Author: DIRECTOR CORPORATE SERVICES

Purpose

To review the Corporate Services Department Highlights and Significant Issues for the month ending 31 May 2010.

Background and Discussion

Highlights and Significant Issues for period are as follows:

DIRECTOR CORPORATE SERVICES

CORPORATE SERVICES MANAGEMENT

- Progress 2010/11 Budget - Various Meetings
- Alliance issues and meetings
- Long Term Financial Plan Review - Continuing
- Sustainable Futures Advisory Committee discussions including Solar Project
- Manager Information Services Interviews
- Various Project Meetings

WORKPLACE CONSULTATIVE COMMITTEE

- Health & Wellbeing Committee are progressing arrangements for Boot Camp, Tai Chi and Weight Watchers at Work Sessions for Staff.
- Women in Local Government Committee will be launching a Family Care Survey to all Staff to be able to provide a snapshot of organisational care needs both now and in the future, and will assist Council in identifying ways in which assistance may be provided.
- Reviewing Queensland Local Government Health Plan proposal.

EXECUTIVE MANAGEMENT- GOVERNANCE GROUP

GOVERNANCE

- Interim Community Planning Working Group established to draft scope of works for Council review.
- Local Laws review project ongoing.
- New format of Operational Plan being completed by Management Team.
- Implementation of Risk Management Framework commenced
**ASSET MANAGEMENT**

- Preparation for the 2010 audit is well underway
- Interim Audit starts on the 15th of June finishing on the 25th of June 2010
- The coordinator of the PIP’s program indicated his appreciation for the work undertaken by the asset management team at the last AM team meeting.
- Scoping project for new Asset Management System ongoing.

**INTERNAL AUDIT**

- Heavy involvement with the Corporate Services Business Improvement Team.
- Audit program ongoing.

**FINANCIAL SERVICES**

- 10/11 annual budget preparation continuing
- Long Term Financial Strategy continuing
- Fees & Charges collated for 10/11
- Water meter reading completed
- March Budget Review completed

**EXECUTIVE MANAGEMENT – ADMINISTRATION SERVICES**

**ADMINISTRATION**

- Sod turning ceremony attended on 4th May for Caneland Central expansion project.
- Interviews conducted during May for vacant Manager Information Services position.
- ULDA visit to Mackay hosted regarding Andergrove development, including discussion with relevant Council staff.
- Grants applied for during April on behalf of Council –
  - National Libraries of Australia
    Funding for 4 significance assessments for museums in Mackay region – Greenmount Homestead, Mackay Museum, Mirani Museum & Sarina Museum.
  - Queensland Country Credit Union
    Funding for parenting education workshops in Walkerston.
  - Arts Queensland
    Funding for assistance for delegates to attend the Regional Arts and Culture Conference Junction 2010 held in Launceston, Tasmania August 26–29.
  - State Council of River Trusts Queensland
### CUSTOMER SERVICE

- Pathway audit of the Customer Request Module and training held during week of 17 May 2010. An Audit Report is currently being finalised, for consideration by a cross-functional team.
- Council’s call centre upgrade is scheduled for week beginning 26 July 2010.
- All Council forms have been updated with an Information Privacy clause in preparation for the new legislation, which comes into effect on 1 July 2010. A new greeting message outlining Council’s commitment to information privacy principles has been recorded in readiness for the implementation date.
- A second meeting of the Business Improvement Reference Group was held. The primary focus will be on conversion of Council forms into interactive e-forms, to coincide with the privacy review. The Group is also progressing storage of forms on MiSite, which reduces the risk of having multiple versions of forms on the site.
- Customer Services undertaking a comprehensive review of the Parks Booking process in consultation with the Parks & Environment program. A set of Standard Conditions is being developed, together with new template documents.

### INFORMATION SERVICES

- Corporate Software Upgrades for Pathway, OrgPlus and Aurora, undertaken during May.
- Development Initiatives: Apple iPads delivered for field testing and mobile development plan started.
- Backup Software and Hardware plan tested, with allowance for Virtual Server requirements.
- Server Virtualisation Plan created, resources and timetable to be proposed and comment from stakeholders gathered. Infrastructure in place and training scheduled for June 2010.
- Archiving: Sarina Depot visited by Records Team – disposal and relocation of archive boxes in line with approved disposal schedule.

### PROCUREMENT & PLANT

- Contracts training held for 35 staff for Construction contracts and update on BCIPA legislation.
- Seven new tenders issued in May, seventeen tenders closed and under evaluation/negotiation and a further fifteen being drafted.
- Thirty nine contract payments for various projects were processed.
- Two ways linkage install completed with black spot issues rectified.
- High increase in uniform ordering and issue due to annual allowance period terminating.
**Human Resources**

<table>
<thead>
<tr>
<th>Monthly Statistics</th>
<th>01-Apr-10</th>
<th>01-May-10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Vacant Positions **</td>
<td>96</td>
<td>100</td>
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<tr>
<td>Requisition Lodged</td>
<td>26</td>
<td>28</td>
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<tr>
<td>Unfilled Open Requisitions</td>
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<td>46</td>
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<tr>
<td>Positions Filled</td>
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<td>35</td>
</tr>
<tr>
<td>Terminations</td>
<td>12</td>
<td>26</td>
</tr>
</tbody>
</table>

**Recruitment Monthly Statistics**

** Total vacant positions includes positions vacant due to leave such as Maternity Leave

- Mentoring Program – Currently now up and running, training to be held this coming week for Mentors and Mentees.
- Version 3 KIOSK now fully implemented and rolled out to staff, enabling on-line queries to be undertaken for payroll matters
- All HR staff undertook Privacy Policy Training this week, which comes into effect as of 1 July 2010.

**Corporate Communications**

- New Senior Corporate Communication Officer commenced duties – internal promotion for Corporate Communications Officer position
- Advertised for Marketing Officer position
- Provided daily assistance to ULGA conference – printed daily newsletter for conference and helped with Business Breakfast
- Over $1600 raised for Cancer Council through excellent work by Linda Mackenzie organising internal council raffle for staff – all gifts donated by local businesses
- Solid visitation of council website – 1.4 million hits
- Low numbers for e-newsletters – most averaging around 100 subscribers at present. Have commenced radio and print marketing campaign to bolster subscriptions.
- Implemented a weekly banner on website – this provides prime marketing position for initiatives or major news from council (alters weekly)

- Provided significant graphic design and media support to Greenmount Homestead Heritage Fair, including Citizenship ceremony

- Finalised marketing-media campaigns for Litvids, Cat-pet registration, promotion of E-newsletters, Volunteer Week media promotion via Channel 7

- Finalised all Festival of Arts media campaigns – Television and Radio scripts to be produced in June. Significant role in design of Festival program

- Preparations finalised for Fokker Friendship 50th commemoration

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**CRITICAL ACTIVITIES PROPOSED FOR THE FOLLOWING MONTH**

- 2010/2011 Budget
- Ten Year Strategic Financial Plan Review
- Managers Remuneration Review

**Consultation**

Corporate Services Management Team.

**Resource Implications**

Nil.

**Conclusion**

Programs are largely in line with Operating Plans and Budgets for the eleven month period to 31 May 2010.

**Officer Recommendation**

THAT this report be received.