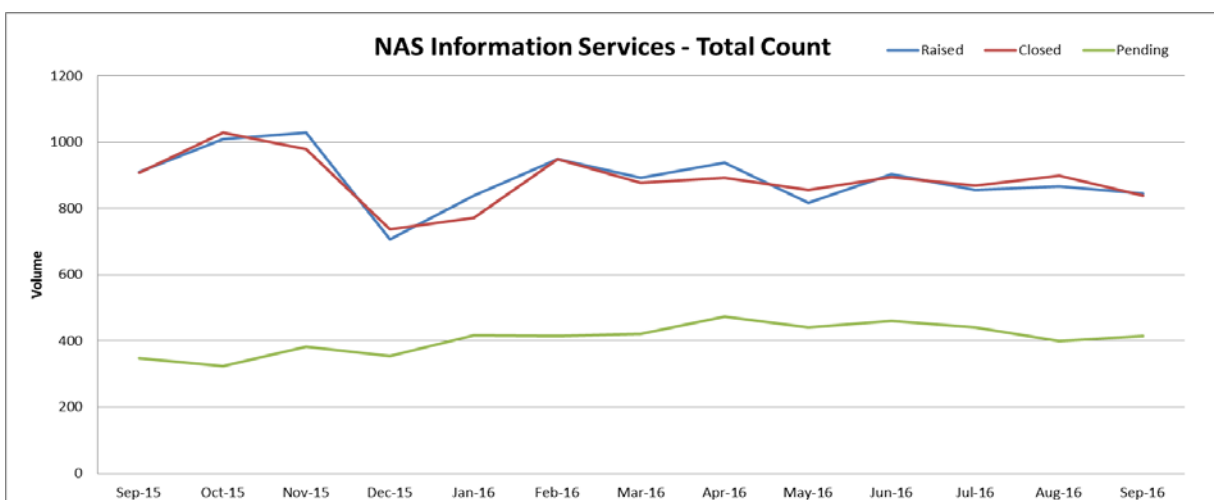
KPI	KPI Description	Target			Result
		Red	Amber	Green	
Incident Resolution	Percentage of incidents resolved within corporate standard timeframes	80%	80-85%	85%	85%
Service Request Resolution	Percentage of service requests resolved within corporate standard timeframes	80%	80-85%	85%	92%
Internal Customer Satisfaction Survey	IT email survey - % of customers whose experience met or exceeded expectations	75%	75-84%	85%	85%

Applications Availability

KPI	KPI Description	Target			Result
		Red	Amber	Green	
Tier 1 Systems – Applications Availability	Refer to the table under 'KPI Commentary' section below for detail on which systems are included in each tier.	< 95%	95-98%	≥ 98%	100%
Tier 2 Systems – Applications Availability		< 95%	95-98%	≥ 98%	99.99%
Tier 3 Systems – Applications Availability		< 95%	95-98%	≥ 98%	100%

KPI Commentary

Incident and Service Request Metrics: The below chart identifies the Raised Vs Closed and Pending requests for the past 13 months. There have been programs of work undertaken over improving the overall performance of infrastructure and applications.








Internal Customer Satisfaction: During the month of September, 471 survey responses were received, which represents 63% of the requests and incidents lodged.

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

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

3.4 Key Activities

Activity	Program	Timeframe	Comments
2017 Trainee and Apprentice Intake	NAS		Recruitment activities continued with an assessment centre held on 19 th September. Over 80 candidates attended, competing for 27 places. Following from this, interviews were held with selected candidates, and reference checking and offers will soon begin.
MADI Updates	NAS		To provide both MRC Client Services and the community with updated collection information the new Bin days/weeks maps have been completed in MADI in readiness for launch in October. Cycle networks mapped, including combining with school, bus stops, commercial centres, employment areas. This will assist to prioritise cycle network gap projects depending on most affected areas and numbers of residents that will benefit from each project.
Rates Reminders	NAS		Rates reminder notices were issued 29 September, with 5,339 letters sent.
Water Meter Reads	NAS		Water meter reads are currently in progress, with an expected completion date of 20 October. Water notices are due to issue on 7 November with a due date of 7 December.
Planning and Advice Applications	NAS		154 applications were received in September, with 95% of these lodged within 2 business days.

