



Organisational Services

Monthly Review

> May 2017

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1. EXECUTIVE SUMMARY

Councillors will be aware of the significant budget savings generated as part of the Q3 budget review adopted in May. The 2016/17 final operating result is now forecast to be close to the original 2016/17 budget. This was achieved as a result of significant review and rigour on the part of all Program Managers. In addition, an external review of some asset classes useful lives was required, which also generated significant effort by Council staff and external consultants. There is however still significant work to be done in a critical analysis of accrued Work In Progress (WIP) to confirm the status of a number of items.

As expected, the Shared Services Centre external KPIs returned to met or exceeded (green or blue). Our IT Internal Service metrics remain under pressure in some areas, however changes implemented around the management of service requests has had an immediate and positive effect on the backlog of requests. The processes now in place to define, understand and drive down the backlog have delivered improvements. We are confident of a return to green and blue results over the coming months.

A number of Organisational Services staff have been recognised for their high performance in various award categories in May. The Fleet and Workshop Co-ordinator, Ron Ahmat was a finalist in the 2017 Fleet Services Achievement Award. This is a national award, and whilst Ron did not win the award, being a finalist is a significant recognition of his skills and abilities in his role. Council has also been successful in three categories with finalists in the 2017 Central Queensland Region Training Awards:

- Apprentice of the Year: Nicole Bourne
- VET Student of the Year: Jade Crawley
- Large Employer of the Year

Winners will be announced in mid-July and I am extremely honoured to have Ron, Nicole and Jade working in my Directorate.

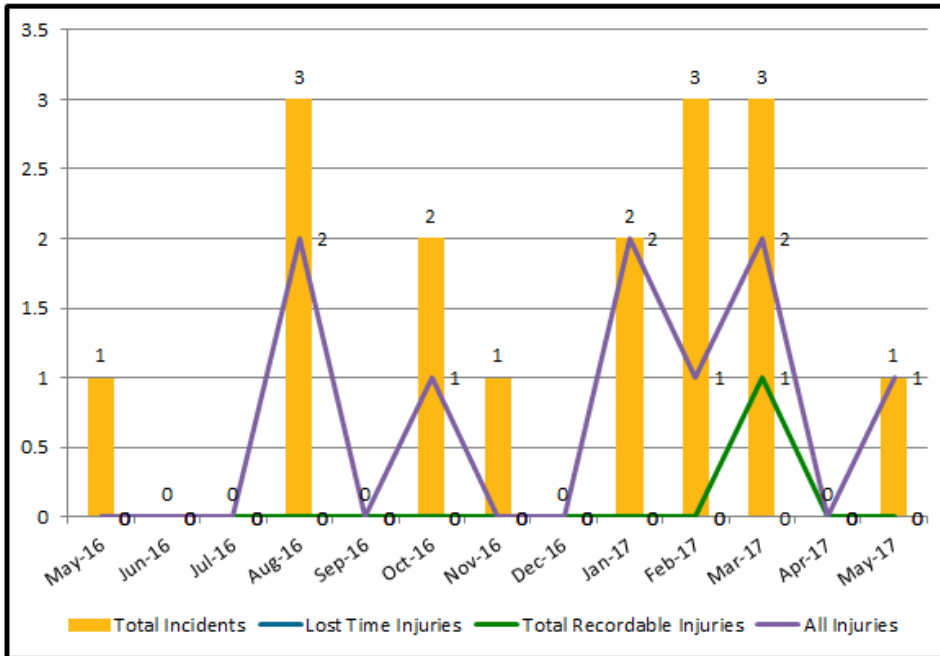


Andrew Knight

Director Organisational Services

2. SAFETY

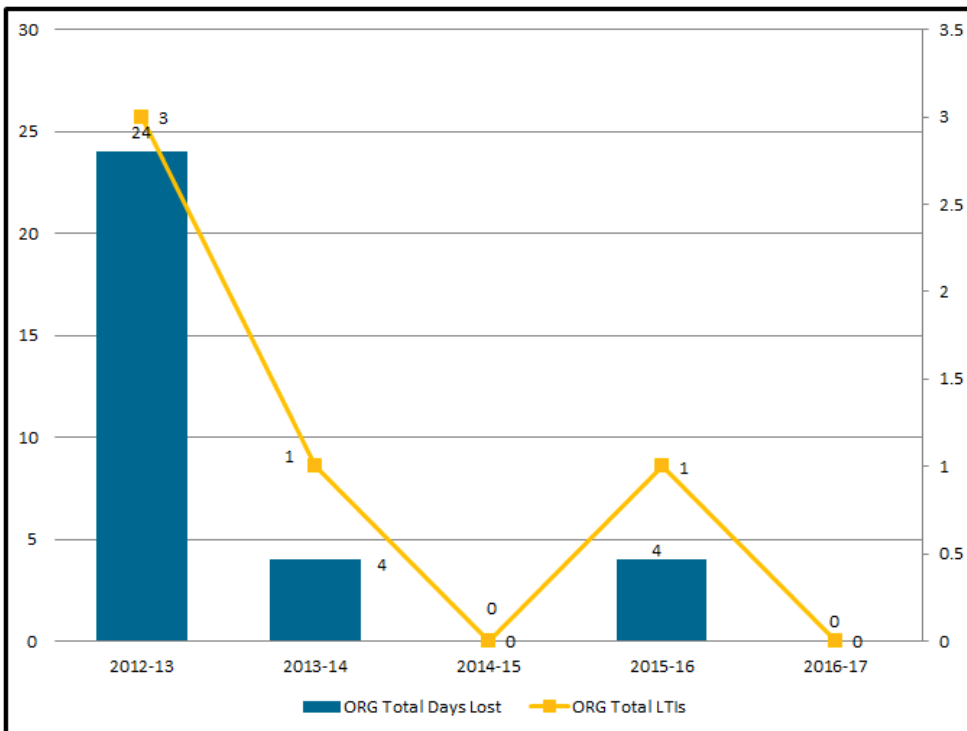
2.1 Incidents and Injuries



There were no incidents recorded during May.

For 2016-17 year to date, there have been no lost time injuries, which is a very positive result.

2.2 Lost Time Injuries & Days Lost



There have been no LTI's recorded so far for the 2016-17 financial year.

Department	2012-13		2013-14		2014-15		2015-16		2016-17	
	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Assets										
Finance	1	19	1	4						
SSC							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 Recordable Injuries (TRI)	Incidents that result in a Lost Time Injury (LTI), Suitable Duties Injury (SDI) and Medical Treatment Injury (MTI)

2.3 Key Activities

Description	Program
Consulted with Artspace staff to investigate working at height safety issues. This included the purchase of new platform ladders and an elevated work platform (EWP), to replace existing equipment. This will make work much safer, ensure legal compliance and improve storage solutions. Training in the safe use of the EWP will be provided.	G&S
Consultation was undertaken with Program Managers to develop the 2017/2018 Monthly Action Plans (MAPs). Included in this process was a review of the delivery of 'Take 5' training, and planned introduction of Toolbox talk template.	G&S
Arranged training and servicing of 'Quik Spray' spraying equipment. This equipment is utilised by the following Programs: <ul style="list-style-type: none"> • Parks, Environment and Sustainability. • Health and Regulatory Services (Vector control). 	G&S
Supported Sarina Sugar Shed in ongoing review of WHS risks, including: <ul style="list-style-type: none"> • The development of risk assessments. • Development of high level risk register. • Conducting air monitoring to determine gas levels within the milling and distilling areas. 	G&S
Supported Water Treatment staff at the Sarina Water Recycling Facility to develop working at height safety solutions to safely enable the removal and maintenance of membrane filters. This included: <ul style="list-style-type: none"> • The installation and certification of anchor points. • The purchase of PPE including harnesses and lanyards. • The development of safe work procedures. 	G&S

