



BURDEKIN SHIRE COUNCIL



AGENDA

ORDINARY COUNCIL MEETING

**HELD AT COUNCIL ADMINISTRATION BUILDING,
145 YOUNG STREET, AYR**

on 14 February 2017

COMMENCING AT 9:00AM

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TUESDAY 14 FEBRUARY 2017

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1 PRAYER

2 DECLARATIONS OF INTEREST

3 MINUTES AND BUSINESS ARISING

3.1 Ordinary Council Meeting Minutes - 24 January 2017

Recommendation

That the minutes of the Ordinary Council Meeting held on 24 January 2017 be received as a true and correct record.



BURDEKIN SHIRE COUNCIL



MINUTES

ORDINARY COUNCIL MEETING

**HELD AT COUNCIL ADMINISTRATION BUILDING,
145 YOUNG STREET, AYR**

on 24 January 2017

COMMENCING AT 9:00AM



TUESDAY 24 JANUARY 2017

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Ordinary Council Meeting 24 January 2017



BURDEKIN SHIRE COUNCIL



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ATTENDANCE

Councillors L.A. McLaughlin (Mayor), J.F. Woods (Deputy Mayor), E.J. Bawden, J.T. Bonanno, A.J. Goddard, U.E. Liessmann and S.P. Perry.

Mr. D. Mulcahy – Acting Chief Executive Officer and Manager Governance and Local Laws
Mr. S. Great - Manager Planning and Development
Mr. T. Vaccaro – Manager Community Development
Mrs. K. Olsen - Manager Financial and Administrative Services
Mr. W. Saldumbide - Manager Operations
Mr. K. Byers - Manager Technical Services
Mrs. E. Robinson – Manager Client Services

Minutes Clerk – Mrs. S. Saunders

Apologies: Mr. T. Brennan - Chief Executive Officer – Annual Leave

1 PRAYER

The meeting prayer was delivered by Pastor Colin Saal of the Christian Outreach Church.

2 DECLARATIONS OF INTEREST

The Mayor called for declarations of interest.

Councillor Woods declared a perceived conflict of interest in relation to item 3.3 as he is a patron of one of the organisations applying for funding. Councillor Woods advised of his intention to leave the meeting during this discussion.

Councillor McLaughlin declared a perceived conflict of interest in respect to item 10.1 as the applicants are family friends. Councillor McLaughlin advised of her intention to leave the meeting during consideration of this application.

3 MINUTES AND BUSINESS ARISING

3.1 Ordinary Council Meeting Minutes - 17 January 2017

Recommendation

That the minutes of the Ordinary Council Meeting held on 17 January 2017 be received as a true and correct record.

Resolution

Moved Councillor Woods, seconded Councillor Goddard that the recommendation be adopted.

CARRIED

3.2 Burdekin Building Safer Communities Action Team Meeting Minutes - 7 December 2016

Recommendation

That the minutes of the Burdekin Building Safer Communities Action Team Meeting held on 7 December, 2016 be received and adopted.

Resolution

Moved Councillor Liessmann, seconded Councillor Goddard that the recommendation be adopted.

It was requested that full name and title be used when recording minutes.

Councillor Goddard provided a report on Crime Prevention and Communities Conference that was not enclosed with minutes, these will be circulated to councillors via email.

CARRIED

3.3 RADF Advisory Group Meeting Minutes - 8 December, 2016

9.05am – Councillor Woods left the meeting due to perceived conflict of interest as he is a patron of one of the organisations applying for funding.

Recommendation

That the minutes of the RADF Advisory Group Meeting held on 8 December, 2016 be received and adopted.

Resolution

Moved Councillor Liessmann, seconded Councillor Bawden that the recommendation be adopted.

CARRIED

9.13am – Councillor Woods returned to the meeting.

It was requested that further clarification be provided in the Report as to the reasons why some applications are approved in part or refused.

4 REPORTS

4.1 Capital Projects Monthly Report for Period Ending 31 December 2016

Recommendation

That the Capital Projects Monthly Report for Period Ending 31 December 2016 be received.

Resolution

Moved Councillor Bonanno, seconded Councillor Liessmann that the recommendation be adopted.

CARRIED

4.2 Operating Statement for Period Ending 31 December 2016

Recommendation

That the Operating Statement for the Period ending 31 December 2016 be received.

Resolution

Moved Councillor Perry, seconded Councillor Woods that the recommendation be adopted.

CARRIED

5 GOVERNANCE & LOCAL LAWS

5.1 Ayr Showgrounds - Proposed Master Plan

Executive Summary

The Ayr Showgrounds is located at the northern outskirts of the Town of Ayr and hosts the annual Burdekin Show as well as other miscellaneous events. The venue is characterised by aging infrastructure (excluding the newly constructed multi-purpose building) and requires a vision and master plan so that public funds are spent wisely and the potential of the area can be met.

Recommendation

That Council approves the calling of quotations for the development of a Master Plan for the Ayr Showgrounds noting that funds can be allocated from the recurrent maintenance reserve.

Resolution

Moved Councillor Liessmann, seconded Councillor Bawden that the recommendation be adopted.

FOR – Councillors Goddard, Woods, Perry, Bonanno and McLaughlin.

AGAINST – Councillors Liessmann and Bawden.

5/2

CARRIED

5.2 Councillor Remuneration

Executive Summary

The Local Government Remuneration and Discipline Tribunal have finalised its determination of remuneration arrangement for mayors, deputy mayors and councillors to apply from 1 July 2017. The tribunal's determination was published in the Queensland Government Gazette on 9 December 2016. The determination is attached to this report. The 2016 remuneration determination sees an increase to remuneration levels for mayors, deputy mayor and councillors by 2.0% from 1 July 2017.

Councillors must be paid the maximum amount of remuneration as per the tribunal's determination unless the local government, by resolution, decides the maximum amount is not to be paid to councillors. Council can choose to make a resolution, prior to 1 July of a particular year, to set a lower amount of remuneration for each councillor which will take effect from 1 July of that year.

If Council does not make any resolution to set a lower remuneration amount, the remuneration arrangements set out in the tribunal's determination automatically take effect from 1 July 2017.

Recommendation

That Council notes the attached Local Government Remuneration and Discipline Tribunal Report 2016.

Resolution

Moved Councillor Woods, seconded Councillor Liessmann that the recommendation be adopted.

CARRIED

6 CLIENT SERVICES

7 FINANCIAL & ADMINISTRATIVE SERVICES

8 OPERATIONS

9 TECHNICAL SERVICES

10 PLANNING & DEVELOPMENT

10.1 Reconfiguring a lot (2 into 3 lots) at 103 Towers Road and 26 Moody Road, Jarvisfield (Lots 125 & 126 on SP240072, Parish of Morrill, County of Gladstone)

9.36am - Councillor McLaughlin left the meeting due to a perceived conflict of interest as the applicants are close family friends. Councillor Woods assumed the Chair.

Executive Summary

A Development Application has been received from Brazier Motti on behalf of their client Robert Pirrone seeking approval for Reconfiguring a Lot (1 into 3 lots) at 103 Towers Road and 26 Moody Road, Jarvisfield (Lots 125 & 126 on SP240072, Parish of Morrill, County of Gladstone). A Development Application (Code Assessable) has been triggered in accordance with the Burdekin Shire IPA Planning Scheme. Given the 'Rural' zoning, it is considered that the application is contrary to achieving the purpose of the Planning Scheme. Refusal of the application is recommended.

Recommendation

That Council refuse the Development Application for Reconfiguring a Lot at 103 Towers Road and 26 Moody Road, Jarvisfield (Lots 125 & 126 on SP240072, Parish of Morrill, County of Gladstone). A Development Application (Code Assessable) based on the following grounds:

- The proposed development compromises the achievement of specific Desired Environmental Outcomes (DEO's) contained within the Burdekin Shire Council's IPA Planning Scheme.
- The development proposed has not demonstrated sufficient grounds to justify or override the identified conflicts with the Burdekin Shire Council's IPA Planning Scheme and in particular the Reconfiguring a Lot Code.

-
- The development proposed is not located in an area planned to benefit from all relevant urban infrastructure and current planning assumptions. Consequently, the proposal conflicts with the provisions of the scheme.

Resolution

Moved Councillor Bonanno, seconded Councillor Bawden that the recommendation be adopted.

FOR – Councillors Liessmann, Bawden and Woods.

AGAINST – Councillors Goddard, Perry and Bonanno

3/3

The Chairman, Councillor Woods recorded his casting vote against the motion, thereby negating his primary vote.

LOST

Reasons for council not accepting Officers recommendation

- Adequately serviced by acceptable road infrastructure.
- Is of appropriate size to allow for a compliant effluent disposal system to service any new dwelling house to be constructed on existing lot.
- Fragmented due to site characteristics e.g. drainage easement.

Recommendation

That Council approves the Development Application for Reconfiguring a Lot at 103 Towers Road and 26 Moody Road, Jarvisfield (Lots 125 & 126 on SP240072, Parish of Morrill, County of Gladstone) subject to the following conditions:

GENERAL

- 1.1 The Council will not release the formal Plan of Reconfiguration until all rates and charges in arrears in respect of the land, the subject of the application, are paid in full.
- 1.2 Pay the sum of \$105-75 calculated on the basis of a charge per lot to be levied on the Council by the Department of Natural Resources and Mines for each new valuation.

ROADWORKS

2. The construction of any crossovers to give access to the land is to be the owner's responsibility and to the satisfaction of the Chief Executive Officer.

PROPOSAL PLAN

3. The reconfiguration of the land must be carried out generally in accordance with:-
 - (a) (i) the proposed Brazier Motti plan No 56269/001A;

-
- (ii) the plans, specifications, facts and circumstances as set out in the application submitted to Council;
Except where modified by the conditions of approval and any approval issued there under; and
- (b) any approval issued under this approval; and
 - (c) any development permit for operational works relating to the reconfiguring of a lot;

DRAINAGE

4. The approved development and use(s) must not interfere with the natural flow of stormwater in the locality in such a manner as to cause ponding or concentration of stormwater on adjoining land or roads.

PUBLIC UTILITY SERVICES

5. If any existing public utility service including telephone, electricity, water, sewerage or gas needs to be altered or relocated to complete the reconfiguration the developer must bear the cost of alteration or relocation.