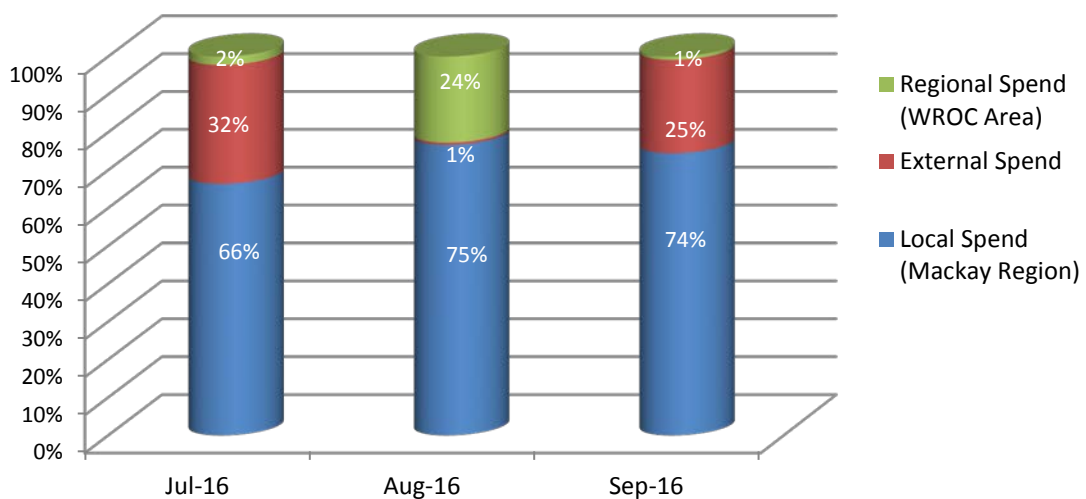
3.5 Procurement Services

Activity	Sept 2015	Sept 2016
Purchase Orders (PO) Raised	835	733
Line Items in POs	2268	1771
POs Received	967	978
Line Items in POs Received	3574	3823
Invoices Processed	3715	3829

Request for Quotes Issued	Data unavailable	12
Tenders Issued	Data unavailable	1
Tenders Awarded	Data unavailable	0

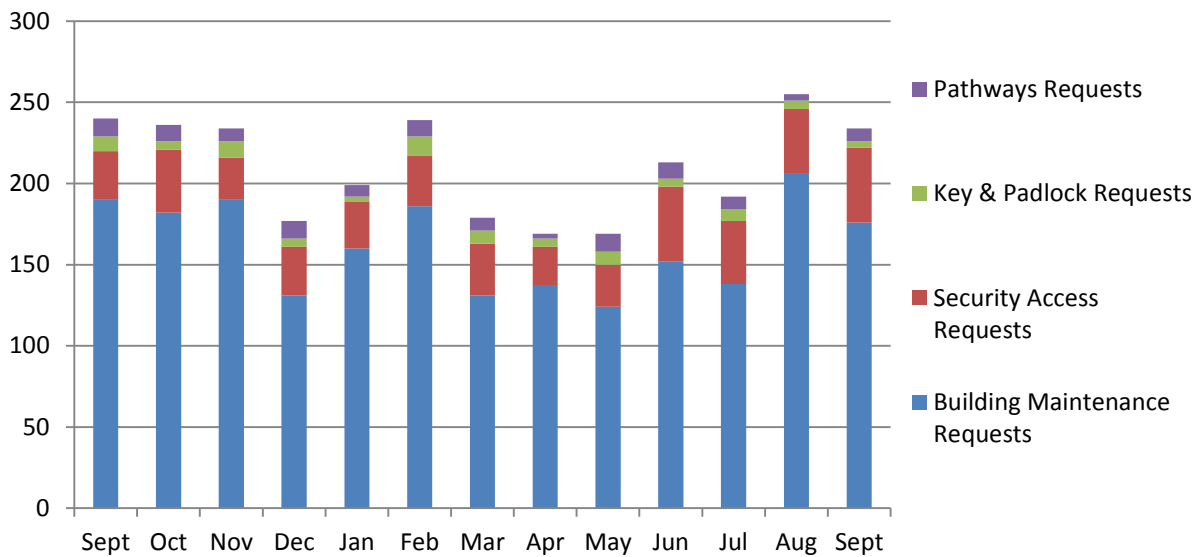
Area	Monthly Amount	Monthly %	YTD Amount	YTD %
Local Spend (Mackay region)	\$4,581,474.31	74	\$11,913,016.67	73
Regional Spend (WROC area)	\$ 53,969.13	1	\$ 193,943.80	1
External Spend	\$1,518,288.19	25	\$ 4,294,711.88	26