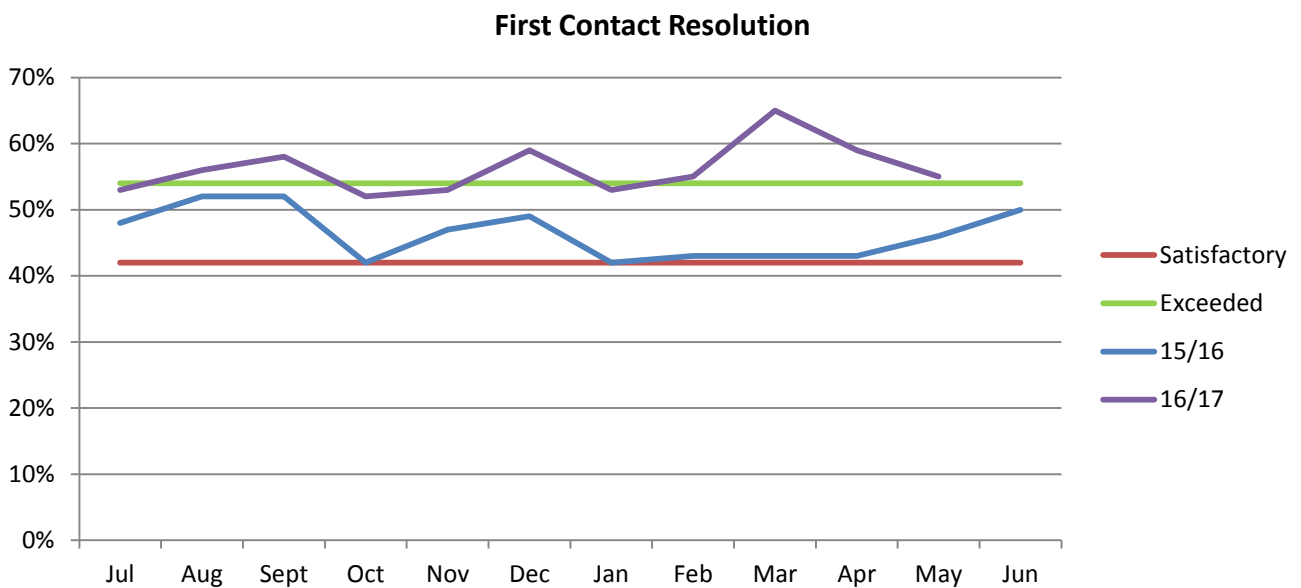
3. CUSTOMER SERVICE

3.1 External Customer Services

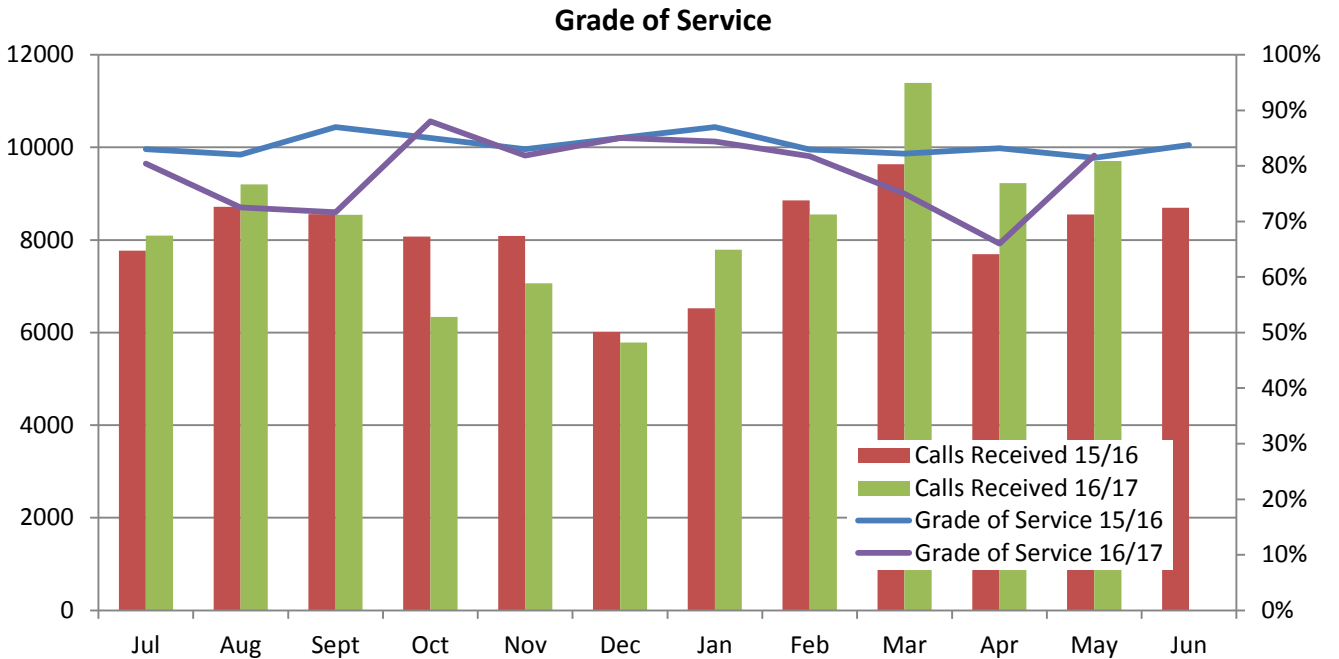
KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
First Contact Resolution (FCR)	The percentage of external customer enquiries that are resolved at the first point of contact.	< 42%	42-54%	< 54%	55%
Grade of Service (GOS)	The percentage of customer calls that are answered within 60 seconds across the NAS team.	< 80%	80-85%	> 85%	82%
Abandoned Calls	The percentage of customers that abandon their call before being served.	> 6%	4.5-6%	< 4.5%	3.35%
External Customer Satisfaction	A measure of customer satisfaction as reported by the end of call survey	< 80%	80-85%	> 85%	96%
Customer Request Completion	Service requests resolved within corporate standard timeframes	< 80%	80-85%	> 85%	95%

KPI Graphs and Commentary

First Contact Resolution: FCR results remain high, with 55% of customer queries resolved at first contact in May.

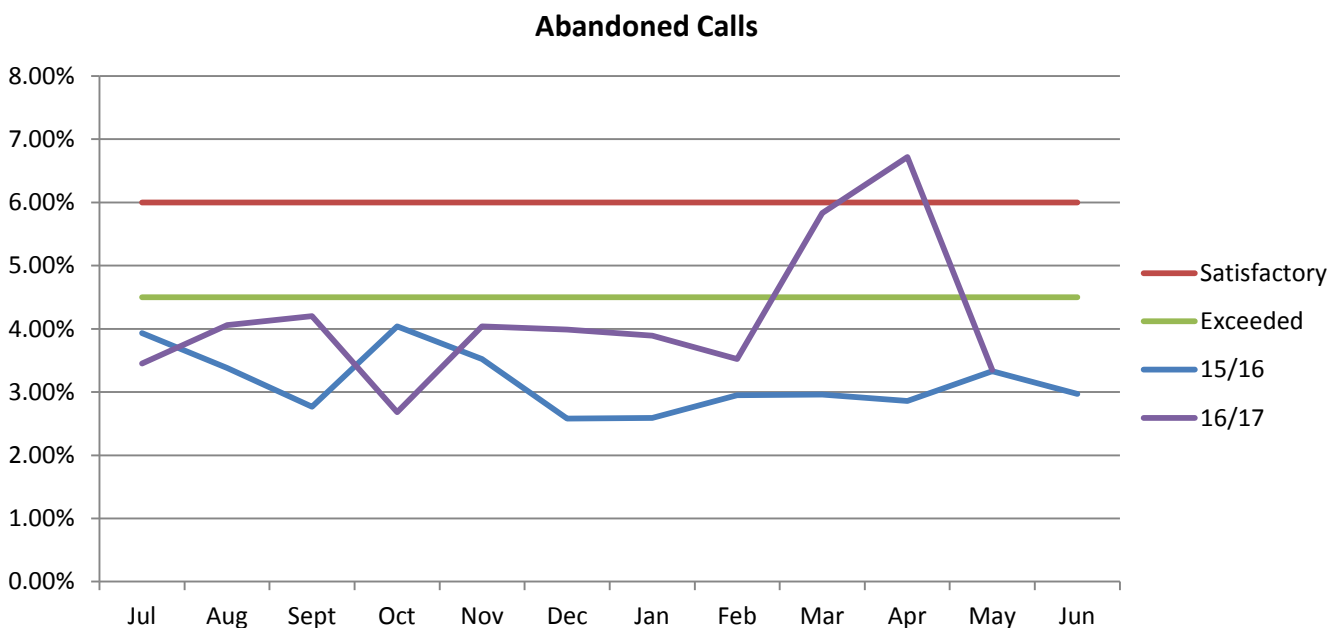


Grade of Service: A total of 9,703 calls were received in May, averaging 422 per day (compared to 542 per day in April). The call volumes were largely steady throughout the month, however were influenced by the animal registration renewal notices received in the last week of May which resulted in increased volumes for this work type.



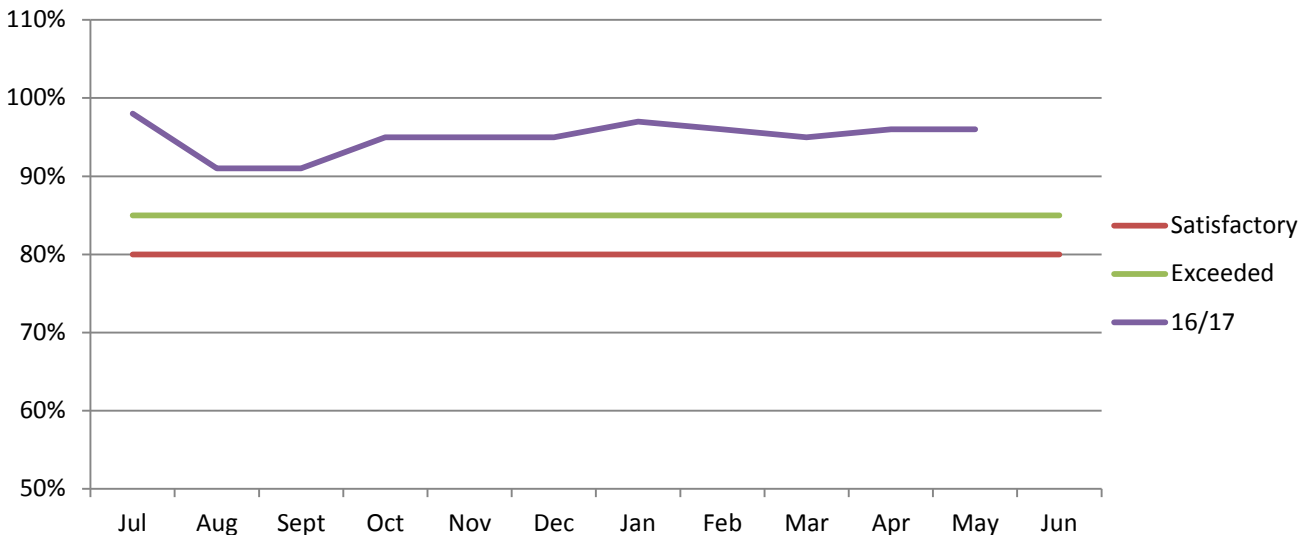
** Note: The measure changed in October 2016 to % of calls answered within 60 seconds. The months prior represent the past measure of % of calls answered within 20 seconds.*

Abandoned Calls: The volume of overall abandoned calls decreased, back in line with target, with 325 calls abandoned, representing 3.3% of all calls. This was a decrease from 6.72 % calls in April. The call back take up rate remained low at 1.6% as the Average Speed of Answer was just 1 minute 28 seconds.