ADVICE (Note: These are not conditions)

- *Unless otherwise specified by these conditions, the conditions must be complied with prior to approval of the Plan of Survey.*
- *Any future on-site sewerage treatment and disposal on the proposed lots must be in accordance with the On Site Sewerage Code and AS/NZS 1547:2000.*
- *It is noted that proposed Lot 2 will be in the vicinity of existing agricultural uses. The owner of proposed Lot 2 is to be responsible for the establishment and ongoing maintenance of any buffer required between any residential and agricultural land uses. Any buffer should incorporate measures to minimise the impact of dust, smoke, noise and ash in accordance with the "Planning Guidelines: Separating Agricultural and Residential Land uses – August 1997."*

Resolution

Moved Councillor Perry, seconded Councillor Bonanno that the recommendation be adopted.

FOR – Councillors Goddard, Perry, Bonanno, Woods.

AGAINST – Councillors Bawden and Liessmann.

4/2

CARRIED

10.04am - Councillor McLaughlin returned to the meeting and assumed the Chair.

11 COMMUNITY DEVELOPMENT

11.1 Sport and Recreation Planning Program Funding Application

Executive Summary

An opportunity has arisen to obtain funding from the Queensland Government Department of National Parks, Sport & Racing under the 'Sport and Recreation Planning' Program. The objective of the program is to improve the quality of evidence-based decision making and strategic planning for sport and recreation infrastructure across Queensland.

Recommendation

That Council approves an application to be submitted under the Queensland Government Department of National Parks, Sport & Racing under the 'Sport and Recreation Planning' Program to develop a Sport and Recreation Plan for Burdekin Shire noting that Council's contribution would be 25% of the project costs.

Resolution

Moved Councillor Perry, seconded Councillor Goddard that the recommendation be adopted.

CARRIED

17 DELEGATIONS

17.1 Presentation - NQ Dry Tropics - Update on Current Projects

10.05am - Mr. Scott Fry, Senior Project Officer – Waterways, Wetlands and Coasts Program of NQ Dry Tropics provided an update on current projects.

10.41am – Break for morning tea.

11.00am – Meeting resumed from break.

17.2 Presentation - Councillor Liessmann - National Arts Conference - Dubbo

11.02am - Councillor Uli Liessmann presented to Council an overview of his attendance at the National Arts Conference, Dubbo.

16 CLOSED MEETING ITEMS

Council Meeting closed to Public under Section 275 of Local Government Regulation 2012

Resolution

Moved Councillor Woods, seconded Councillor Perry that the Council meeting be closed to the public under the following sections of the Local Government Regulation 2012:

275(1)(h) other business for which a public discussion would be likely to prejudice the interests of the local government or someone else, or enable a person to gain a financial advantage.

For the purpose of discussing;

- Consultant feedback and update on Burdekin Theatre review.
- Boat Ramp Rubbish Collection
- Budget Timetable
- Ayr Showgrounds Hall Management

CARRIED

Council Meeting opened to Public

Resolution

Moved Councillor Perry, seconded Councillor Bawden that the Council meeting be opened to the public.

CARRIED

11 COMMUNITY DEVELOPMENT

11.2 Burdekin Community Grants Panel Application Ayr Amateur Swimming Club

Executive Summary

On 9 December 2016, Council received an application for funding under the current *Community Grants Program* from the Ayr Amateur Swimming Club seeking support for their event the "2017 Coral Coast Marina Ayr Sprint" which was held on 14 January 2017. The funding application was for a total of \$250 to contribute towards the costs of advertising and promotional material via printed press, flyers and official program booklet. Under Council's Community Grants Policy, the Burdekin Community Grants Panel assesses each application and makes a recommendation to Council. A Council resolution is required to approve any application for funding. There was not sufficient time for Council to make a resolution to approve the Ayr Amateur Swimming Club's application, however, verbal permission was granted via phone conversations with all five of the Burdekin Community Grants Pal

members. Payment has already been made due to timing of the event and Council approval is required immediately to complete the Community Grant Application process.

Recommendation

That Council formally adopts the Burdekin Community Grants Panel's recommendation for the Ayr Amateur Swimming Club to receive funding of \$250 (exc GST) to assist with advertising and promotion of the "2017 Coral Coast Marina Ayr Sprint".

Resolution

Moved Councillor Goddard, seconded Councillor Bonanno that the recommendation be adopted.

CARRIED

11.2.1 Review - Community Grant Application Dates

Resolution

Moved Councillor Perry, seconded Councillor Woods that Council request the Community Grants Committee to review the frequency of the Community Grant Application closure dates.

FOR – Councillors Goddard, Woods, Perry, Bonanno and McLaughlin.

AGAINST – Councillors Liessmann and Bawden.

5/2

CARRIED

12 ECONOMIC DEVELOPMENT

13 NOTICES OF MOTION

14 CORRESPONDENCE FOR INFORMATION

14.1 Letter of Appreciation - Doctor David Row and Doctor Heather Row

Resolution

Moved Councillor Woods, seconded Councillor Bawden that Council write a letter of appreciation to Doctor David Row and Doctor Heather Row for their contribution to Burdekin Health Services and their active participation and support in the Burdekin community.

CARRIED

15 GENERAL BUSINESS

15.1 Interim Cultural Venues Manager

Resolution

Moved Councillor Woods, seconded Councillor Perry that Council authorises the Chief Executive Officer to appoint an interim Cultural Venues Manager from 1 February 2017 for a period of up to 3 months on terms and conditions to the satisfaction of the Chief Executive Officer, noting that Council will be calling for applications for a permanent position in the near future.

CARRIED

15.2 Trial - Boat Ramp Rubbish Collection

Resolution

Moved Councillor Perry, seconded Councillor Bawden that Council trial a bulk bin rubbish collection at Ocean Creek, Plantation Creek and Morris's Creek boat ramps for the duration of the Easter long weekend and school holidays.

FOR – Councillors Goddard, Liessmann, Perry, Bawden and Bonanno

AGAINST – Councillors Woods and McLaughlin

5/2

CARRIED

15.3 Management of Ayr Showgrounds Hall - Ayr Pastoral, Agricultural and Industrial Association Inc.

Resolution

Moved Councillor Bonanno, seconded Councillor Bawden that Council authorise the Chief Executive Office to commence discussions with the Ayr Pastoral, Agricultural and Industrial Association Inc. committee in relation to the future management of the Ayr Showground Hall.

CARRIED

15.4 Letter of Request - Burdekin Touch Association - Lease Arrangements

Resolution

Moved Councillor Woods, seconded Councillor Perry that Council write a letter to the Burdekin Touch Association requesting a change to the current lease and that Council is investigating storage options available to the Association to accommodate the change.

CARRIED

2.35pm – Councillor Goddard left the meeting.

15.5 Request - Current and Future Operations of Council Transfer Stations

Resolution

Moved Councillor Woods, seconded Councillor Perry that Council Officers prepare a report on the current and future operations of Council's transfer stations, addressing the following :-

- spread of hours at each transfer station site, including access outside normal business hours
- number of customer requests for different hours over last two years
- operating sites at Clare and Giru utilising part time employees or contractors
- different operating hours in summer months (November to March) as compared to winter (May to September)
- costs involved in providing increased access

CARRIED

15.6 Approved Leave of Absence - Councillor Liessmann

Resolution

Moved Councillor Bawden, seconded Councillor Woods that Council approve leave of absence for Councillor Liessmann for 31 January 2017.

CARRIED

15.7 Event Road Barrier Options

Resolution

Moved Councillor Liessmann, seconded Councillor Woods that Council officers prepare a report on the options available and costs involved in implementing road barriers to improve road safety during events.

CARRIED

15.8 Cycle Network Local Government Grants Program Application

Resolution

Moved Councillor Perry, seconded Councillor Woods that Council approves an application to the Queensland Government Department of Transport and Main Roads under the 'Cycle Network Local Government Grants Program' to construct a cycleway/walkway through International Park for a distance of 650 metres, noting that Council's contribution from the 2017/18 budget would be \$214,667.40 or 60% of the total project costs of \$357,779.

CARRIED

2.58pm – Councillor Goddard returned to the meeting

16 CLOSED MEETING ITEMS

Council Meeting closed to Public under Section 275 of Local Government Regulation 2012

Resolution

Moved Councillor Bonanno, seconded Councillor Woods that the Council meeting be closed to the public under the following sections of the Local Government Regulation 2012:

275(1)(c) the Council's budget;
275(1)(e) contracts proposed to be made by Council;

For the purpose of discussing.

- List of priority projects for the Works for Queensland Program.

CARRIED

4.00pm - Councillors Goddard, Bonanno and Bawden left the meeting.

Council Meeting opened to Public

Resolution

Moved Councillor Liessmann, seconded Councillor Woods that the Council meeting be opened to the public.

CARRIED

17 DELEGATIONS

There being no further business the meeting closed at 4.02pm.

These minutes were confirmed by Council at the Ordinary Council Meeting held on Tuesday 14 February 2017.

MAYOR

3.2 Burdekin Be Active Advisory Committee Meeting Minutes - 9 November 2016

Recommendation

That the minutes of the Burdekin Be Active Advisory Committee Meeting held on 9 November 2016 be received and adopted.

MINUTES
BURDEKIN BE ACTIVE ADVISORY GROUP MEETING
HELD AT JOHN HY-PEAKE ROOMS
On 9 November 2016
COMMENCING AT 3.45PM

ATTENDANCE

Mr. Tony Vaccaro – Manager Community Development
Mr. Charles Ford – Burdekin Men's Shed Association
Mrs. Melissa Stanford – Senior Advisory NQ Sport & Recreation

Minutes Clerk – Mrs. Lauren McKaig

Apologies – Cr. John Bonanno, Cr. Lyn McLaughlin (Mayor), Nicholas Bent – NQ Regional Manager Good Sports Australia, Mrs. Natalie Saroglia – Burdekin Neighbourhood Centre, Mrs. Kelli Dabelstein – Burdekin Road Runners and Walkers representative.

2 MINUTES AND BUSINESS ARISING

Recommendation

That the minutes of the Burdekin Be Active Advisory Group Meeting held on 7 September 2016 be received as a true and correct record.

Resolution

Moved Mrs. Stanford, seconded Mr. Ford that the recommendation be adopted.

CARRIED

3 BURDEKIN BE ACTIVE WEBPAGE

Mrs. McKaig undertook to review the Burdekin Be Active webpage on Council's website; ensuring all information was up to date.

4 PARKRUN

Mrs. McKaig received an email from Gold Coast resident Ms. Anna Grohn advising she was relocating to the Burdekin in 2017 and was interested in becoming involved in Parkrun.

Mrs. Stanford undertook to investigate progress of Burdekin's Parkrun funding application with CEO Parkrun Australia, Mr. Tim Oberg and provide an update at the next meeting.