Area Monthly Spend %



3.6 Property Services

Actioned Property Services Requests



Breakdown of Building Maintenance Requests Actioned - September 2016	Volume	% of total requests
Miscellaneous	50	28.41%
Plumbing	38	21.59%
Electrical	37	21.02%
Repairs	30	17.05%
Air Conditioning	17	9.66%
Safety & Legislation	4	2.27%

Of the total number of Building Maintenance Requests received for the month of September (176), the top 3 requests related to Miscellaneous (including cleaning, furniture, consumables, pest, signage etc), Plumbing and Electrical issues.

4. PEOPLE AND CULTURE

4.1 Key Activities

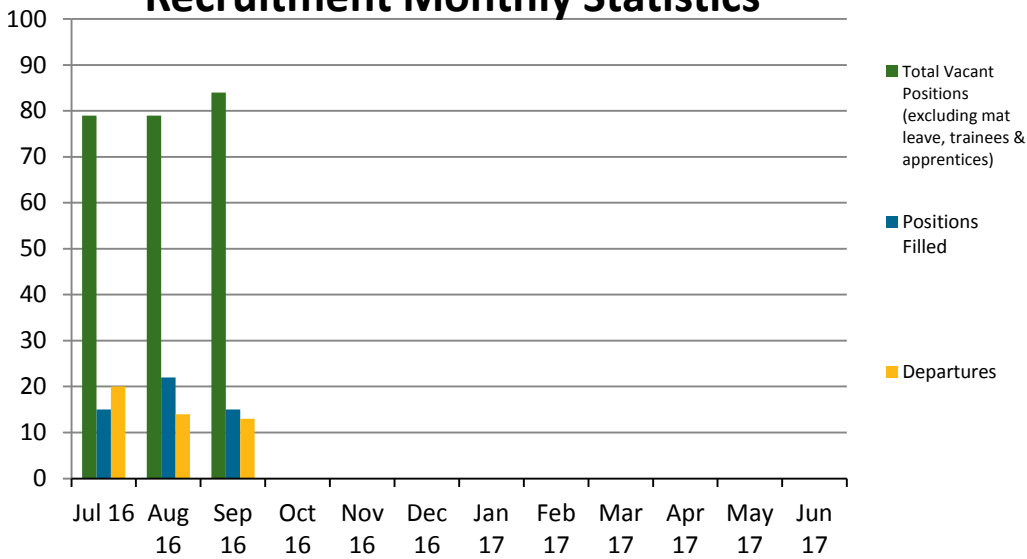
Activity	Program	Timeframe	Comments
EBA Negotiations	P&C	★	The first negotiation meeting is scheduled for 13 October, 2016 this will replace the scheduled JCC meeting.
Workforce Data Reports	P&C	★	Reports presented to SLPT in September, minor changes to made for the final roll out.
Performance Management Training	P&C	★	The last Coaching for Improved Performance workshop was held on 7 th September, 2016. Miles Dolphin will provide MRC with a final report in early October so that we can assess the common themes and feedback from employees to decide on the next steps and what initiatives can be addressed as an outcome of the training. A total of 251 employees attended the training.
Training	P&C	★	Fitness for work and the drug alcohol policy review was rolled out to all employees in September, 2016. Train the trainer workshops were held with supervisors to deliver the policy reviews to our outdoor employees that do not have access to eLearning.

4.2 Staff Contingent

Status	OMC	ECI	DS	CCS	OS	Total	Prev. Mth.
Full Time	7	368	168	101	171	815	825
Part Time		6	6	27	27	66	67
Apprentice/Trainees		8	9	6	14	37	37
Temp	1	5	4	6	11	27	26
Casual		6	12	93	0	111	106
TOTAL EMPLOYED	8	393	199	233	223	1056	1061
Vacant		26	7	17	32	82	72
TOTAL	8	419	206	250	255	1138	1133