External Customer Satisfaction: The volume of surveys remained consistent in May with a total of 331 completed, compared to 337 in April. To ensure focus remains around seeking this valuable feedback from our customers, a KPI on volume of monthly surveys completed will be introduced for individual call centre officers from 1 July 2017.

External Customer Satisfaction - End of call survey



Customer Request Completion: Shared Service Centre (SSC) request volumes increased slightly in May, averaging 24 per day, compared with daily volumes in April (21 per day). Resolve times remaining consistent at 95% for May (94% in April). MRC request volumes also increased, up by 21 per day, with resolve times remaining consistent at 75% (74% in April).

	Lodged	Resolved within SLA
MRC Total	4069	75%
SSC	561	95%

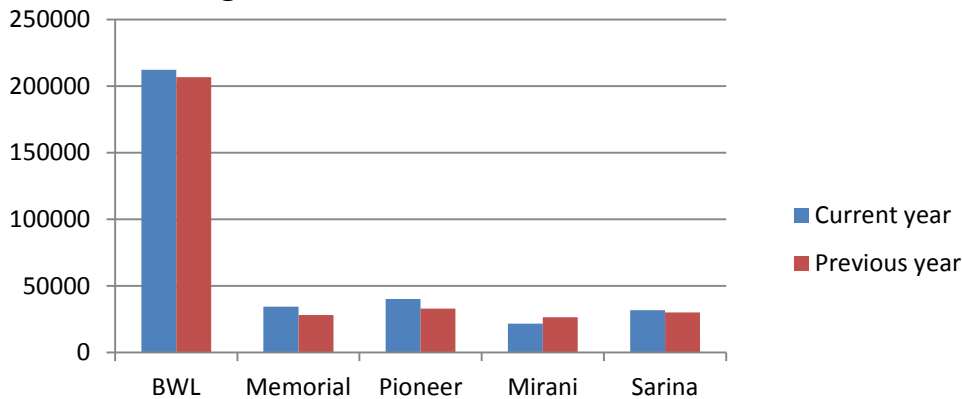
Requests where a SCC officer is responsible for actioning the request made up 14% of all requests in May.

MRC Top 5 Pathway requests Lodged May 2017	Volume	% of total requests
Replace wheelie bin	238	5.8%
Change of mailing address	232	5.7%
Water - Leak (Public Area)	230	5.7%
Roads - General	189	4.6%
Repair wheelie bin	183	4.5%

The top 5 request types lodged in May remain consistent with prior months.

3.2 Aquatic Facilities

Attendance Figures



Pioneer Pool experienced an increase in the 12 months to date with several school events held at the facility.

Sarina Pool produced another record 12 month patronage.

Unfortunately Mirani Pool failed to reopen post cyclone for the remainder of the season due to issues sustained.

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%	69%
Service Request Resolution	Percentage of service requests resolved within corporate standard timeframes	80%	80-85%	85%	79%
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 (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
Tier 1 Systems – Applications Availability	Refer to the table under 'KPI Commentary' section below for detail on which systems are included in each tier.	< 95%	95-98%	≥ 98%	99.99%
Tier 2 Systems – Applications Availability		< 95%	95-98%	≥ 98%	100%
Tier 3 Systems – Applications Availability		< 95%	95-98%	≥ 98%	100%

KPI Commentary

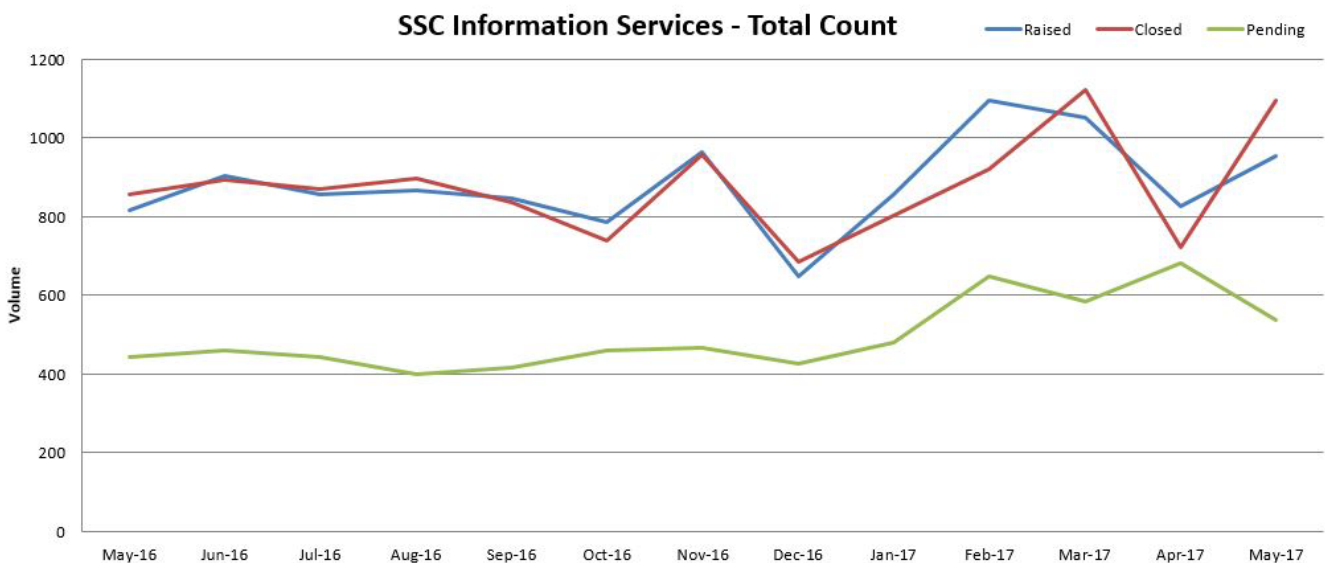
Incident and Service Request Metrics: During May, significant effort was directed to reducing backlog requests and fixing internal processes around this. This focus had the known result of impacting KPIs as can be seen above, however did not impact on customer satisfaction, with results remaining high as noted in the Internal Customer Satisfaction section below.

Significant effort in addressing failing process has been implemented throughout May with clear focus given to ensure the following:

- A clear understanding is now in place regarding what constitutes 'backlog' vs 'work-in-progress' (WIP). Reporting provided to date has been interpreted as the 'pending' requests being an indication of the 'backlog', which is incorrect. The pending requests are made up of both WIP and backlog.
 - WIP – complex support requests (incident and service) that are within service level agreements (SLA's) and simple support requests (incident and service) open on day of raising.
 - Backlog – complex support requests (incident and service) that have exceeded service level agreements (SLA's) and simple support requests (incident and service) remaining unresolved after day of raising.
- Effort is directed towards reducing backlog whilst ensuring that minimal WIP transitions do not become additional backlog.

The below graph identifies the Raised Vs Closed and Pending requests, in line with past months. This will be updated in the new financial year, to display WIP and backlog rather than pending.

As can be seen from the graph below, the volume of closed requests spiked during May, due to the effort placed around closing out backlog requests. The volume of pending requests therefore also decreased. Overall, the volume of requests raised increased, due to the number of working days within May, when compared to April.



The below table shows the actual volume of requests as depicted in the above graph, however also shows the volume of both WIP and Backlog requests as at the end of May. This data is not available for prior months as it is not possible to retrospectively work out what volume of pending requests can be attributed to each category.

The table shows that the volume of WIP and Backlog requests are virtually the same.






IT Requests	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Raised	818	904	872	866	846	786	966	650	856	1095	1052	828	953
Closed	856	895	880	899	838	739	958	687	804	922	1124	722	1097
Pending	442	462	442	400	416	461	467	428	480	648	583	683	538
WIP													277
Backlog													261

Internal Customer Satisfaction: During the month of May 492 survey responses were received, which represents 58% of the requests and incidents lodged.