5 QUEENSLAND DAY – BRIDGE TO BEACH

Mrs. McKaig advised Council had received favourable comment regarding its recent Queensland Day funding application involving the Bridge to Beach running event idea. As part of the application we tried to negotiate a later date for the event so not to clash with or go back-to-back with other like events in and around Burdekin. However, those reviewing the applications phoned to advise that unless Council scheduled its Queensland Day celebrations on their timeline the application would not meet the funding requirements. If Council is successful in its application, Queensland Day will happen on Sunday, June 4, 2017.

Mrs. McKaig suggested Council's Queensland Day organisers, Mrs. Tammy Quagliata and Mrs. Melissah Lammon, consider Queensland 'The Block' winners Kingy and Caro from Townsville for the role of celebrity guest. They are quintessentially Queenslanders and Caro has a strong focus on health, fitness and lifestyle through her triathlon training.

6 SPORT AND RECREATION PLANNING STUDIES

Mrs. Stanford spoke about Minister for Sport, The Honourable Curtis Pitt's announcement regarding a funding program that will provide grants up to \$100,000 to Queensland's state sport and recreation organisations, local governments and other peak bodies to undertake sport and recreation planning research. Studies will collect and analyse information to ensure local sport and recreation needs are accurately identified so that infrastructure can be developed to meet those unique local needs. Applications open Thursday, November 12, 2016 at 9.15am.

For more information visit www.qld.gov.au/recreation/sports/funding/grants-funding

7 TOWNSVILLE ENTERPRISE LIMITED SCOPING EXERCISE 2015

Mr. Vaccaro asked Mrs. Stanford if her department received any feedback from Townsville Enterprise Limited (TEL) regarding last year's sport scoping exercise. He said TEL was investigating our local sporting facilities and whether or not they were of the standard to accommodate state or national competitions. Mrs. Stanford advised she was unaware of the results so Mr. Vaccaro undertook to investigate the matter further.

8 COMBINED SPORT CLUB SIGN ON DAY

Mr. Vaccaro proposed the group again consider the idea of a combined sport club sign on day. He advised it had been tried in the past but was not well supported by local clubs. However Mackay and Townsville have enjoyed great success from similar events recently and Mr. Vaccaro would like to gauge interest from clubs for a February 2017 event.

Mrs. McKaig undertook to email Survey Monkey questionnaire to all local sporting clubs seeking expressions of interest. Questionnaire to include proposed event date, interested: yes or no, display: static or active, and links to the Mackay and Townsville events as examples of the planned event.

Mr. Vaccaro suggested that LGAQ Ambassador Shane Webke would be a good celebrity compere for the event.

9 NEW FORMAT FOR GAMBLING COMMUNITY BENEFIT FUND

Mrs. Stanford advised that the Gambling Community Benefit Fund (GCBF) was reformatting its funding application process and would move to an exclusively online format during mid-November 2016 to January 2017. She noted that all applicants; present and future, will be required to reapply for a Business Partner Number (BPN) to accommodate the change.

10 MOUNT INKERMANN AND PLANTATION PARK UPGRADES

Mr. Vaccaro tabled the proposed plans for the Mount Inkerman and Plantation Park upgrades for the group's information. Community Consultation on the plans will close Friday, November 25, 2016.

The group discussed that once the upgrades were complete there would have to be a grand re-opening. Mrs. Stanford advised that Townsville allowed pop-up shops atop Castle Hill for special events and this might be something we could look into.

There being no further business the meeting closed at 4.45pm.

Next Meeting – Wednesday, 1 February 2017 at 3.30pm in John Hy Peak Meeting Rooms

Mr Tony Vaccaro
Chair

4 REPORTS

5 GOVERNANCE & LOCAL LAWS

5.1 Operational Plan - End of Second Quarter Comments 2016/2017

Document Information

Referring Letter No: N/A

File No: N/A

Name of Applicant: N/A

Location: N/A

Author and Title: Rebecca Woods- Executive Officer

Executive Summary

The end of second quarter comments for the 2016/2017 Operational Plan have been collated and are now presented to Council. A “traffic light” reporting system shows activities that are on target, below target or inactive.

Recommendation

That Council receives the attached end of second quarter comments report for the 2016/2017 Operational Plan.

Background Information

Council is required to prepare and adopt an annual operational plan. The CEO must provide quarterly written assessments of the local government's progress towards implementing the annual operational plan.

Link to Corporate/Operational Plan

5.3.1 Demonstrate open and transparent leadership.

5.3.3 Adhere to the governance framework and public reporting systems.

5.3.4 Undertake regulatory responsibilities in accordance with state regulations.

Consultation

All relevant supervisors and Senior Leadership Group Members assisted with providing comments for this report.

Legal Authority or Implications

Section 174 Local Government Regulation

174 Preparation and adoption of annual operational plan

- (1) A local government must prepare and adopt an annual operational plan for each financial year.
- (2) The local government may, but need not, adopt the annual operation plan for a financial year at the same time the local government adopts its budget for the financial year.
- (3) The chief executive officer must present a written assessment of the local government's progress towards implementing the annual operational plan at meetings of the local government held at regular intervals of not more than 3 months.
- (4) A local government may, by resolution, amend its annual operational plan at any time before the end of the financial year.
- (5) A local government must discharge its responsibilities in a way that is consistent with its annual operational plan.

Policy Implications

N/A

Financial and Resource Implications

The Annual Operational Plan must be implemented in line with the Annual Budget.

Report prepared by:

Rebecca Woods- Executive Officer

Report authorised by:

Terry Brennan- Chief Executive Officer

Attachments

1. Operational Plan 2016/2017 End of Second Quarter Comments

Corporate- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016



Corporate Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
C01	<i>Ongoing review of staffing and structure in Operational Areas to identify service delivery opportunities and efficiency gains</i>	5.2.4. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council 5.3.1. Demonstrate open and transparent leadership 5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Collation of productivity initiatives implemented across all Operational Areas Monitor and analyse staff performance to ensure service delivery targets are met	Greater efficiency and improved staff accountability and responsibility Demonstrate improved human resource and internal plant utilisation e.g. through use of technological solutions to provide a reportable productivity dividend	Continuous improvement initiatives are being captured and recorded by Managers as part of their regular meetings with staff. The Senior Supervisory Group (SSG) has a system of capturing, reviewing and actioning WOMBATS submitted by staff.	
C02	<i>Improve the efficiency and effectiveness of the Human Resource processes delivered to the organisation</i>	5.2.3. Build effective leadership and management capability 5.2.4. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council	Number of Service Reviews conducted to identify productivity dividends	Minimum of two reviews of processes and procedures each year	No specific information has been provided on formal service reviews having been undertaken. Operational staff are identifying & recording improvements to systems, processes and procedures.	
C03	<i>Conduct of team meetings focussing on process improvement and customer service</i>	5.2.4. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council	As a minimum, bi-monthly team meetings held and quality of process improvements made	Minimum of 6 meetings per year with identifiable process improvements	SLG meetings are held on a fortnightly basis & SSG is reviewing its meeting cycle to a lesser frequency. Regular team meetings are being held, with the frequency depending on the operational needs of the area.	

Executive Support- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016






Executive Support

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
E01	<i>Co-ordinate Council's Complaints Management System</i>	5.3.1. Demonstrate open and transparent leadership 5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes 5.3.3. Adhere to the governance framework and public reporting systems	Efficient and timely response to complaints Correct identification of complaints vs. customer requests Prompt entry of complaints into the Customer Request Management system	90% of complaints closed within 1 month of receipt	6 complaints received during this quarter- 100% of complaints resolved within 1 month of being received.	
E02	<i>Coordinate Council's Public Interest Disclosure Investigations and Training</i>	5.2.4. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council 5.3.3. Adhere to the governance framework and public reporting systems	Comprehensive training provided to all staff and councillors Effective management, investigation and referral of any PID matters	80% of staff trained 100% of councillors trained 100% complaints assessed against PID criteria	No PID training provided during this quarter. Councillors and about 50% of staff still require PID training. 100% of complaints assessed against PID criteria.	
E03	<i>Investigate the implementation of a legislative compliance service</i>	5.3.3. Adhere to the governance framework and public reporting systems	Analysis undertaken to assist in decision making Coordination of implementation	Report delivered to Council regarding subscription to service (if supported by management) by August 2016	On Hold.	


Executive Support- Operational Plan Comments End of Second Quarter 2016-2017

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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
E04	<i>Coordinate Risk Management Registers Including Corporate Risk Registers and Operational Risk Registers within the Enterprise Risk Management Framework</i>	5.2.3. Build effective leadership and management capability 5.3.3. Adhere to the governance framework and public reporting systems 5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Registers maintained and up to date Registers available to relevant officers Risks rated accurately Reduction measures implemented	All reduction measures monitored and implemented	The SLG will be asked to review the current risk registers early in the New Year.	
E05	<i>Monitor and update Council's Policy Register including assisting with updating existing policies and developing new policies</i>	5.3.3. Adhere to the governance framework and public reporting systems	Policy register maintained accurately Monthly reminders to relevant officers as policies become due for review New policies developed and adopted according to changes in requirements	100% of policies reviewed and updated	A council workshop has been scheduled to discuss the draft policy framework document and the review of council's current policies. This will take place in February. A number of new and revised policies will be presented to Council in the New Year.	
E06	<i>Arrange Citizenship Ceremonies</i>	3.1.2. Provide information and referrals for community service enquiries from residents 3.2.1. Promote and encourage community participation and volunteerism within community organisations	Timely communication with citizenship applicants Efficient communication with Mayor regarding ceremonies Citizenship documentation prepared for ceremony	100% satisfaction with citizenship service	12 people were naturalised at a Citizenship Ceremony at Burdekin Shire Council on Tuesday 13 december, 2016.	

Executive Support- Operational Plan Comments End of Second Quarter 2016-2017

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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
E07	<i>Provide Administrative Support to the Mayor and CEO</i>	5.1.2. Be responsive and proactive in providing information in the public interest 5.1.5. Deliver Council messages in accordance with Council's Style Guide in all Council communication	Effective and efficient management of the CEO's and Mayor's office Accurate and efficient management and coordination of Mayor's and CEO's correspondence, calendars, invitations, travel and	100% performance development objectives met on performance reviews	Full support provided to the Mayor and CEO.	