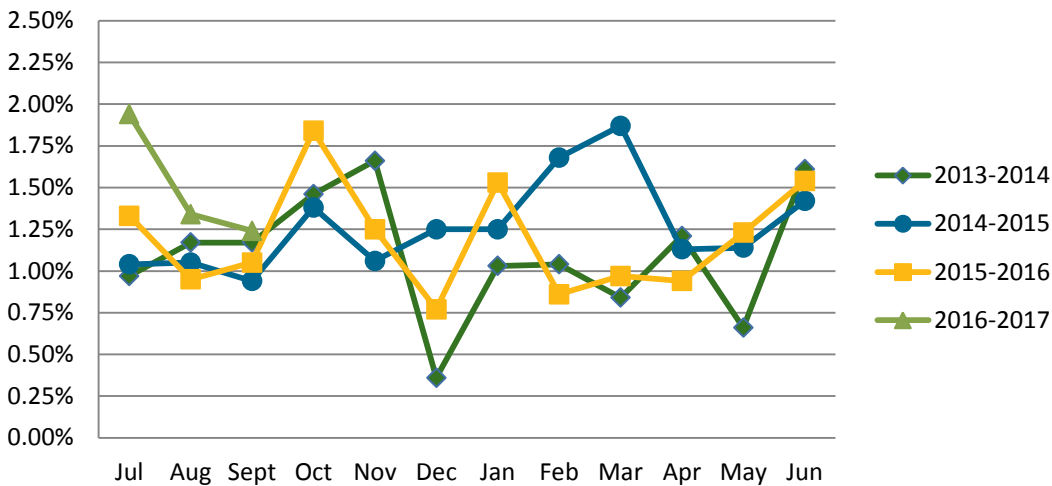
Staff Contingent held relatively steady in September.

Recruitment Monthly Statistics

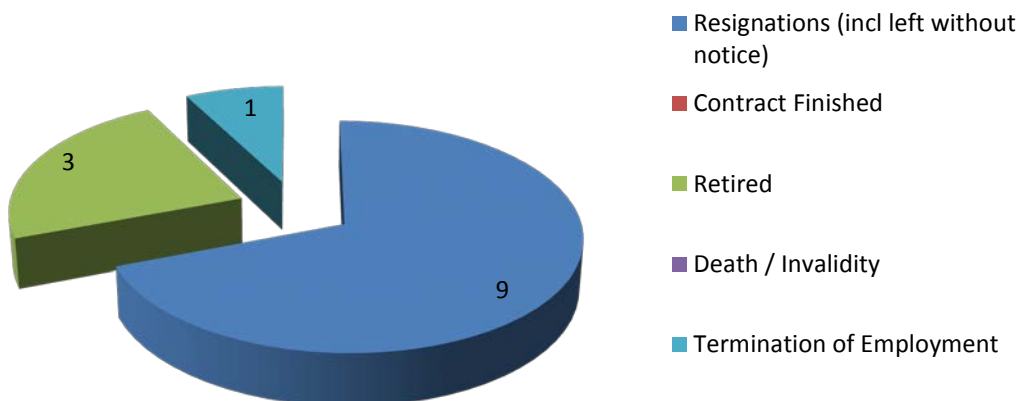


Vacancies are continuing to be reviewed to assess roles where current demand does not warrant immediate replacement.

MRC Turnover



September 2016 - Turnover Breakdown



5. FINANCE

5.1 Summary Financial Position

(in \$ '000)	YTD Budget	YTD Actual	Variance
Total Revenue	103,196	101,995	(1,201)
Total Expenses	42,428	37,391	(5,037)
Operating Surplus (BID)	60,768	64,604	3,836
Depreciation	18,321	18,321	0
Interest	2,995	2,958	(37)
Net Operating Surplus	39,452	43,325	3,873

Operating revenue is currently behind YTD budget mainly in relation to rates and fees and charges being lower than anticipated at this stage. Operating expenses are currently under budget at this stage due to some identified savings in wages and goods and services. This will be reviewed as part of the quarterly budget review.

5.2 Financial Ratios

	YTD	Target
Operating Surplus %	42.5%	0% - 10%
Interest coverage %	1.7%	0% - 5%
Net financial liabilities %	16.9%	< 60%
Current ratio	3.8	Between 1 and 4
Asset sustainability %	30.1%	> 90%
Capital expenditure ratio	0.57	> 1.1 times

As it is early in the financial year the ratios are distorted due to the timing of payments and the recognition of revenue. These ratios will adjust during the financial year to better reflect targets.