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

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

3.4 Key Activities

Activity	Program	Timeframe	Comments
Recruitment	SSC		<u>Call Centre</u> <ul style="list-style-type: none"> One of our team members was successful in obtaining a Team Leader position within the Call Centre. Great to be able to fill this role internally. A decision was made to split the FT role into 2 x PT roles to provide increased flexibility to the Call Centre. 108 applications were received to backfill these positions, with final appointment stages underway. <u>Recruitment</u> <ul style="list-style-type: none"> 2 x maternity leave positions within the Recruitment team were advertised and received approx. 40 applications. The final appointment stages are underway, with 2 strong external candidates successful.
Pensioner eligibility for 2018-01 period	SSC		<ul style="list-style-type: none"> Approximately 60 letters have been issued to people who were previously eligible for the pensioner discount but have been confirmed as no longer being eligible, or whose eligibility could not be confirmed.
Animal Registration Notices	SSC		<ul style="list-style-type: none"> Approximately 20,300 animal registration renewal notices were issued in May, with a due date of 31 July 2017.
Print Contract Tender	SSC		<ul style="list-style-type: none"> SSC team members assisted with the tender panel selection process for the printing and distribution of animal, rates and water notices, and will play a key role in transitioning to the successful vendor.
Planning Scheme Support	SSC		<ul style="list-style-type: none"> SSC team members have played a key role in updating corporate systems in readiness for the new planning act which goes live from 3 July 2017.

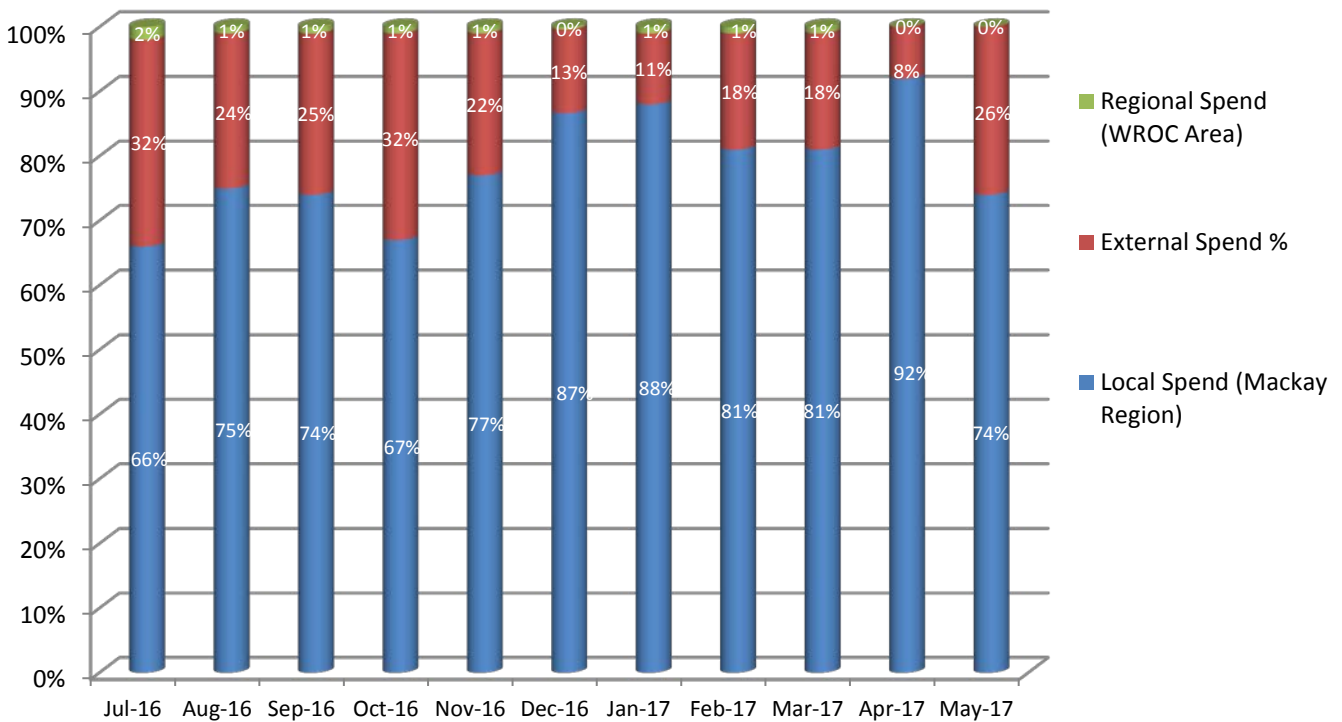
3.5 Procurement Services

Activity	May 2016	May 2017
Purchase Orders (PO) Raised	858	885
Line Items in POs	2351	2294
POs Received	1042	1209
Line Items in POs Received	4128	6096
Invoices Processed	3549	4159

Request for Quotes Issued	-	16
Tenders Issued	-	10
Tenders Awarded	-	0
Quotes Awarded	-	14

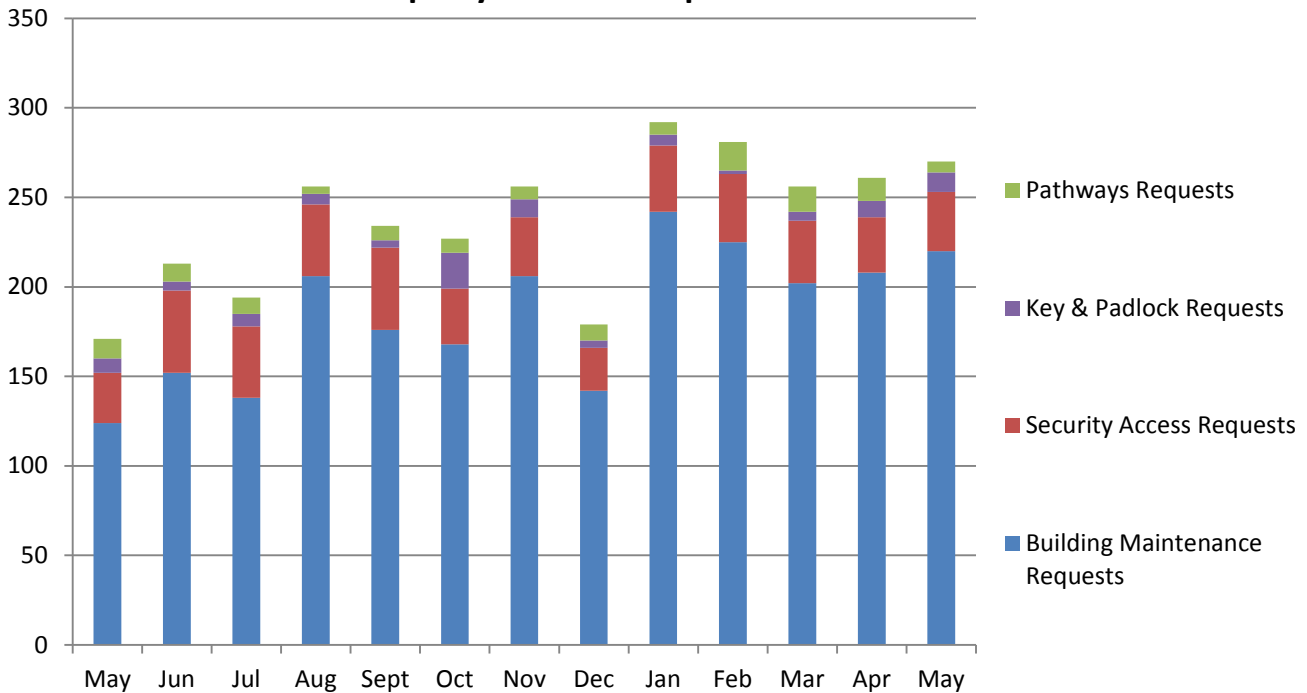
Area	Monthly Amount May 2017	Monthly %	FYTD Amount	FYTD %
Local Spend (Mackay region)	\$6,838,972	73.79%	\$245,107,525	76.47%
Regional Spend (WROC area)	\$ 30,277	.33%	\$ 1,332,985	.42%
External Spend	\$2,397,917	25.88%	\$ 74,073,859	23.11%

Area Monthly Spend %



3.6 Property Services

Actioned Property Services Requests








Breakdown of Building Maintenance Requests Actioned - May 2017	Volume	% of total requests
Electrical	56	25.45%
Repairs	56	25.45%
Miscellaneous	55	25.00%
Plumbing	41	18.64%
Air conditioning	11	5.00%
Safety & Legislation	1	0.45%

Of the total number of Building Maintenance Requests received for the month of May (220), the top 3 requests related to Electrical, Repairs (including fencing, doors/locks/hardware, fixtures/fittings) and Miscellaneous (including security, consumables, cleaning).