Media and Communications - Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016



Media and Communications

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
MC0 1	<i>Develop and release media releases and newsletters informing the community on Council events and projects</i>	5.1.3. Communicate Council intent and decisions to the community using effective messaging tools	Uptake by media outlets	120 media releases per year 4 community newsletters	65 - includes media releases, replies to media enquiries via email, information supplied to journalists and weekly SweetFM Radio interview information.	
MC0 2	<i>Produce and manage council promotional materials, external and internal publications</i>	5.1.2. Be responsive and proactive in providing information in the public interest	Adhering to statutory obligations	Annual Report Budget document Advertising Corporate Plan	1 Annual Report - collation, production and printing; 1 community newsletter - sent out to all post office delivery points as unaddressed mail; two newspaper advertisements for Burdekin Advocate - one for Christmas wishes and one for 2017 Wall Planner	
MC0 3	<i>Manage, monitor and drive all of Council's social media platforms</i>	5.1.4. Improve digital platforms to improve access to information	Growth rate across all platforms	20% growth across all platforms	Facebook - Up 5.19% (biggest reach was 9300 for slideshow of cane farms; 8300 for Plantation Park survey; and 5300 for post about missing turtle.) Twitter - Up 6% Instagram - have 75 followers already and will build on this next year. This platform will be used to promote Council's services and works as well as region. Linked In - Has 74 followers and this will increase the more Council uses it to promotes is employment opportunities and economic development news.	

Economic Development- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016





Economic Development

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
ED1	<i>Empower The Community</i>	2.1.1. Recognise the contribution of individuals and business to developing the Burdekin economy 2.1.2. Build relationships with educational institutions to address the skills and qualifications valued in the Burdekin 2.1.3. Promote employment and training opportunities to retain young people	Number of joint activities	30-Jun-17	Workshops for Businesses held in the Burdekin in partnership with the Chambers of Commerce and Townsville Small Business Development Centre. Horticulture Growers networking event held on 18/10/17. Attended by 40 growers. Contact made with NDIS to conduct further workshops in the Burdekin and identify the support that is available to Burdekin businesses to continue their engagement with the NDIS.	
ED2	<i>Encourage Innovation</i>	2.2.1. Build a digitally connected business community to enable competitiveness 2.2.2. Encourage business to invest in research and development 1.2.4. Protect the integrity of existing assets through flood and disaster mitigation programs	Number of businesses supported	30-Jun-17	Investigating opportunity to hold an innovation forum in the Burdekin. Invite Advance Qld Innovation Expert panel to conduct workshop with businesses and senior high school students	
ED3	<i>Strengthen Networks</i>	2.3.1. Support business and industry networks 2.3.2. Assist in building an entrepreneurial culture in the Burdekin 2.3.3. Position the Burdekin as regional leaders in agribusiness 2.3.4. Collaborate with and lobby regional, state and federal government forums, committees or representatives while advocating for local and regional needs	Number of events	30-Jun-17	Meetings co-ordinated: Economic Action Group Horticulture Growers Networking Event, Ayr Aerodrome Advisory Committee , Burdekin Water Futures Attended Bowen Collinsville Enterprise meeting. Growing Agriculture group reconvening in early 2017 following the completion of the NQ Regional Economic Development Plan.	

Economic Development- Operational Plan Comments End of Second Quarter 2016-2017

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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
ED4	<i>Encourage re-investment and attract new investment to the Burdekin</i>	2.4.1. Develop and implement an Economic Development Strategy 2.4.3. Promote pre-lodgement meetings with developers to facilitate industry investment in the Burdekin Shire 2.4.4. Investigate, support and facilitate the potential of bio-futures projects in the Burdekin 2.4.5. Support development, diversification, sustainability and expansion of aquaculture and agriculture industries	Promote value-adding Promote diversification	30-Jun-17	Facilitated meetings and attended where required in regards to solar farm developers, Agave, Sunrice, EDQ Ageing in Place project.	
ED5	<i>Maximise Grant Opportunities</i>	3.1.8. Facilitate partnerships to improve crime prevention 5.2.2. Develop co-operative and collaborative partnerships on matters of regional, state and national importance	Number of collaborative applications submitted Number and value of grants received	30-Jun-17	Partnered with Townsville City Council for Advancing Regional Innovation Submission. Contributed to NQ2031 Regional Economic Development Plan. Provided assistance with submitting grants where required.	

Community Development - Operational Plan End of Second Quarter Comments 2016-2017

1 October-31 December 2016






Community Development Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
CD1	Participation in targeted community wellbeing and safety committees/programs	3.1.1. Support projects and activities to improve public safety and health through strategic partnerships 3.1.8. Facilitate partnerships to improve crime prevention	Content of community feedback and meeting attendance Committee: Burdekin Be Active Building Safer Communities Action Team (BSCAT)	Delivery of projects and programs that are identified within the operational comments throughout the year	Attended monthly BSCAT and Burdekin Be Active meetings. Arranged Lock it or Lose It Campaign over Christmas holiday period. Submitted funding application for Qld Week Fun run.	
CD2	Co-ordination of Health 'n' Fitness Expo /Fitness Activities/Programs	3.1.1. Support projects and activities to improve public safety and health through strategic partnerships 3.1.7. Build active communities by delivering programs around sport, recreation, parks, playgrounds and aquatic activities that promote regular physical activity as well as individual and community wellbeing 3.4.2. Support sporting organisations in providing opportunities for physical activity.	Content of community feedback and assessment of participation Committee: Burdekin Be Active	Increase in attendance and community feedback	Working in conjunction with Burdekin Centre of Rural Health to identify community needs. Burdekin Be Active Committee reactivated. Successful in obtaining funding through Get Out Get Active funding program for a 8 week fitness challenge for 50 female participants. Funding application submitted for Qld Week Fitness Expo and fun run in early June 2017. Funding application was successful. Positive feedback received from participants.	
CD3	Encourage participation in 10,000 steps program	3.1.1. Support projects and activities to improve public safety and health through strategic partnerships 3.1.7. Build active communities by delivering programs around sport, recreation, parks, playgrounds and aquatic activities that promote regular physical activity as well as individual and community wellbeing	Content of community/participant feedback and assessment of participation/support	Increased number of participants and community feedback	Successful in obtaining funding for 150 pedometers. Community 10,000 Steps Council challenge held in partnership with Relay for Life. 210 Participants. Very positive feedback received from the participants.	




Community Development - Operational Plan End of Second Quarter Comments 2016-2017

1 October-31 December 2016

CD4	Seek funding to continue staged construction of Burdekin Be Active Trail	3.1.7. Build active communities by delivering programs around sport, recreation, parks, playgrounds and aquatic activities that promote regular physical activity as well as individual and community wellbeing 3.4.1. Encourage active communities through the provision and maintenance of recreational facilities	Funding obtained and community feedback Committee: Burdekin Be Active	Increase length of Trail and community feedback	Funding application submitted through the Dept of Sport & Recreation Get Playing Plus Program for the next stage of the Burdekin Be Active Trail.	
CD5	Co-ordinate forums and special events for community and arrange recruitment, training and support volunteers	3.2.1. Promote and encourage community participation and volunteerism within community organisations 3.2.2. Build capability of individuals working with community organisations 3.2.3. Provide support for key community events and committees	Number of special events held and assistance provided to volunteers Committee/Organisation: Burdekin Tourism Association Friends of the Theatre	Delivery of special events held and assistance provided to volunteers	Volunteer training organised for Tourism Volunteers through Volunteering Australia and TEL Fire Evacuation training arranged for Friends of the Theatre	
CD6	Provide support to Burdekin Tourism Association	3.2.1. Promote and encourage community participation and volunteerism within community organisations 3.2.2. Build capability of individuals working with community organisations	Assessing the amount of support provided and trends relating to visitor numbers Investigating tourism products that promote the Burdekin	Council providing support to the Burdekin Tourism Association. And developing the association's resilience Liaising with regional tourism bodies e.g. TEL	Provided cash and in-kind support to Burdekin Tourism Association. Attended Burdekin Tourism Association monthly meetings.	

Community Development - Operational Plan End of Second Quarter Comments 2016-2017

1 October-31 December 2016

CD7	Manage and arrange community and civic receptions	3.1.6. Provide ongoing support for art, culture, youth, seniors, and welfare 3.2.3. Provide support for key community events and committees 3.2.1. Promote and encourage community participation and volunteerism within community organisations	Successfully host events and increase attendance numbers	Number of receptions and events held and customer feedback	Christmas morning melodies, Carols by Candlelight, Ayr Chamber Christmas Street Party and 2017 Australia Day celebrations held.	
CD8	Co-ordination of sport and recreation forums/workshops	3.1.7. Build active communities by delivering programs around sport, recreation, parks, playgrounds and aquatic activities that promote regular physical activity as well as individual and community wellbeing 3.2.3. Provide support for key community events and committees	Number of forums/workshops held Committee: Burdekin Be Active	Attendee feedback and forum attendance numbers	One sport & recreation workshop organised through the Dept of Sport & Recreation with 26 participants.	
CD9	Management of Ayr Showgrounds and oversee Home Hill Showgrounds and PCYC facilities	1.2.2. Plan to protect the integrity of key community assets and buildings 1.2.3 Apply a prioritised and planned system to upgrade and enhance existing facilities 1.2.5. Provide sporting, recreational, parks, playgrounds and aquatic facilities that meet the needs of our community 3.1.3. Encourage equitable access to facilities 3.3.1. Encourage increased use of community spaces and facilities	Amount of support provided	Client satisfaction and feedback	Successfully managed all bookings for the Showgrounds since 24-3-15. Participation numbers have averaged 1951 per month for the past quarter with 8 functions held. PCYC successfully running boxing and fitness classes at the Showgrounds Multi-Purpose Hall. In-kind support provided to PCYC plus management funding through the Dept. of Communities	


Community Development - Operational Plan End of Second Quarter Comments 2016-2017

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CD10	<i>Management of Burdekin Theatre and Memorial Hall</i>	1.2.2. Plan to protect the integrity of key community assets and buildings. 1.2.3 Apply a prioritised and planned system to upgrade and enhance existing facilities 1.2.5. Provide sporting, recreational, parks, playgrounds and aquatic facilities that meet the needs of our community. 3.1.3. Encourage equitable access to facilities 3.3.1. Encourage increased use of community spaces and facilities	Number of events held, event attendance and customer feedback	Increased number of participants and community feedback	Participation numbers have averaged 2289 per month for the Theatre with 41 events and 1345 per month for Memorial Hall with 39 events for the past quarter. Three compliments received in the last quarter.	
CD11	<i>Co-ordinate key community activities, events and public programmes that enable residents and visitors to utilise facilities for recreation, entertainment and cultural activities</i>	3.1.6. Provide ongoing support for art, culture, youth, seniors, and welfare 3.2.3. Provide support for key community events and committees 3.3.1. Encourage increased use of community spaces and facilities	Increase usage for community activities, cultural programs, entertainment and events	Amount of increased use and participation	Community groups and the general public utilisation of the Cultural Venues facilities have remained constant for the past quarter. Community Wellness Morning held in Anzac Park.	
CD12	<i>Provide financial and in-kind support to recognised community events</i>	3.2.3. Provide support for key community events and committees	Number of events supported	Provide financial and in-kind support to 16 local events	Provided financial and in-kind support to nine community events.	
CD13	<i>Encourage and provide event management support to recognised community events</i>		Number of events supported	Provide support to 5 signature events and identify in operational comments	Provided event management support to two signature Burdekin events for the past quarter.	
CD14	<i>Facilitate and provide ongoing support for the Burdekin Youth Council</i>		Meetings attended and support provided	Attend 10 Meetings and increase participation	Provided ongoing support to Youth Council. The 2016 Youth Council team supported four community events during the last quarter.	