5.3 Key Activities








Activity	Program	Timeframe	Comments
Budgets & LTFF	Finance	★	Submissions for the September budget review were due this month. These will be reviewed by council in October.
Financial Statements	Finance	★	The financial statements have been reviewed by external audit. The sign off by Queensland Audit Office will take place in October and a final report will be issued.
Statutory Reporting	Finance	★	The monthly strategic financial report for August was presented to council in September.
Rates	Finance	★	Payment was due 7 September. Due date for approved pensioners 14 December. Reminder notices were issued on 29 September with ratepayers having 14 days to pay or enter an arrangement to avoid further action.

6. QUALITY

6.1 System Upgrades & Development

Description	Program	Budget	Timeframe	Comments
MADI 2.0	NAS	★	★	Information Services GIS has been working on an upgrade for MADI. During September MADI 2.0 was placed into production and is now online. This is an upgrade from the previous MADI online mapping application. Features of MADI 2.0 include faster browsing, zooming and panning, no planned outages required to update data, a more flexible system to manage, and the ability to work on Desktop, Tablet and Mobile Platforms.
Migration to Exchange Online	NAS	★	★	Throughout September a review of vendor capability was conducted to assist the IS Projects Team and ICT Operations plan the deployment phase of Exchange online. Initial steps have been taken in preparation of Office 365 deployment, specifically Exchange Online in the Azure Cloud. The Systems and Project teams have been working with a Microsoft partner to complete the implementation of Azure AD. Azure AD will provide the groundwork for the deployment of Exchange Online and enabling improved remote mail access and the opportunity for single sign-on within the MRC application and desktop environment.
Point to Point Wireless Links	NAS	★	★	ICT Operations have been preparing for going to market to provision point to point wireless links to Walkerston Library, Wellington Street, Ness Street Depot and Nebo Road WTP. These links will provide either increased redundancy of existing network connections, increasing availability of connections or improve the available bandwidth to sites.
CityWatch Enhancements	NAS	★	★	The Applications Team have been providing support to the ongoing deployment and improvement to the release of City Watch. The Team have been working with the vendor and internal users to help identify configuration improvements to address some data entry items that were not being posted at the time of lodgement.

6.2 Process Improvements

Description	Program	Timeframe	Comments
Intellectual Property Audit	G&S		An Intellectual Property Policy has been drafted and will be circulated to the management team for consultation prior to being submitted for adoption.
Policy Review Project	G&S		Policy review project is progressing well. The new review process is on track to be implemented by the end of October.
New Complaints Management Process	G&S		A review of information in relation to complaints on Council's website has been reviewed and is now operational. Pathway testing is close to completion with new procedures and policies on track to be fully implemented by the target date of December 2016.
New Business Continuity Arrangements	G&S		The first test exercise was undertaken for business continuity and involved a session with the continuity management team and their proxies. The exercise involved a desktop response to a business disruption scenario. Outcomes from the session have been compiled for action throughout the remainder of 2016.
External Safety Audit Implementation Project	G&S		A range of new draft procedures and processes for safety risk assessments was developed and are currently at the consultation stage. This will be followed by consultation on new contractor management procedures and processes to begin in October.
Rental properties view added to MADi	G&S		A request from Governance has been completed to identify, via MADi, Pathway flagged rental properties. This mapping view can provide additional information when considering the planning of community consultation or event notification communications. Communications could be sent either to a property owner or direct to a resident.
Online Change of Address	G&S		Customers can now request a change of address online via CityWatch, which is an online, mobile-optimised system that is easy to use from any device (mobile, tablet or PC).

7. ASSET MANAGEMENT

7.1 Internal Projects

Project	Program	Budget	Timeframe	Comments
Asset Management System Upgrade	AM	★	★	The financial data has been prepared to be uploaded, and the migration will commence in October. During this migration we are actively looking for improvements to make the process more efficient.
Asset Register And Roads Modelling Data Alignment	AM	★	★	This alignment has now been completed with the Asset Register to be the point of truth. Data will be copied to the Roads Modelling Software monthly to ensure both systems contain accurate information.
Asset Management Working Group	AM	★	★	An Asset Management working group has met for the first time. The purpose of this group is to bring alignment from a corporate perspective and improve overall Asset Management throughout council.
Maintenance Management System	AM	★	★	Two mowing crews are now set up and running Work Orders. The remaining mowing crews will be rolled out so that all mowing crews will be scheduled with the new system.
Bus Shelters and Bridges	AM	★	★	The Bus Shelter Audit has been completed with numerous bus shelters prepared for accounting disposal because there were duplicates in the system. Bridges audit will commence in October.
Asset Valuation Planning	AM	★	★	Current Valuation practices prepare Valuations for the annual financial statement. We are looking to improve this planning process by beginning to put a long term plan in place. This will ultimately make the auditing process more predictable and we expect smaller swings in valuations as a result.