4. PEOPLE AND CULTURE

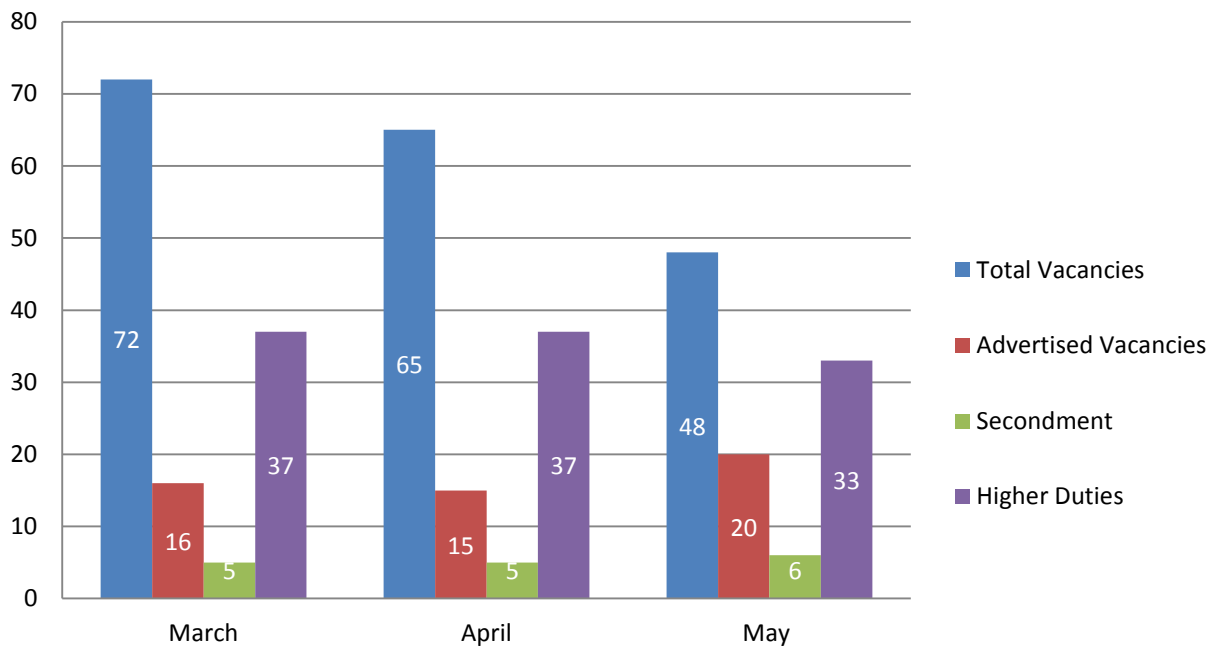
4.1 Key Activities

Activity	Program	Timeframe	Comments
EBA Negotiations	P&C		<p>The most recent SBU was conducted on 31 May-1 June. A DRAFT Agreement was presented by Council as a part of moving the bargaining to a point where definitive positions on all logs of claims was made. That process will delay any Agreement being completed before 30 June 2017.</p> <p>The next SBU is planned for 21 June and it is planned to complete the logs of claims positions process at this SBU.</p>
Training	P&C		<p>Council was successful with three finalists in the 2017 Queensland training Awards with the winners announced on 15 July:</p> <ul style="list-style-type: none"> • Apprentice of the Year: Nicole Bourne • VET Student of the Year: Jade Crawley • Large Employer of the Year
Organisational Cultural Strategy	P&C		<p>The newly revised Organisational Culture Strategy has been presented to all Program Managers for feedback and comment before implementation.</p> <p>It builds upon previous activities whilst adding new elements to positively build the business culture as described in the Corporate Plan.</p>
P&C Strategy	P&C		<p>The newly revised People and Culture Strategy has been presented to all Program Managers for feedback and comment before implementation. Key elements include:</p> <ul style="list-style-type: none"> • Workforce planning • Succession planning • Recruitment and selection • Employee services processes • Employee Value Proposition
Health and Wellbeing Strategy	P&C		<p>The newly revised organisational Health and Wellbeing Strategy has been presented to all Program Managers for feedback and comment before implementation.</p> <p>P&C is working closely with the Community and Lifestyle Program as well as the Governance and Safety Program given the overlap of many proposed initiatives.</p> <p>The four themes of the strategy are:</p> <ul style="list-style-type: none"> • Physical health • Mental health • Social health • Financial health

4.2 Staff Contingent

Status	OMC	ECI	DS	CCS	OS	TOTAL	Prev. Mth.
Full Time	7	370	167	109	178	831	830
Part Time	0	9	7	25	31	72	73
Apprentice/Trainees	0	5	13	7	11	36	36
Temp	0	3	8	8	10	29	28
Casual	0	5	12	91	4	112	108
TOTAL EMPLOYED	7	392	207	240	234	1080	1075
Vacant	0	17	6	10	7	48	65
TOTAL	7	409	213	250	241	1128	1140

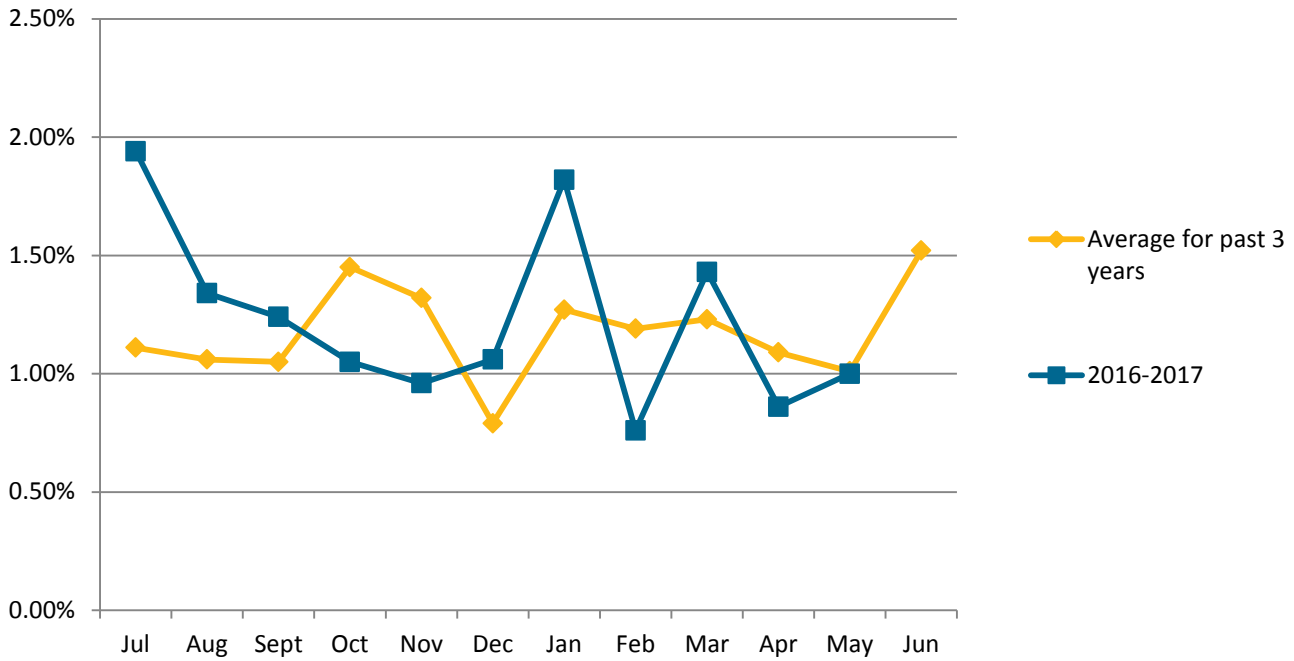
Position Occupancy as at May 31 2017



As of 31 May there were 31 positions across Council that were actively being recruited to either through external or internal recruitment and selection processes. The total current vacant positions are 48 and the remainder of those roles are filled via secondments or higher duties or pending decisions on whether to fill or not.

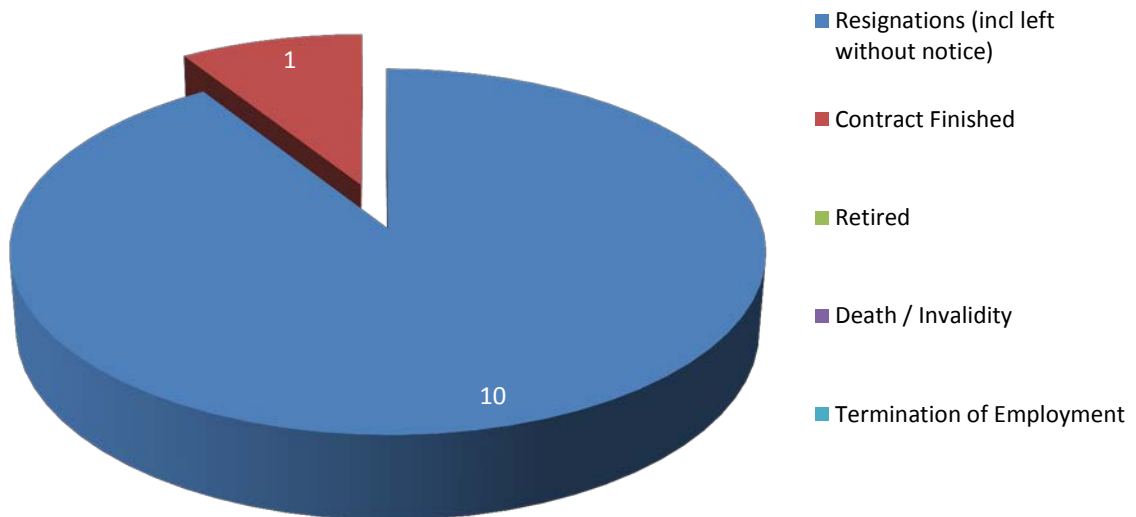
This part of the report is currently being redesigned and will be finalised when the CHRIS21 upgrade is completed 8-12 June 2017.

MRC Turnover



Monthly rolling average turnover was 1% as at May 2017. For future reports, starting as at 30 June, there will be a 12 month moving average figure as well which reflects typical industry benchmarks for this type of data.

Separations for May 2017



Eleven employees separated from MRC during the month of May due to either resignation or their contract ending.