Community Development - Operational Plan End of Second Quarter Comments 2016-2017

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CD15	Organise Regional Youth Events		Number of events held and attendance numbers	Organise one regional Youth Event with increased attendance numbers	E-Man Youth Dance Workshops & Dance Party arranged with approximately 200 in attendance. Youth Talent Competition 'Fast Track' being organised for April, 2017 with winner of X Factor performing at the event.	
CD16	Co-ordination of Events Workshops in cooperation with TEL	3.2.2. Build capability of individuals working with community organisations	Number of events held and attendance numbers	Co-ordinate one Events Workshop	Events workshop being organised in conjunction with TEL.	
CD17	Facilitate and provide ongoing support for the Seniors Advisory Group	3.1.6. Provide ongoing support for art, culture, youth, seniors, and welfare 3.2.3. Provide support for key community events and committees 3.1.3. Encourage equitable access to facilities 3.3.2. Highlight the benefits of living, working and playing in the Burdekin	Coaching and facilitation on an ongoing basis toward delivering identified objectives	Committee feedback and achievement of objectives	Providing ongoing support for Seniors Advisory Group. Successfully ran a NBN Information, fire protection and disaster preparedness workshops for seniors.	
CD18	Participate in Tourism/Defence Expos	3.3.2. Highlight the benefits of living, working and playing in the Burdekin 3.3.4. Welcome visitors to the Burdekin	Number of information packs distributed to participants	Attend three Expos and distribute a minimum of 100 information packs at each event	No tourism/defence expo's held in the last quarter. Attending the Defence Expo at the RSL Stadium on 4th Feb 2017	
CD19	Promotion of the Burdekin as a business and lifestyle destination		Number of promotional opportunities identified and pursued	Amount of promotion	Promoted the Burdekin as a business and lifestyle destination in Duo Magazine, Alive with Events feature and Townsville, NQ holiday guide and Townsville & Magnetic Island travel guide.	
CD20	Sourcing and development of new advertising opportunities to "sell" Burdekin tourism and lifestyle e.g. Qld on Show, Qld Country Week, RegionsQ		Ensure participation with existing initiatives and investigate new opportunities	Promotions/advertising completed	Burdekin events were highlighted in the NQ Events Guide newspaper lift out and Alive with Events feature in the Townsville Bulletin and regional newspapers.	
CD21	Provide ongoing support for particular community welfare organisations within the shire including the Burdekin Community Association and Burdekin Neighbourhood Centre	3.1.1. Support projects and activities to improve public safety and health through strategic partnerships 3.1.6. Provide ongoing support for art, culture, youth, seniors, and welfare	Manage donations and in-kind support to BCA & BNC	Support provided to community groups	Provided a donation and ongoing in-kind support to BCA and Neighbourhood Centre.	







Community Development - Operational Plan End of Second Quarter Comments 2016-2017

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CD22	<i>Update Tourism Website and Calendar of Events including social media posts relevant to Community Development</i>	3.3.2. Highlight the benefits of living, working and playing in the Burdekin 3.3.4. Welcome visitors to the Burdekin	Accurate and timely information available via internet and social media pages Customer feedback Number of hits and likes on sites	Increased number of hits and likes on sites	Tourism website monitored on a regular basis and updated as required. Council's Calendar of Events & Social Media sites updated daily. 2,241 likes on Facebook. Positive feedback received from participants and the community.	
CD23	<i>Co-ordinate Garage Sale Trail – Waste reduction and community engagement program</i>	4.1.2. Support community education programs that contribute to improved environmental and community outcomes 4.2.2. Partner with and consult key stakeholder groups and government departments for a sustainable environment	Amount of waste reduction, promotion of reuse and community participation	Reduction of waste by 5%	Garage Trail Sale was held on Saturday, 22nd Oct. Arranged posters, flyers, promotion to all community groups, schools, & church groups. 38 participants registered for the Garage Sale compared to 19 participants in 2015. Positive feedback received from the participants and the community.	



Community Development- Operational Plan End of Second Quarter Comments 2016-2017

1 October- 31 December 2016

<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: left;">  Burdekin Shire Council </div> <div> Library Activities </div> </div>						
Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	Comments	
L01	<i>Enhance access for the Community to the Library's Historical photographic collection through the Library Catalogue</i>	3.3.1. Encourage increased use of community spaces and facilities 3.3.3. Encourage creative and cultural pursuits that enhance the community	Digitisation of the existing photographic collection	100 photographs per year	Photographs have been digitized but not added to catalogue as State Library will no longer host them, we need to find a solution for storage and acces through our server.	
L02	<i>Engage with the community at all levels through special events throughout the year and where possible in partnership with other agencies</i>	Identity 3.3.4. Welcome visitors to the Burdekin 5.1.2. Be responsive and proactive in providing information in the public interest 5.1.4. Improve digital platforms to improve access to information 5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Run two "special events" per quarter e.g. Readers and Writers Festival Number in attendance will be the performance measure	Run two "special events" per quarter e.g. Readers and Writers Festival Number in attendance will be the performance measure	Fun Palce was held with 76 attendees, Community Wellness morning with 30 attending	
L03	<i>Engage with younger members of the community through a range of activities</i>		Storytelling sessions, school holiday activities and library visits	Storytelling sessions, school holiday activities and library visits	22 Storytimes sessions held with 698 attending, 9 BabyRhyme Time sessions with 98 attending and 16 School Holiday Activities held with 297 attending.	
L04	<i>Enhance existing Partnership with PCYC</i>		Implement Best Start Reading Programme	Implement Best Start Reading Programme	11 Outreach/First Five visits conducted with 126 attending	
L05	<i>Offer Technology Support to the community through innovative practices</i>		Provide 1hr one on one technology Where possible run special ad-hoc technology sessions e.g. NBN information Q&A	Provide 1hr one on one technology Where possible run special ad-hoc technology sessions e.g. NBN information Q&A	Support was provided as required for tablet/technology help to Library clients.	

Community Development- Operational Plan End of Second Quarter Comments 2016-2017

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L06	<i>Ideas@108 space</i>	Enhance partnership with TAFE North Investigate partnership opportunity with Gudjuda Reference group and other local training providers/community groups Implement coding and Robotics Programme	Enhance partnership with TAFE North Investigate partnership opportunity with Gudjuda Reference group and other local training providers/community groups Implement coding and Robotics Programme	Coding and robotics workshops were held in conjunction with School Holiday Activities. 'LAB' project was run on Tuesday afternoon for children with Autism/Aspergers using the technology in Ideas @108.	
L07	<i>Update the Current Burdekin Library Strategic Plan incorporating community consultation</i>	Prepare new 5 year Strategic Plan	Prepare new 5 year Strategic Plan	A new strategic plan is in the draft stage.	

Client Services- Operational Plan Comments End of Second Quarter 2016-2017

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Human Resource Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
HR1	<i>Manage and Deliver Council's payroll- effectively and on time.</i>	5.2.4. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council	Payrolls within the quarter processed within acceptable time frame	26 payrolls with less than 2% error margin	6 successful payrolls completed. The processing issues following QCCU's banking platform changes have been resolved.	
HR2	<i>Provide an effective Recruitment Process which is consistent and fair to all applicants and selected on merits</i>	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Assessment of recruitment process matters/issues	0% disputes regarding the recruitment process 100% successful placement into vacant positions	9 Positions filled (Coordinator Waste Services, Labourer - Form Setter/Concreter - Works, Apprentice Diesel Fitter, Trainee Administration Officer, Trainee Library and Information Services Assistants x 2, Administration Officer, Library Community Services Officer, Technical Officer - Environment and Health)	
HR3	<i>Review HR policies to ensure best practices</i>		Review and update of policies to ensure best practices for the Organisation.	Four (4) Human Resource Policies to be reviewed annually	No reviews conducted in the quarter	
HR4	<i>Provide all of Council Reporting on a monthly basis for personnel statistics and a quarterly basis for trend analysis</i> <i>Participation in external surveys as benchmarking practices</i>		Number of Reports produced and surveys completed.	12 monthly reports, 4 quarterly reports	1 Quarterly report, 3 monthly reports	
HR5	<i>Manage workers compensation and return to work programs to effectively enhance the process to support re-introduction to work for injured workers</i>	5.2.4. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council 5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and	Monitor and analyse trends, WHS practices and program to enhance the effectiveness of return to work arrangements	Greater than 95% successful return to work programs	13 workers compensation claims were lodged between 1 July 2016 and 31 December 2016. 9 employees have successfully returned to normal duties and 4 employees are undertaking suitable duties in their workplace.	

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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
HR6	Manage employee leave accruals to ensure Council's leave liability remains at an acceptable level	public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Report to Management and Council in September and March on employee leave entitlement .	AL below 10 weeks accrual ad LSL below 26 weeks accrual	All Managers notified of excess leave in their areas. Graph and statistical data presented to Council in November 2016. Leave plans have been submitted by staff.	
HR7	Implement the new Local Government Industry Award, including associated payroll software configuration and classification structures		Successful implementation and completion	Successful Software configuration and a new classification structure rolled out to all employees	Due to delays in the Award Modernisation process this task has not commenced. New Award still expected to come into effect 1 January 2017.	
HR8	Provide an effective Performance Management Program to enhance Operations and provide support and feedback to personnel	5.2.3. Build effective leadership and management capability 5.2.4. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council	Number of performance reviews completed	110 Performance Reviews	Annual performance reviews for internal staff were conducted in October 2016.	
HR9	Establish and implement the new Burdekin Shire Council Enterprise Bargaining Agreement, including associated payroll software configurations	5.2.3. Build effective leadership and management capability 5.2.4. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council 5.3.4. Undertake regulatory responsibilities in accordance with state regulations 5.4.1. Maintain Council's commitment to ensure a safe and healthy work environment for all employees	Successful completion	Less than 2% error margin	Due to delays in the Award Modernisation process this task has not commenced. New Award still expected to come into effect 1 January 2017. To date no intention to bargain requests have been received.	