7.2 Property Services Projects

Project	Program	Budget	Timeframe	Comments
Air Conditioning Tender review	PS	★	★	The current contractor has been given a 12 month extension while new tender document is reviewed and assessed. Discussion with P&P.
Emergency Planning Committee	PS	-	★	Involvement with Emergency Planning Committee and input into policies, process and ECO procedures, as part of enhanced organisational wide implementation of Emergency response capability. Assist with ECO education and process review of radios
Entertainment Centre Capital Projects review	PS	★	★	Review and liaison with suppliers (Fire systems, Glazing, Electrical switchboards, Roof repairs) . Review Air Conditioning operations at both the MECC and Main Admin Building.
Ergon Access keys	PS	-	★	Project with input from Property Services, Parks and Water Programs to enable ongoing access for Ergon meter reads and maintenance. Involved several discussions with Ergon lock suppliers to enable a workable solution for both MRC and Ergon.











7.3 Building Maintenance

Description	Program	Budget	Timeframe
Roof leak repairs and investigations at various sites – Mirani Lifeline, Entertainment and Convention Centre.	PS	★	★
Auto door controller replacement at 42 Wellington St.	PS	★	★
Replace kitchen hot water zip boiler system at Sarina Depot.	PS	★	★
Investigate and rectify water pump problems at Paget Depot.	PS	★	★

7.4 Plant Maintenance

Activity	Sept 2015	Sept 2016
Work Orders brought forward	Not available	424
Work Orders Completed	Not available	313
Work Orders Outstanding	Not available	452






7.5 Capital Projects

Project	Phase	Phase % Completion	Budget	Time	Comments
Stadium stairs rectification.	Final	100%			Fergus builders have completed the stairs and have been Certified and are now in use.
Office refurbishments for 42 Wellington Street and Gordon Street and City Library re-development.	Stage one	15%			Work has commenced at 42 Wellington street. Electricians have removed all power and data from the walls. John Foster Projects have demolished all the internal walls. Plasterer is fixing wall. Carpets will be replaced on the 10 th of October ready for desks to be moved in.
Demolition of 13 Maud Street house.	Stage one	30%			Demolition works started on the 26/09/16. Carpets and kitchen benches have been removed in preparation for the asbestos removal. Asbestos removal was completed on the 30/09/16 and the rest of the house will be dismantled and 85% recycled.
Pool car parking.	Stage 2	50%			Procurement are processing their component of the project.
Gordon White Library office refurbishment	Design	5%			Site meetings conducted with Fergus builders and library staff. Marked up plans have been issued and we are currently waiting on design and prices. Completion of work at the Gordon White Library does not need to align with the opening of the Dudley Denny City Library but will be completed in time to not delay fitout in the old City Library building.

Capital Projects Cont'




Project	Phase	Phase % Completion	Budget	Time	Comments
Artspace shop and gallery upgrade	Design	5%	★	★	Site inspection held with Bold Architects, Artspace staff and Property Services. Waiting on funding transfer before placing an order with Bold to come up with a design. Once the design has been accepted it will go to a number of contractors to quote.
Condenser coil replacement- Main Admin	Final	100%	★	★	Works complete. AE Smith topping up system with refrigerant and performing minor adjustments to air conditioning control system.
SES Facility at Ness Street	Design	20%	★	★	The joint program between the Property Services Program and the Emergency Management Team to provide a new SES facility at Ness Street is proceeding with two directional streams. The design tender has been formerly allocated and dilapidation report underway. Independently, feasibility and legislative approval for leaving the abandoned underground fuel tanks in situ is being sort.
Heritage Asset Management Plan for the Greenmount Homestead	Design	25%	★	★	Consultant has been appointed to work with stakeholders to develop a Heritage Asset Management Plan for the Greenmount Homestead and listed out building. Data collection (historical and contemporary) and analysis is underway in association with legislative and industry guidelines.
Mirani and Sarina depot wash bays	Design	15%	★	★	Mirani and Sarina depot wash bay facility design project has been allocated to the successful local contractor - awaiting signed confirmation prior to design phase commencement.