5. FINANCIAL PERFORMANCE

5.1 Summary Financial Position

(in \$ '000)	YTD Budget	YTD Actual	Variance
Total Revenue	241,784	242,920	1,136
Total Expenses	146,861	148,013	1,152
Operating Surplus (BID)	94,923	94,907	(16)
Depreciation	67,179	67,179	0
Interest	8,875	8,866	(9)
Net Operating Surplus	18,869	18,862	(7)







Operating revenue is currently ahead of interest revenue, being higher than forecast, and grant funds being received that were not budgeted for. Offsetting this, expenses are currently reporting over budget due to unanticipated expenditure being incurred in relation to TC Debbie. This expenditure will be partially offset by additional income in future periods.

5.2 Financial Ratios



















	YTD	Target
Operating Surplus %	7.8%	0% - 10%
Interest coverage %	2.2%	0% - 5%
Net financial liabilities %	6.1%	< 60%
Current ratio	4.3	Between 1 and 4
Asset sustainability %	37.6%	> 90%
Capital expenditure ratio	0.79	> 1.1 times

During the financial year the ratios are distorted due to the timing of payments and the recognition of revenue. These ratios will adjust during the year to better reflect targets.

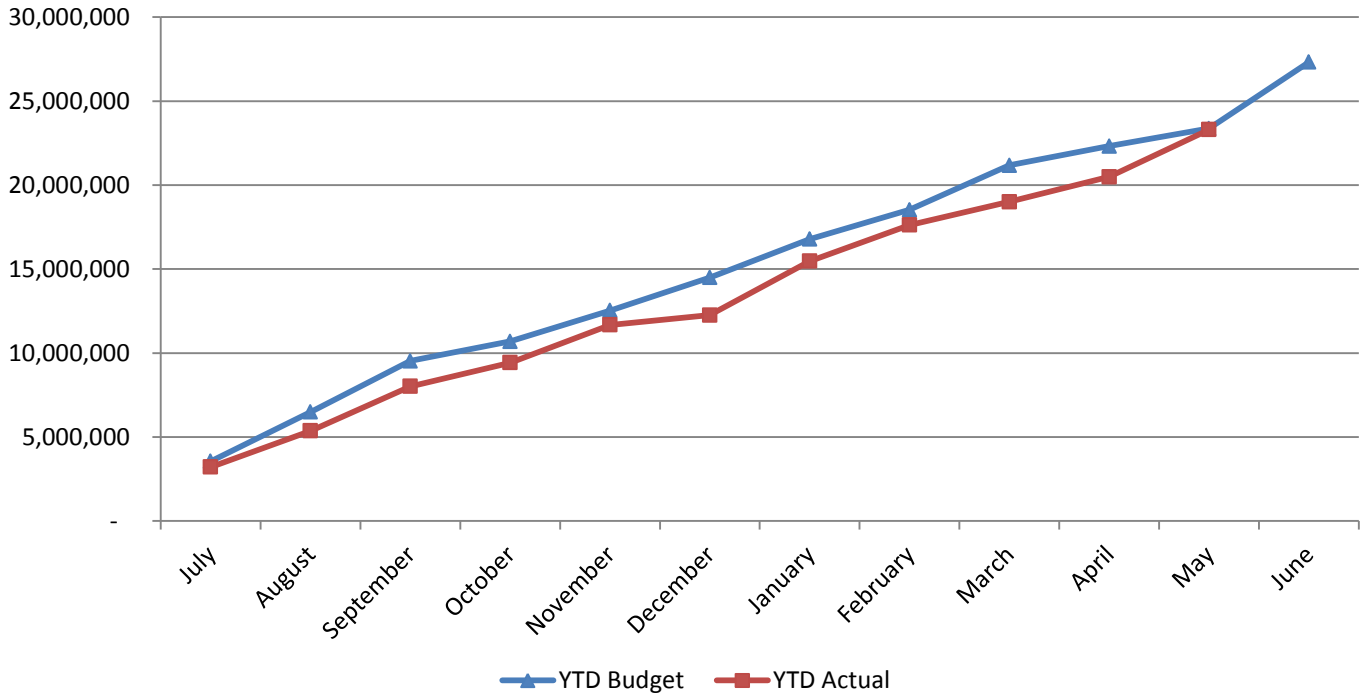
The asset sustainability ratio is not forecast to reach target due to council's relatively new asset base, resulting in a low risk of requiring significant spends on renewals.

 % Variance from YTD Budget
 Actuals more than 10% over YTD Budget
 Actuals between 5% and 10% over YTD Budget
 Actuals between 5% over and 10% under YTD Budget
 Actuals between 10% and 50% under YTD Budget
 Actuals more than 50% under YTD Budget

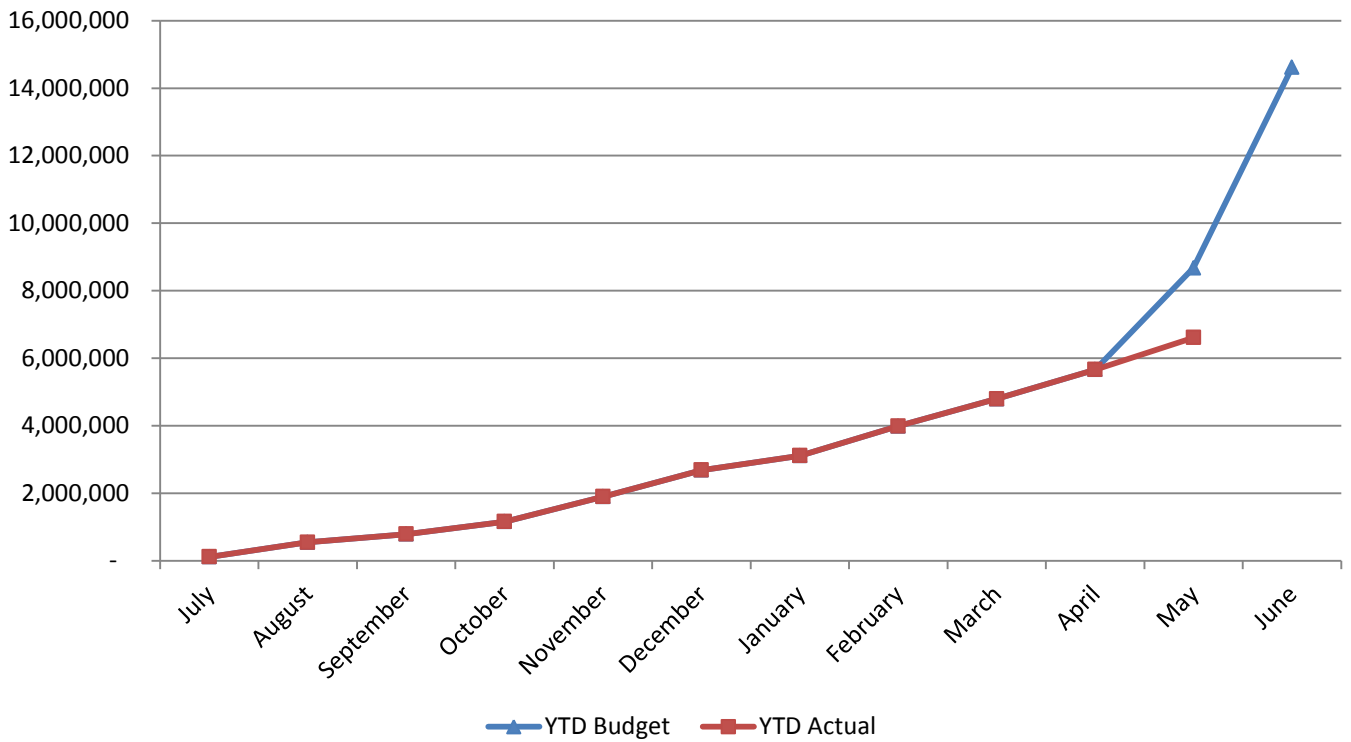
5.3 Program Financial Position

<u>Operating Result</u>	<u>AMD Budget</u>	<u>YTD Budget</u>	<u>YTD Actual</u>	<u>YTD Variance</u>	<u>%</u>	<u>Comments</u>
3.01 - Organisational Services Management	443,858	428,260	320,104	(108,155)	75%	 Expected underspend to EOFY result.
3.02 - People & Culture	1,674,823	1,526,326	1,284,723	(241,603)	84%	 Some underspend in contingent costs for IR and investigations.
3.03 - Financial Services	2,665,297	1,912,634	1,866,979	(45,655)	98%	 Budget on schedule noting some timing difference in the payment of audit fees and printing of water notices.
3.04 - Procurement & Plant	(4,878,575)	(4,933,447)	(3,187,263)	1,746,184	65%	 Some variance due to internal plant hire recovery. End of financial year commitments to payment to also be considered.
3.06 - Governance & Safety	3,320,292	3,082,365	2,989,804	(92,561)	97%	 On Track.
3.07 - Asset Management	1,072,584	944,793	848,962	(95,830)	90%	 Valuation was expected to be paid in May, will now be paid in June and represents the majority of nonwages component of this budget.
3.11 - Property Services	8,160,097	7,286,777	6,856,237	(430,539)	94%	 End of year Result will be enhanced by payment of commitments.
3.15 - Works For Queensland Funding Project	-	(433,000)	(693,820)	(260,820)	160%	 Year end adjustments will see a return to budget.
7.01 - Shared Services Centre Management	3,252,001	2,411,519	2,511,934	100,415	104%	 On Track.
7.02 - Shared Services Centre Employees	8,240,789	7,433,514	7,176,708	(256,806)	97%	 On Track.
7.03 - Shared Services Centre Information Services	4,088,094	3,711,669	3,323,746	(387,923)	90%	 Majority of remaining budget will be utilised within June.
TOTAL OPERATIONAL	28,039,260	23,371,409	23,298,114	(73,294)	100%	 On Track.
3.04 - Procurement & Plant	7,983,877	5,472,591	3,891,496	(1,581,095)	71%	 Majority of plant replacement ordered, waiting delivery. Some items not expected until into the new FY.
3.07 - Asset Management	5,610	2,438	2,438	-	100%	 Completed
3.11 - Property Services	1,776,330	701,923	750,530	48,607	107%	 Design delays have extended construction period of 3 larger projects.
3.15 - Works For Queensland Funding Project	1,895,554	635,755	410,383	(225,372)	65%	 Year end adjustments will see a return to budget.
7.03 - Shared Services Centre Information Services	2,831,130	1,858,223	1,557,209	(301,014)	84%	 FY forecast shows we'll achieve full use of budget.
TOTAL CAPITAL	14,492,501	8,670,930	6,612,055	(2,058,875)	76%	 Excluding plant replacement, expected to return to close to budget by EOFY