Client Services -Operational Plan Comments End of Second Quarter 2016-2017

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Training and Development Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
TR1	<i>Develop and maintain the 2016/2017 Training Plan and ensure that skills and qualifications required by legislation are maintained/updated</i>	5.2.3. Build effective leadership and management capability 5.2.4. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council 5.3.4. Undertake regulatory responsibilities in accordance with state regulations 5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes 5.4.1. Maintain Council's commitment to ensure a safe and healthy work environment for all employees	Number of qualification / skills training provided Number of qualifications / skills lapsed	98% compliance	32% First Aid & CPR Qualifications are now complete. Previous RTO was utilised to run our staff through this training course: Cheapest quote, most flexible with dates and available at short notice - Training completed for October - December 2016 includes: IOA FNQ Water Interest Day, Level 2 Operational Inspectors Course, Water Supply Regulation Workshop, Local Government Internal Audit Forum 2016, 5th QLD Pest Animal Symposium 2016, Quad Bike Training Course, Conducting Workplace Investigations, Centre for Pavement Engineering - Flexible Pavement Design & Mechanistic Pavement Design, Contaminated Machinery Certificate, New IR Act Workshop. LearnConnect - 244 Active Users	

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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
TR2	<i>Develop and maintain the 2016/2017 Training Budget and ensure that actual costs are consistent with estimated costs</i>	5.2.3. Build effective leadership and management capability 5.2.4. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council 5.3.4. Undertake regulatory responsibilities in accordance with state regulations 5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes 5.4.1. Maintain Council's commitment to ensure a safe and healthy work environment for all employees	Monthly reconciliations against estimated and actual costs	Less than 5% variance		
TR3	<i>Utilisation of Learn Connect throughout the organisation to maximise in house training and streamline expenses</i>		Number of employees inducted in usage	90% of workforce utilising learn connect		
TR4	<i>Implement and review existing training policies and procedures to ensure best practices</i>		Number of policies and procedures implemented	Minimum of two policies to be reviewed per year		

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Quality and Safety Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
Safety						
SQ1	Maintain and review the safety management system for compliance	5.3.4. Undertake regulatory responsibilities in accordance with state regulations 5.4.1. Maintain Council's commitment to ensure a safe and healthy work environment for all employees 5.4.2. Implement a work, health and safety management system	90% On Time Completion of Monthly Action Plans 90% of Hazard Inspection Schedule 90% completion of documents reviewed by due date	30 June 2017 30 June 2017 30 June 2017	Reduced performance in the completion of MAP, with only 17 MAP received on time in October, and only 16 in November. 31 of 38 programmed hazard inspections completed as per schedule (81.5% - below 90% target). Several inspections have been listed for carry over to future months, and inspections are still being completed after the initial programmed dates. 28 documents reviewed prior to due date. Currently working with IT section to generate new template to transfer documents across to updated the documents whilst conducted review.	
SQ2	Attain 3rd party certification for the safety management system to LGW SafePlan Criteria	5.2.3. Build effective leadership and management capability	Achieve 70% benchmark to LGW SafePlan Criteria for safety management system	30-Oct-16	External LGW Audit conducted and completed as scheduled, 70% benchmark achieved. Complete.	
SQ3	Maintain fire safety compliance for buildings	5.4.1. Maintain Council's commitment to ensure a safe and healthy work environment for all employees 5.4.2. Implement a work, health and safety management system	Evaluate and review emergency plans for 100% high occupancy buildings - Chambers - Library - Theatre - Memorial Hall - Showgrounds Hall - Multipurpose Shelter	30-Jun-17	Two (2) plans were reviewed in November (Library and Memorial Hall). QFES Fire and Emergency - Fire Compliance Inspections completed at these two locations as well. No additional reviews conducted in December.	



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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
SQ4	<i>Review and update Take 5 topics for transfer into eLearning environment (LearnConnect)</i>		Minimum of 2 Take topics to be reviewed and updated per month	30-Jun-17	Five (5) Take 5 topics were created in second quarter. One (1) Take 5 was removed under request surrounding correction to processes for plumbers. The distribution of two updated policies (Quality and Smoking Policy) via the trackable document function in LearnConnect commenced. Another two additional TMR documents were also captured by the process.	
SQ5	<i>Maintain asbestos compliance for buildings</i>		100% Completion of onsite inspection for annual review of all asbestos locations within Council buildings	30-Jun-17	No asbestos inspections scheduled during this period.	
Quality						
SQ6	<i>Maintain and review the quality management system for system certification</i>	5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Complete four internal audits in the financial calendar year	30-Jun-17	One (1) internal audit conducted during this period on the Quality Manual and associated document relationships. Several improvements and amendments required to ensure accuracy. New quality standard released in 2016 alters the need for the Manual, and this has been identified to be addressed in 2017.	
SQ7	<i>Facilitate annual surveillance audit of quality system to maintain certification</i>		Successful completion of External Surveillance audit by Certex	31-Mar-17	No dates have been set by the external auditor, Certex. Expect audit date to be in March 2017.	

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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
SQ8	<i>Migration of quality system towards an integrated management system (IMS)</i>		Full identification of common features within the Quality, Safety and Environmental Management Systems to enable creation of integrated documentation.	30-Jun-17	Analysis of Environmental systems has been transferred to another employee and we are currently still working through the identification of common features and finalising a plan for integration.	
SQ9	<i>Attain 3rd party certification for the Customer Service Centre to AS 9001</i>	5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback 5.1.2. Be responsive and proactive in providing information in the public Interest 5.2.2. Develop co-operative and collaborative partnerships on matters of regional, state and national importance 5.2.3. Build effective leadership and management capability 5.2.4. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council	Conduct project to achieve 3rd party certification	30-Jun-17	Project is currently onhold, due to budgetary restraints. (Costs were not adopted in the 2016/2017 OBUD). Project will commence once a re-evaluation of the certification requirements has been done and if certification is still required budget considerations will be put up for adoption in the 2017/2018 OBUD.	

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Internal Audit Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
IA1	<i>Develop new internal audit processes and documentation for Council</i>	5.3.3, Adhere to the governance framework and public reporting systems	Develop Internal Audit Function Charter	31/12/2016	Internal Audit Function Charter approved and adopted by CEO and Audit Committee. Completed. Internal Audit Manual is currently at 90%.	
			Develop Internal Audit Manual and procedures for internal audit functions and activities	31/12/2016		
IA2	<i>Awareness of new audit process across all areas of Council</i>		Develop Take 5 on Internal Audit Awareness	30-Dec-16	Under development. To be completed by 31-Jan-2017	
IA3	<i>Develop and conduct annual audit plan and schedule</i>		100% completion of internal audit schedule (8 Audits)	30-Jun-17	Internal Audit Schedule approved and adopted by CEO and Audit Committee. One audit completed - External WHS System audit by external body. Two audit processes commenced.	
IA4	<i>Review of internal audit capabilities</i>		100% attendance at Audit Committee meetings to provide briefing notes on internal Audit resourcing	30-Jun-17	Attended one internal audit committee meeting in second period.	

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Customer Service Centre Activities






Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
CS1	<i>Provide a well-designed, efficient and effective customer service facility</i>	5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback	Service Level (call statistics) achieved within the Customer Service Centre	% of calls answered within the Customer Service Standard of 80% of	Average Service Level Achieved - 83% for July to December 2016.	
		5.1.2. Be responsive and proactive in providing information in the public interest	Call abandonment rate of 10% or less	10% or less	Average 5.1% abandoned calls for July to December 2016	
		5.1.3. Communicate Council intent and decisions to the community using effective messaging tools	Average call wait time of less than 30 seconds	Priority One Calls to be answered within industry standard- 20 seconds.	Average Call wait time Priority 1 - 03 Seconds Priority 2 - 25 Seconds	
		5.3.3. Adhere to the governance framework and public reporting systems	Number of correctly entered call codes	95% or greater Call Codes recorded. Call code report produced every month.	94% Call Codes Recorded for July to December 2016	
		5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Maintain high levels of overall satisfaction with Council's service delivery channels for both residents and business	Number of Compliment for Customer services Staff received for the Quarter/Year	1 Compliment for the quarter CrGen16/0127	

Information and Communications Technology Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
ICT1	<i>Formulation of ICT Strategy and Organisational Design aligned with Corporate Strategic Objectives</i>	1.1.1. Plan and build infrastructure that adds value to Council and community assets	Annual review of ICT Strategic Plan and Road Map undertaken by February 2017.	Adoption of the ICT Strategy review by 31/03/2017	Inactive. Work to commence in January 2017.	
		1.5.1. Support and improve Council's business performance through information and communication technologies	Implementation of the 2016/2017 work plan from the ICT Strategy.	90% of work plan for the year implemented	On-target. Of the 28 items on the work plan, four (4) have been completed, three (3) are unable to proceed after removal from the budget and six (6) are currently in progress.	
		1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation				
		5.1.4. Improve digital platforms to improve access to information				
		Budget and allocate resources for the next 12 months strategic business directions as outlined in the		All financial implications arising from the report to be included in the	Inactive. Work to commence in January 2017.	
		Development and adoption of all of Council Mobility Strategy		Implementation to be completed by 30/06/2017.	Under-target. The budget allocated for the mobility strategy was removed from 2016/2017 budget. To be included in the 2017 OBUD forecast for Council adoption by 30/04/2017.	
ICT2	<i>Provision of overarching business and governance support for ICT Services</i>	1.1.1. Plan and build infrastructure that adds value to Council and community assets	Development of a policy for use of ICT aligning with the Queensland Government Chief Information Office (QGCI) Information Standard 38	31/01/2017	Inactive. This policy will be commenced on completion of the Information Security Policy.	
		1.5.1. Support and improve Council's business performance through information and communication technologies				
		1.5.2. Deliver reliable, innovative and				







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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
		effective ICT solutions to enable Council's business transformation 5.1.4. Improve digital platforms to improve access to information	Development of an information security policy aligning with the Queensland Government Chief Information Office (QGClO) Information Standard 18.	31/01/2017	In progress. The policy framework has been completed and mandatory clauses for IS18 have been added. We are also developing several associated documents, such as an Information Security Plan, which are required under IS18.	
			Development of an information asset register.	31/08/2016	Completed	
ICT2 cont.	<i>Provision of overarching business and governance support for ICT Services(continued)</i>	1.1.1. Plan and build infrastructure that adds value to Council and community assets 1.5.1. Support and improve Council's business performance through information and communication technologies 1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation 5.1.4. Improve digital platforms to improve access to information	Education and training of key stakeholders in information asset custodianship aligning with the Queensland Government Chief Information Office (QGClO) Information Standard 44.	30/06/2017	In progress. Work has commenced on a Information Security Classification and Control Operational Standard as part of the development of the Information Security Policy.	
ICT3	<i>We will use technology effectively to improve business functions and deliver benefits to the community.</i>	1.1.1. Plan and build infrastructure that adds value to Council and community assets 1.2.2 Apply a prioritised and planned system to upgrade and enhance existing facilities. 1.5.1. Support and improve Council's business performance through information and communication technologies 1.5.2. Deliver reliable, innovative and	Fully operational virtual desktop infrastructure (VDI) pilot for 10 client computers.	30/06/2017	Inactive. Work to proceed in the new year.	
			Fully operational replacement of the existing Storage Area Network (SAN).	30/06/2017	Inactive. Work to proceed in the new year.	