7.6 Land & Tenure

Description	Program	Timeframe
Lease investigations commenced for the following: <ul style="list-style-type: none"> • Optus telecommunication tower at Slade Point. • Whitsunday Veterans Motocross 	PS	
Public Safety Business Agency – Rural Fire Authority and State Emergency Services tenure negotiations over existing shares facilities.	PS	
Black Mountain Lease Renewals being processed for Milspec Pty Ltd, Nixon Community Pty Ltd, Mackay Communication Technologies, State of Qld – Qld Police, Tandy BJ & Co, Telstra Corporation Limited and RCS Telecommunications. New leases prepared in conjunction due to resurveying of lease areas.	PS	
Encroachments being investigated:- <ul style="list-style-type: none"> • Kippen Street encroachment. • Sugarshed Road encroachment and land use. 	PS	
Bakers Creek Community Hall – playground encroachment being negotiated with Department of Transport and Main Roads.	PS	
Pioneer Shire Building tenant Mental Illness Fellowship Inc has merged with SOLAS (Supported Options in Lifestyle & Access Service Inc) with lease to be assigned to new body.	PS	

8. REGULATORY COMPLIANCE

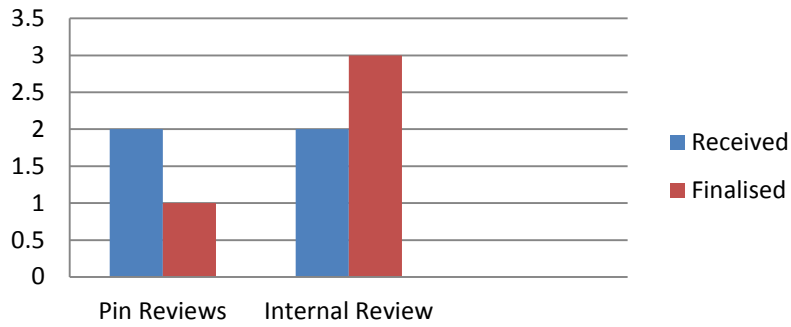
8.1 Financial Compliance

Description	Program	Timeframe
<p>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.</p> <p>Measure: Completion of Long Term Financial Forecast including applicable ratios</p>	Finance	
<p>Provide relevant and useful information to Council, stakeholders and clients.</p> <p>Measure: Production of monthly strategic financial reports</p>	Finance	
<p>Provide relevant and useful information to Council, stakeholders and clients.</p> <p>Measure: Number of high risk audit issues</p>	Finance	