Operating Result



Capital Expenditure



Total Capital spend for 2016/17 is predicted to be around \$11.6M. An additional \$1.3M will be spent in 2017/18 due mainly to the late delivery of some major plant items and delays in works for the Old City Library.

5.4 Key Activities

Activity	Program	Timeframe	Comments
Budgets & LTFF	Finance	★	Briefings on the 2017/2018 budget were held with Councillors in May. Finalisation of the budget and associated reports is well underway, with the proposed budget scheduled for adoption in June 2017.
Statutory Reporting	Finance	★	The monthly strategic financial report for April was presented to council in May.

6. BUSINESS IMPROVEMENT













6.1 Business Improvements

Description	Program	Timeframe	Comments
Enterprise Risk Management (ERM) Review	G&S	★	<p>Councillor feedback from the new Strategic Risk Register is being compiled and will be reflected in the Strategic Risk Register.</p> <p>The new strategic risk report is nearing completion with the target setting activity commenced in April now complete. This new report will be presented to the Audit Committee in July.</p> <p>Process development and compilation of the supporting framework and documentation continues. This work will help to inform further investigations with Information Services regarding the availability of relevant technology to support ERM processes.</p>
Policy Review Project	G&S	★	The Policy Review Project is continuing with the aim to have all outstanding policies in a review process by the end of the financial year.
Safety Systems Streamlining Project	G&S	★	<p>This project aims to rationalise and streamline the safety documentation and processes currently managed through the Integrated Management System and SafePlan systems. Project planning for this initiative is nearing completion with a draft project plan, risk management plan, schedule and reporting regime prepared in preparation for internal review next month.</p> <p>Additionally, planning for the first project deliverable, <i>current state assessment</i> has commenced with a view to be complete throughout the month of July.</p>








7. PROJECTS








7.1 Internal Projects

OPEX Projects


Project	Program	Budget	Timeframe	Comments
Bridge and Culvert Audit	AM			Roads Asset owner is developing the methodology for data collection which will inform the final touches to the audit tool in the register.
Asset Valuation Planning	AM			Buildings Valuation was due from the Valuer on 31 May. The work is now completed and the report is being finalised.
Flood Mitigation and Stormwater Strategy	AM			The linework for Mackay West and South continues and will be completed by 30 June.
Asset Management Plans	AM			Asset Management Plan training is finishing up and will report on the completed plans next month.
Holistic Asset Management	AM			Asset Management Gap Analysis to commence 13 June.
Air Conditioning and Cleaning Tenders review	PS			Air conditioning documentation under review prior to release. Cleaning tender under review.

7.2 Capital Projects

Project	Phase	Project % Completion	Budgeted Project Cost \$	Actual Spent \$	Time	Comments
Office refurbishments for 42 Wellington Street and Gordon Street	42 Wellington Street complete. Gordon Street offices to be constructed.	95%	\$339,428	\$283,428		Only solar tinting and frosting of new office windows to complete. Solar tint will commence works on the weekend starting the 10 June and will be completed the following weekend.
City Library re-development.	Old City Library Tender	25%	\$667,350	\$47,200		Fergus Builders Pty Ltd have been appointed and works commenced on 12 June with an expected build time of between 12 and 15 weeks.
Council car parking	Design and consultation	80%	--	-		Property Services are looking to complete these works on the weekend of the 16 June (weather permitting). Staff will be notified prior to the works proceeding and will be asked to keep the designated parks clear of vehicles.
Gordon White Library office refurbishment	Complete	100%	\$102,000	\$102,225		Complete
Artspace shop and gallery upgrade	Complete	100%	\$159,085	\$159,085		Complete
Senior Citizens Building Replace BOWS & recertification of building	Construction	10%	\$21,916	-		Equipment being manufactured prior to installation.
SES Facility at Ness Street	Tender	15%	\$586,010	\$84,800		Project out for tender – closing date 13 June.




Project	Phase	Project % Completion	Budgeted Project Cost \$	Actual Spent \$	Time	Comments
Heritage Asset Management Plan for the Greenmount Homestead	Construction	85%	\$27,000	\$17,010		Heritage Asset Management Plan completed, minor rectification.
Sarina depot wash bay	Evaluation	20%	\$909,536	\$18,720		Tender closed, submissions under evaluation. Cost efficiencies being sort.
Mirani depot wash bay	Evaluation	20%	\$524,203	\$44,142		Tender closed, submissions under evaluation. Cost efficiencies being sort.
Removal of number 5 and 7 Goldsmith Street houses	Council approval	30%	\$24,000	\$109		Ergon has removed the power supply and meters. PO will be placed for plumbing contractor to terminate the water and sewage connections. Contracts have gone out for quotes and have been received. Contracts are seeking some clarification on one of the submissions and will receive this on 12 June.
Ness Street Depot dilapidation report	Complete	100%	\$16,000	\$9,600		Complete
MECC electrical boards	Construction	80%	\$50,500	\$32,736		Nearing completion, final electrical boards under installation.
Plant Replacement Program	Ongoing	66%	\$9,728,598	\$3,891,496		Majority of plant replacement ordered, waiting delivery. Some items not expected until into the new FY.

Project	Phase	Project % Completion	Budgeted Project Cost \$	Actual Spent \$	Time	Comments
ECM / Finance 1 Ci Anywhere Enterprise content management system and financial system upgrades to enable functional improvements in integration and mobility.	Implementation	51%	\$901,080	\$562,748		User Acceptance Testing second round planned for completion by 15 June 2017. Issues identified from first pass are addressed with exception report delivered and approved for a revised delivery date of 31 July 2017. Production load performance testing planned for completion 28 June 2017. eLearning and classroom training underway with business representatives performing ongoing training function (train the trainer).
Firewall Phase 2	Implementation	95%	\$215,452	\$165,816		F5 network device (security and accessibility improvements phase of Firewall implementation) testing underway with failover testing due for completion 9 June 2017.
Exchange Online Movement of email to industry standard provision, offering improved, secure mobile access.	Implementation	80%	\$376,383	\$270,671		Exchange Online environment has been built and configured, with testing completed on test user accounts. A pilot group of users has been migrated to exchange online. Acceptance testing continuing. Bulk user migration to exchange online is scheduled to commence 7 June 17
Skype for Business Full implementation will provide the following: <ul style="list-style-type: none"> • Instant Messaging • Presence (ability to identify and notify whereabouts and accessibility of staff, controlled by the individual) • Video conferencing capability 	Implementation	20%	\$66,850	\$2,271		Design and implementation plans delivered. Deployment and pilot implementation due for delivery 15 June 2017.

Project	Phase	Project % Completion	Budgeted Project Cost \$	Actual Spent \$	Time	Comments
Windows 10 Standard Operating Environment / Internet Explorer 11 / Office 2016 Movement to industry standard provision and improvements in security and corporate application integration.	Implementation	Windows 10 50% IE11 95% Office 2016 90%	\$20,000	\$18,300		<p><u>Windows 10</u> Standard operating policies build completed.</p> <p><u>IE11</u> IE11 has undergone extensive testing, initial pilot group testing started with the IS team consisting of 15 users, this was followed by an additional 100 test users including 76 who have also been deployed O365.</p> <p>Firewall and proxy changes required to meet targeted improvements in security were rolled out to all Wellington Street users on 29 May and all MRC users on 5 June. This is a prerequisite to IE11, O365 and Exchange Online.</p> <p>IE11 will be deployed to all users between 8 June and 12 June. A work around for the known Near Point email archive issue will be deployed with the roll out. Communications regarding this change commenced on 2 June and will conclude following the successful roll out to all users.</p> <p><u>Office 2016 (O365 Click to Run)</u> Pilot test rolled out to 76 users across council departments – 3 minor issues currently in rectification. Pilot testing will conclude 6 June. Progressive roll out to departments/geographical locations commencing 14 June 2017 with planned full cut over to all by 14 July 2017.</p>