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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
		effective ICT solutions to enable Council's business transformation 5.1.4. Improve digital platforms to improve access to information	Successful upgrade of the Enterprise Content Management System (T1 ECM) to the Ci Anywhere platform.	31/03/2017	On-target. Test environment configured and key user training completed.	
			Maximum availability of core ICT systems to staff during business hours.	Less than 2 hours unplanned downtime during business hours per quarter	On-target. 1 hour 11 minutes downtime of single ICT systems. 17/10/2016: 6 minutes unplanned downtime due to an ISP connectivity issue. 18/11/2016: 1 hour unplanned downtime of the records management system due to a configuration change for the ECM 4.03 upgrade. 06/12/2016: 5 minutes unplanned downtime due to an ISP connectivity issue.	
			Successful roll-out of Council's planned desktop computer replacement program.	30/11/2016	Under-target. Work on the user requirements and specifications commenced in October 2016. Estimate ordering in early February 2017.	
			Successful roll-out of Council's planned photocopier/printer replacement programs.	28/02/2017	On-target. Two (2) of three (3) photocopies have been installed.	
			Successful replacement of the existing HelpDesk system with the new recommended ITIL (HelpDesk) toolset as per the ICT Strategy.	30/06/2017	Inactive. Work postponed and will proceed in the new year.	
ICT4	We will plan, organise, coordinate and implement measures to prepare for, respond to and recover from disasters for our ICT infrastructure.	1.1.1 Plan and build infrastructure that adds value to Council and community assets. 1.2.4 Protect the integrity of existing assets through flood and disaster	To review and update all ICT related risk measures and mitigations according to the BSC Risk Register.	1/01/2017	Inactive. Work postponed and will proceed in the new year.	




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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
		mitigation programs. 1.5.1. Support and improve Council's business performance through information and communication technologies 1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation 5.1.2 Be responsive and proactive in providing information in the public interest 5.1.4 Improve digital platforms to improve access to information	Development and review of ICT Disaster Recovery (DR) Plans aligning with the Burdekin Shire Council Business Continuity Plan and Sub-Plans.	Successful development and review of three (3) ICT DR plans per quarter.	On-target. Five (5) ICT DR plans completed for the quarter. COMPLETED: T1 ECM (Records Management, Minutes and Agenda); Guardian (Disaster Management System); Microsoft Exchange (Email); Archive Manager (Email Archiving); Web Server (Council's public web site)	
			Completion of ICT Disaster Recovery (DR) plan testing.	Test and review three (3) ICT DR plans per quarter.	On-target. Five (5) ICT DR plans tested. COMPLETED: T1 ECM (Records Management, Minutes and Agenda); Guardian (Disaster Management System); Microsoft Exchange (Email); Archive Manager (Email Archiving); Web Server (Council's public web site)	
ICT5	Provision of efficient, effective and sustainable communication tools to our community	1.5.1. Support and improve Council's business performance through information and communication technologies 1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation 5.1.2 Be responsive and proactive in providing information in the public interest 5.1.3 Communicate Council intent and decisions to the community using effective messaging tools 5.1.5 Present a consistent image when communicating Council messages. 1.5.1. Support and improve Council's business performance through information and communication	Maximum availability of the Burdekin Shire Council website Maximum availability of the call-centre to our community during business hours.	Less than 10 hours (99.5% availability) unplanned downtime per quarter Less than 2 hours (99.5% availability) unplanned downtime during standard business hours per quarter	On-target. 11 minutes unplanned downtime. 17/10/2016: 6 minutes unplanned downtime due to an ISP connectivity issue. 06/12/2016: 5 minutes unplanned downtime due to an ISP connectivity issue. On-target. No unplanned downtime.	 

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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
		technologies 1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation 5.1.2 Be responsive and proactive in providing information in the public interest 5.1.3 Communicate Council intent and decisions to the community using effective messaging tools 5.1.5 Present a consistent image when communicating Council messages.	Maximum availability of the after-hours telephone service to our community..	Less than 6 hours (99.5% availability)unplanned downtime outside of standard business hours per quarter	On-target. 29/10/2016: The after-hours telephone service was unavailable for approximately 30 minutes due to a planned power outage while disaster recovery testing the Council Chambers emergency power.	
			Successful integration of Email subscription services (MailChimp) via the website for the community.	31/01/2017	Completed	
ICT5 cont.	Provision of efficient, effective and sustainable communication tools to our community	1.5.1. Support and improve Council's business performance through information and communication technologies 1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation 5.1.2. Be responsive and proactive in providing information in the public interest 5.1.3. Communicate Council intent and decisions to the community using effective messaging tools 5.1.5. Deliver Council messages in accordance with Council's Style Guide in all Council communication	Development and implementation of a corporate style guide for all Council corporate documentation.	30/06/2017	On-target. COMPLETED: Master logo and branding concept selected, Requested templates have been supplied IN PROGRESS: Finalising the style guide document.	

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Local Disaster Management Group Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
DMG	Act in accordance to the QLD Disaster Management Act 2003	<p>3.5.1. Co-ordinate and facilitate disaster planning and preparedness to reduce the impact of disaster events.</p> <p>3.5.2. Support the Burdekin Local Disaster Management Group to ensure effective decision making during disaster events</p> <p>3.5.3. Partner with the District Disaster Management Group and the State Disaster Management Group.</p>	<p>To ensure the LDMG has a disaster response capability</p> <p>To approve the local disaster management plan prepared under the QLD Disaster Management Act</p> <p>To ensure information about an event or a disaster in the shire is promptly given to the district disaster coordinator</p> <p>To perform other functions given to Council under the QLD Disaster Management Act</p>	<p>Undertake a risk assessment of all identified risk as outlined in the LDMP and ensure response capabilities have been defined</p> <p>Review and amend Local Disaster Management Plan in accordance with legislation</p> <p>Adopt Local Disaster Management Plan by November 2016</p> <p>Ensure the Guardian Disaster Management software is current and all pro-formas referencing the DDC have been updated</p> <p>Attendance at all DDMG meetings</p>		




Financial Management (Council Budget and Reporting) Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
Council Budgets						
FM1	Prepare and submit first amended budget for 2016-2017 for Council adoption	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Presentation of an amended budget by the target date	Dec-16	First Revised Budget approved by Council on 6th December	
FM2	Prepare and submit second amended budget 2016-2017 for Council review and adoption		Presentation of an amended budget by the target date	Apr-17	Planning has commenced and will progress in next quarter	
FM3	Commence budget planning discussions with Council		Council workshops will be conducted using current information and estimates Action plan to be developed	Commencing January 2017	Planning has commenced and will progress in next quarter	





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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
FM4	<i>Review policies and revenue statement for inclusion in budget agenda</i>		Review and prepare relevant policies and revenue statement and provide to Council to adopt at the annual budget meeting	Jun-17	Planning for reviews will commence in third quarter	
FM5	<i>Prepare and submit original budget and forecast estimates 2017-2018 for Council tabling by Mayor</i>		Council 2016-2017 annual budget will be presented for adoption before the beginning of the 2016-2017 financial year	Jun-17	Planning has commenced and council workshops scheduled for following quarters.	
Annual Financial Reporting						
FM6	<i>Review asset information for annual financial statement prior to audit</i>	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Timely end of financial year information provided to the auditor by the agreed client strategy dates Accurate end of financial year information can be measured based on auditor queries	12 August 2016 and May 2017	On-going involvement with asset information throughout the quarter.	






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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
FM7	<i>Prepare proposed annual financial statements for 2015-2016 and submit to audit committee</i>	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Timely proposed financial statements provided to the audit committee by the agreed client strategy date Accurate proposed financial statements can be measured based on audit committee queries	7 September 2016	Audit committee provided with feedback on presentation of financial statements	
FM8	<i>Draft financial statements to Audit</i>		Timely proposed financial statements provided to the auditor by the agreed client strategy date Accurate proposed financial statements can be measured based on auditor management letter and requested changes	19 September 2016	Financial Statements were presented by the agreed date and were accepted by the auditor. The Auditor did not request any changes to the draft financial statements	
FM9	<i>Respond to final audit for 2015-2016 financial statements management letter</i>		Collate and review Manager responses and reply to audit management letter by the target date	11 November 2016	Responses to audit matters were provided to auditors on 28th September and the final management letter was confirmed on 25 October.	
FM10	<i>Prepare Community Financial Report for Annual Report</i>		Complete the Community Financial Report ensuring it is in plain language and easy to read by the agreed date to allow time for publication of the report	16 November 2016	Completed 9 November 2016	





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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
FM11	Prepare shell financial statements for 2016-2017 and submit to audit committee	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems	Timely shell financial statements provided to the audit committee by the agreed client strategy date Accurate shell financial statements can be measured based on audit committee queries	May-17	A review of the presentation of the Shell Financial Statements will commence next quarter.	
FM12	Coordinate external audit of Burdekin Shire Council as required by Queensland Audit Office	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems	Feedback from external auditor on performance of audit process	Final Audit 2015/2016 – September 2016 Planning visit - February 2017 Interim audit - May 2017	Final audit completed within timeframes. Commencing planning and workpapers for Audit Planning visit week commencing 30th January 2017	
Returns to external bodies						
FM13	Coordinate and complete Local Government Comparative Data Return	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Timely submission of the comparative data return by the target date Accurate submission of the Comparative Data Return which can be measured by queries from the department	Dec-16	Comparative Data Return completed and lodged 26th October 2016.	
FM14	Coordinate and submit 10 year forecast to Local Government Department to support loan borrowing application		Timely submission of the 10 year forecast and loan borrowing application by the target date	Dec-16	Deadline amended to 26 August - extension granted to 4 September. Return submitted	
FM15	Annual Fringe Benefits Tax Return		Return to be lodged by the target date	20-May-17	Preparation to complete the return will begin in the next quarter	






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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
FM16	Prepare and lodge Monthly Business Activity Statement for Goods and Services Tax		Return lodged each month by target date	21st of the month	The monthly BAS returns have been lodged within the required timeframes	
FM17	Prepare and lodge quarterly Local Government Finance Statistics ABS return		Return to be lodged within 6 working days of end of each quarter	Within 6 working days of end of each quarter	December return due 12 January.	
FM18	Implementation of processes for collection of information for ATO contract data matching		Implementation of process to collect data for ATO from 1 July 2017	30-Jun-17	Council participated in testing for the implementation in prior financial year and will review the software processes in the last quarter when the software from Technology One is expected to be released.	
Prominent Organisational Tasks within Financial Services Area						
FM19	Support asset management planning, implementation and reviews	1.2.1. Implement the Asset Management Strategy 1.2.2. Plan to protect the integrity of key community assets and buildings 1.2.3 Apply a prioritised and planned system to upgrade and enhance existing facilities 1.2.1. Implement the Asset Management Strategy 1.2.2. Plan to protect the integrity of key community assets and buildings 1.2.3 Apply a prioritised and planned system to upgrade and enhance existing facilities	Ongoing participation in Asset Management Group meetings and review of financial information contained in asset management plans	Compliance with legislation	Participated in asset management group meetings. The asset management plans are currently being developed by the asset management unit.	