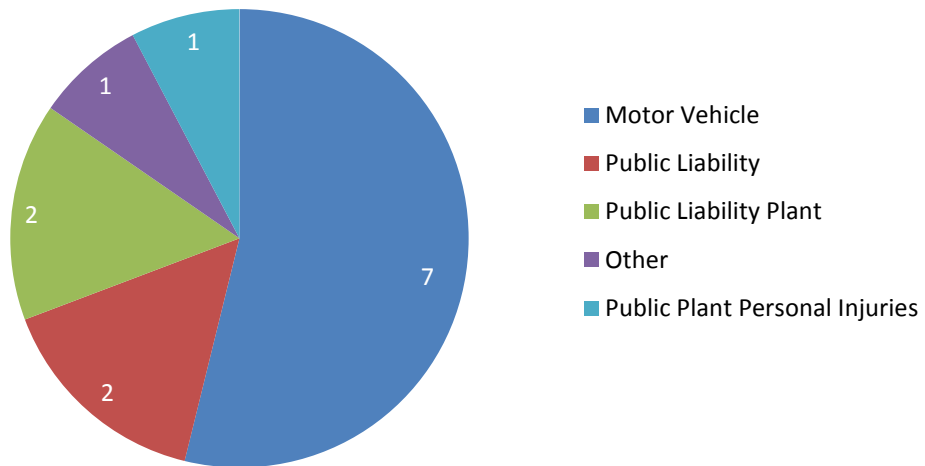
8.2 Corporate Governance

Activity	Program	Comments
Right to Information	G&S	<ul style="list-style-type: none"> 1 RTI Application received in relation to drainage and culvert matters on Dunrock Road. 2 RTI Applications finalised. 1 in relation to development matters on Nebo Road and 1 in relation to a dangerous dog. 1 Internal Review of an RTI Decision received in relation to the release of CCTV Footage.
Policy reviews	G&S	<ul style="list-style-type: none"> 4 Policies forwarded for management consultation; 6 Policies forwarded to SLPT for endorsement 10 Policies adopted at Council's September Ordinary Meeting

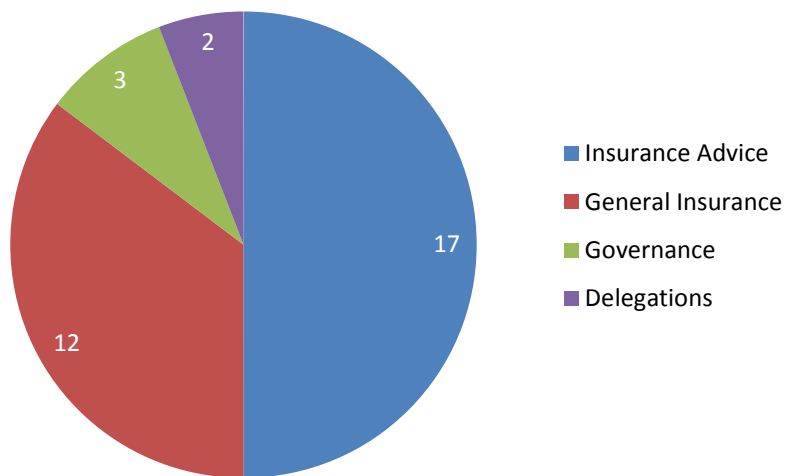
Corporate Governance Investigations September 2016







Insurance Enquiries - September 2016



Governance Inquiries - September 2016



8.3 Performance and Risk Management

Description	Program	Timeframe	Comments
Operational Plan	G&S		Comments and status updates have been collected as part of the first quarter review of the 2016/17 Operational Plan. A review of content commenced in preparation for compilation of the report for adoption in October.
Enterprise Risk Management (ERM) Review	G&S		Planning for the next phase of this project is now complete with the commencement of stakeholder engagement activities in late September. These will continue throughout the month of October. Risk appetite statements and consequence wording for each risk category have also been considered, with a view to completion during October.
Audit and Risk Advisory Committee	G&S		The Audit and Risk Advisory Committee meeting took place on the 9 September 2016. Preparations completed for the Audit and Risk Advisory Committee meeting for 7 October 2016. Topics to be covered: Audited Financial Statements and a review of the committee's charter.
Emergency Response Arrangements	G&S		The information sessions scheduled took place for Emergency Control Organisation members across Council with over 50% of members in attendance. Actions in response to the earthquake debrief have now been assigned and will be actioned as determined by the Emergency Planning Committee.

8.4 Internal Audit

Internal Audit Reviews Underway	Status	Comments
Rates <ul style="list-style-type: none"> Review: billing cycle; rating property data maintenance; rates data integrity; and exception reporting 	Fieldwork completed - report being drafted	
Long Term Financial Forecast <ul style="list-style-type: none"> Longer term financial planning and modelling including validity of assumptions and timing of financial data. 	Completed	
Cyber Security <ul style="list-style-type: none"> Review adequacy of controls in place to identify, respond and recover from cyber security events 	Scope stage in progress	Information is being gathered to identify review scope. This review is to be outsourced to a provider with specialist expertise in this area – budget has been allocated for this review

Other Internal Audit Activity	Status	Comments
Local Government Internal Audit Annual Conference <ul style="list-style-type: none"> • to be hosted by Mackay Regional Council 27-28 Oct 16 	In Progress	Organisation of conference speakers and event are in final stages. - estimated attendance approx. 35 – 40 attendees
2016-17 Internal Audit Plan	Finalised	Audits to be conducted in 2016/17 include: <ul style="list-style-type: none"> • Cyber Security • Community Grants and Sponsorships • Legislative Compliance • Conflict of Interests –Councillors • Lease Management • Major venues