8. REGULATORY COMPLIANCE

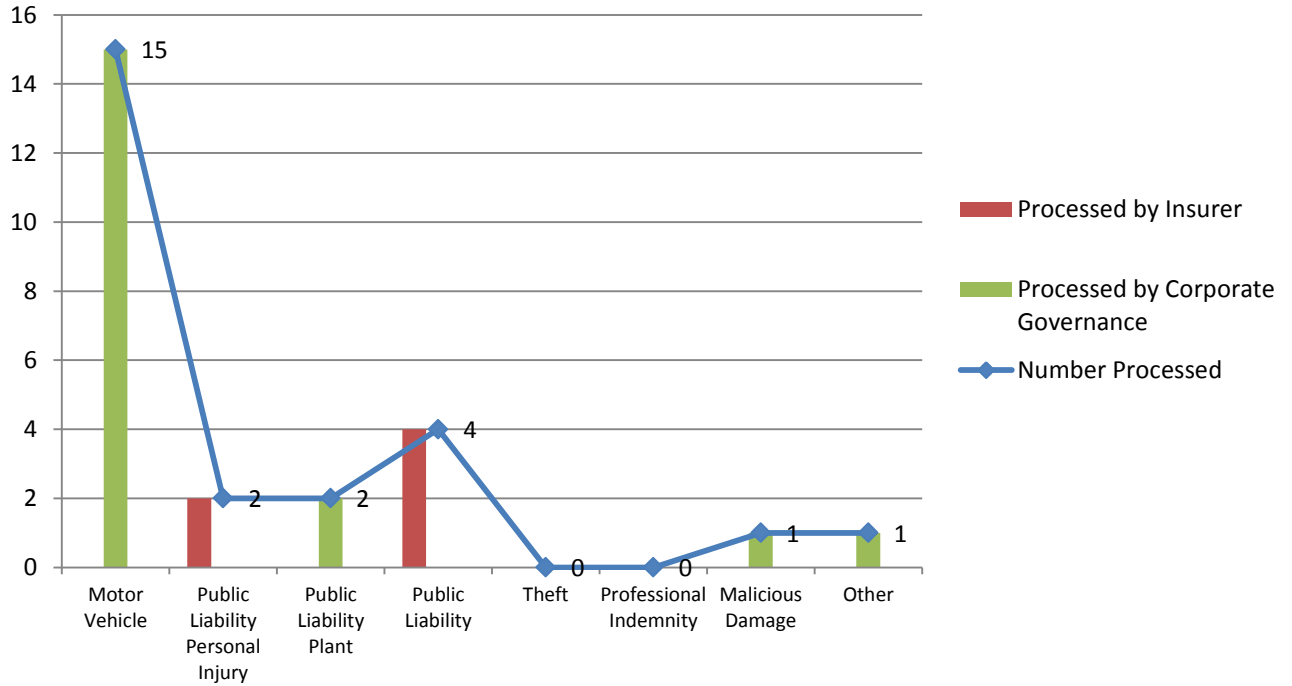
8.1 Financial Compliance

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	

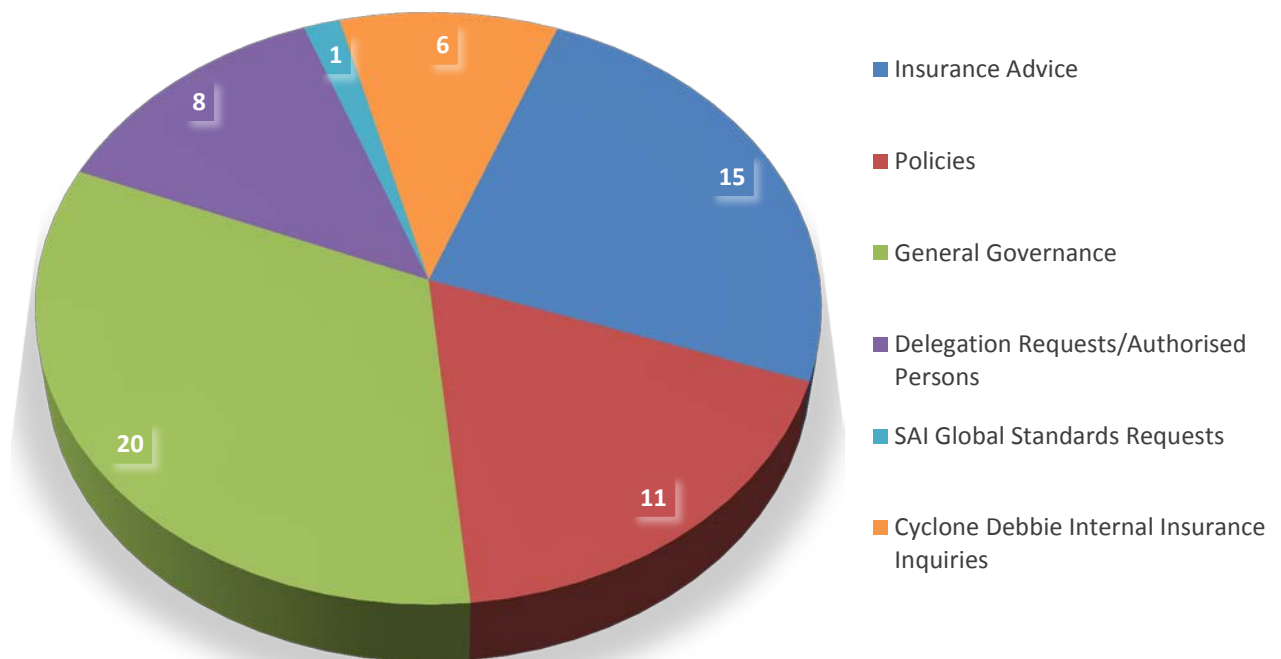
8.2 Corporate Governance

Activity	Program	Comments
Right to Information	G&S	<ul style="list-style-type: none"> 2 RTI Applications received during May: <ul style="list-style-type: none"> – 1 in relation to building and DA information. – 1 in relation to Environmental Reports. 3 RTI Application were finalised during May: <ul style="list-style-type: none"> – 1 in relation to a dog attack; – 1 in relation to development application in Jackson Street; – 1 regarding a footpath in Sydney Street.
Policy reviews	G&S	<ul style="list-style-type: none"> 5 Administrative Policies and 3 Council Policies were reviewed during May and will be presented to SLPT and Council in June for approval.
Corporate Governance Investigations	G&S	<ul style="list-style-type: none"> 2 internal reviews received for investigation during May, both of which related to insurance decisions.
Cyclone Debbie Insurance Claim	G&S	<ul style="list-style-type: none"> Liaison between the Insurance Loss adjusters and Brokers continue with respect to the Cyclone Debbie Insurance Claim. All Property Service quotations and quotations for the fencing at the Nebo Road Water Treatment Facility have been submitted to the Loss Adjuster for consideration and Approval. Corporate Governance is continuing to work with other asset areas collating information for the insurance claim.





Claims Processed during period May 2017



Governance Inquiries - May 2017















8.3 Internal Audit

Internal Audit Reviews Underway	Status	Time	Comments
Lease Management <ul style="list-style-type: none"> Review the management of leases to ensure compliance and identify potential inefficiencies 	In Progress		Fieldwork completed – Report being drafted.
Cyber Security <ul style="list-style-type: none"> Review adequacy of controls in place to identify, respond and recover from cyber security events. 	In Progress		The majority of fieldwork has been completed including two on site visits by the external IT auditor.
Major Venues <ul style="list-style-type: none"> Review of the systems and processes in place for the management of venues against better practice guidelines 	In Progress		The venue selected is the Sarina Sugar Shed. The review in progress with fieldwork scheduled to be complete by 30 June.
Legislative Compliance <ul style="list-style-type: none"> Evaluation of the adequacy of systems and procedures in place for the identification, notification and addressing of new/changed compliance obligations 	In Progress		Fieldwork in progress.
Other Internal Audit Activity	Comments		
2017/18 Internal Audit Plan	Information is being sourced to identify internal audit review areas for 2017/18. A draft plan will be submitted to SLPT in June.		

9. LAND & BUILDINGS

9.1 Building Maintenance

Description	Program	Budget	Timeframe
A full external clean of the main administration building has been completed.	PS		
New hard wood external doors have been fitted to the kitchen entrance of the MECC. These are hardwood doors which have been coated in paint, then coated with stainless steel all around to make them water proof, as opposed to the original MDF doors that were replaced.	PS		
New windows have been installed at the Midge Point Community Hall to replace the existing windows that were damaged during Cyclone Debbie.	PS		
Roof leaks have been repaired, as well as roof ventilators replaced at Sarina Sugar Shed.	PS		
Mirani Depot fence has been upgraded. This included the replacement of barb wire and several rusted/broken galvanised posts.	PS		
Damaged roof sheeting at 9 River Street (ex Skills Building) has been replaced to make building safe.	PS		

9.2 Land & Tenure

Description	Program
Meetings held with majority of stakeholders of Brewers Park regarding the expiry of their current licences on 31 December 2017.	PS
Encroachment - Slade Point - advices received that encroachment will be moved by private building certifier.	PS
Lease inspection - Rangers Football Club.	PS
Dealing with approx. 11 fencing matters.	PS
Reserve land project progressing well with over 700 reserves being identified so far (reserves for which Council is Trustee).	PS
The Dome; weekly meetings established with Property Managers to discuss marketing, prospective tenants and maintenance issues Current status: tenancies occupied - five (5) tenancies that have proposals by interested parties - three (3) tenancies vacant - five (5)	PS
The Land & Road Use Committee was not held in May due to staff absence	PS