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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
FM20	<i>Maximise recovery of outstanding general debtors</i>	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Review of aged debtors particularly those in 60 and 90 days	Level of outstanding debtors	60 and 90 day debtors reviewed monthly. The monthly actual amounts are: 60 Days 90 Days Oct \$21,499 \$2,557 Nov \$ 3,639 \$9,456 Dec \$ 2,301 \$6,042 A community organisation is prepaying its loan and this amount reduces the amount in 90 days by \$8,800 for Oct and Nov and \$11,000 for Dec.	
FM21	<i>Review and update monthly financial reporting to ensure legislative compliance and Councillor usability</i>		Councillor feedback and auditor comments Timely and accurate financial reports are produced	Financial reports to Council within one month	Each month the monthly reports are reviewed and improvements made based on feedback from Councillors	
FM22	<i>Co-ordinate and produce Operating Statement and Capital Projects Reports</i>		Preparation of monthly reports by the Council meeting agenda deadline each month	Monthly	Further to previous quarter information the October, November and December monthly reports have been presented to council within the following month.	
FM23	<i>Review financial administration policies and procedure as required by LG Act 2009 and LG Reg 2012 and other legislation</i>		Financial policies are current and reviewed annually by the target date	Jun-17	Preparation to complete the reviews will begin in the last quarter	
FM24	<i>Monitor and maintain corporate financial systems for user operability</i>		Client surveys can be conducted regularly. User support provided in a timely manner	Bi- annual surveys	Training needs survey undertaken and planning commenced to provide training in the next quarter.	

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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
FM25	<i>Administer existing and new external and internal loan borrowings</i>		Borrowing repayments paid by due date and new loans drawn down by agreed target dates	Quarterly	No new borrowings this financial year. Repayments paid by due dates.	
FM26	<i>Address and monitor management issues from final 2016 and interim 2017 audit recommendations</i>		Closure/resolution of audit recommendations by the next audit visit	Final audit 2016 and May 2017 Interim Audit	No new audit issues for 2016 audit however ongoing audit matters from prior audit. 2017 audit not yet commenced with Audit office undertaking a planning visit next quarter.	
FM27	<i>Co-ordinate/provide information for external audit projects undertaken by Queensland Audit Office</i>		Timeliness of response to Queensland Audit Office requests and results of audits if applicable	Ad Hoc as required	All audit matters dealt with promptly	

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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance:	2016-2017 Target	End of 2nd Quarter Comments	
FM28	<i>Implementation and review of organisational processes required for Related Party Disclosure in Financial Statement</i>		Can be measured based on Auditor comments and management letter	1 July 2016 May 2017 Interim Audit	CEO declarations received and a flag added in software system. Interim CEO now been appointed as CEO and declarations will be completed in next quarter. Further discussions to be held with Auditor at planning visit.	

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Rates Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
R1	Maintain property and rating database	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	To ensure a high level of accuracy and timeliness in updating the property database	Every notified change of detail is promptly entered into the database	Valuation amendments - 42 Valuation objections - 0 Property transfers - 106 Other transfers/memos - 26 Service address amendments - 35 Land use changes due to Building & Plumbing applications - 18 Pensioner applications (new/sold properties) - 45 New/replaced/removed water meters - 204 Garbage bin service adjustments - 27 Rates refunds/transfers/standing donations - 28 Dishonoured cheques - 1 Undetected water leak adjustments - 0 All maintenance completed in a timely manner within set timelines, nil errors.	
R2	Issue annual rates and charges levy		Timely and accurate rates notices will be issued	Aug-16	Annual rates levy issued on 05/08/16 9,263 notices. No errors notified.	
R3	Issue half year water consumption levy		Timely and accurate water consumption notices will be issued	Dec-16	Half year water consumption levy to be issued on 13/01/17	
R4	Issue supplementary rates and charges levies		Timely and accurate supplementary rates notices will be issued to those affected (change of ownership, change of services, changes of valuation, change of pension details etc.)	Every notified change will be entered into the rating database and used for supplementary rates notices where applicable	Supplementary levy issued on 04/11/16 142 notices. No errors notified.	

Finance and Administration- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
R5	<i>Maximise recovery of overdue rates and charges</i>	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Ongoing monitoring of overdue rates to ensure that payment plans are put in place and arrears matters are referred in a timely manner to debt collector or referred to Council for sale under Local Government Act or other action as appropriate.	Low percentage of rates arrears	9.17% of arrears of nett rates as at 31/12/16. The following steps have commenced to continue to reduce overdue rates balance. Overdue reminder notices on balances greater than \$100 issued 13/10/16 (1,137 notices issued) 96 letters sent to Property owners with prior year outstanding rates and without payment arrangements, prior to sending to Debt collector 171 properties on voluntary payment plans 70 Extension of time letters sent 19 properties with prior legal action being monitored/managed internally 90 properties being monitored from last financial year 1 property on deferred payment arrangement 6 properties in the hands of our debt collector	

Finance and Administration- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016






Financial Management (Expenditure Services) Activities

Ref.	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
EXP1	<i>Ergon Locks – Assess all Council sites to ascertain access requirements to comply with new regulations</i>	5.3.3. Adhere to the governance framework and public reporting systems	All sites to be assessed and where required, appropriate Ergon approved locks applied	Dec-16	Ergon required locks were ordered and received for all applicable sites for Parks. Locks were ordered for applicable sites for WWW and should arrive early January 2017. Awaiting further assessment and identification on required locks for all other Council premises	
EXP2	<i>Administer accounts payable and contract register</i>	5.3.2. Ensure Council's financial position is effectively managed	Invoices to be paid within 30 days from EOM in weekly, fortnightly & monthly payment runs	Invoices not paid within 30 days - Target <10%	21 invoices out of 2,522 processed for October to December quarter were not paid within deadline, due to goods not rec'd etc, equates to less than 1%.	
EXP3	<i>Review of purchase procedure variances to management</i>		Monitoring of all orders released in Finance One system to ensure orders are raised prior to invoice being received	Compliance Levels - Target <10% of invoices raised after invoice issued	Orders raised after invoice received for the October to December averaged 7%	
EXP4	<i>Maximise earnings on cash holdings</i>		Interest Earnings - Rates sourced from various institutions to ascertain best rate for period of investment	Level of Earnings	Average interest @ Dec 2016 is 2.80%. Interest earned @ Dec 2015 was \$506,585.19 - Interest earned @ Dec 2016 \$535,820.13	

Finance and Administration- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
EXP5	<i>Administer purchasing financial delegations and purchase cards</i>		Issue/Maintenance/Cancellation of purchase cards and update of Financial Delegation Register	Actioned within 5 working days of receiving notification	October to December - 6 cards cancelled (1 not in required deadline due to department holding it for a week) and 1 new card issued. Financial delegation register updated with 1 amendment - CEO.	
EXP6	<i>EOFY Preparation of Work Papers for Audit and Annual Report</i>	5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Accurately collate and provide workpapers for annual reporting and	Aug-16	Completed mid August 2016	
EXP7	<i>Preparation of Approved Contractors Listing (tenders) applications for private hire and traffic control providers for the period 1 July 2016 to 30 September 2017</i>		Collate and update private hire and traffic control information for database and continued maintenance of databases throughout year	July 2016 and accuracy of information	Completed late July 2016 with 100% accuracy	







Administration and Records Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
AR1	<i>Facilitate Council's statutory meetings and provide accurate and timely minutes of meetings</i>	5.3.3. Adhere to the governance framework and public reporting systems	Accurate, complete and timely minutes published to website	Within 10 days of each statutory Council meeting	All minutes completed within 3 days after the Ordinary Council Meeting.	
AR2	<i>Classification and registration of daily correspondence into ECM</i>		All correspondence to be registered into ECM within 48 working hours of receipt	80% completion within set timeframes	100% completion rate of correspondence registered within 48 business hours of receipt. 98% completion rate of correspondence registered within 24 business hours of receipt.	
AR3	<i>Facilitate the development and training of the Administration Trainee</i>	5.2.4. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council	Completion of Certificate 3 in Business Administration within the set time frame	31-Dec-16	Completed - refer to Operational Plan 1st quarter comments.	
AR4	<i>Ergon Locks – Assess all Council sites to ascertain access requirements to comply with new regulations</i>	5.3.2. Ensure Council's financial position is effectively managed	All sites to be assessed and where required, appropriate Ergon approved locks applied	31-Dec-16	Ergon required locks were ordered and received for all applicable sites for Parks. Locks were ordered for applicable sites for WWW and should arrive early January, 2017. Still awaiting further assessment and identification on required locks for all other Council premises.	

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1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
AR5	Upgrade of ECM from CI 4.02 to CI 4.03	5.1.4. Improve digital platforms to improve access to information	New version of ECM 4.03 working by target date. Testing and training of end users to be completed prior to Go Live date of 6th March 2016. Technical validation, reporting and training will continue until the target date.	30-Jun-17	ECM 4.03 CiAnywhere System Administration Training was conducted by a TechOne consultant on 1st and 2nd Nov 2016. Five system administration staff attended Technical validation, reporting and in-house testing will continue until the target date.	
AR6	Develop and implement a key and end user training program for ECM CI 4.03	5.2.4. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council	ECM CI 4.03 end user training program delivered to staff that require training	80% of ECM users trained within three months of upgrade	ECM 4.03 CiAnywhere Key User Training was conducted by a TechOne consultant on 29th and 30th Nov 2016. 16 Key ECM Users attended. These users will continue to carry out testing until Go Live date.	
AR7	Implement systematic ongoing ECM training for all staff Ensure user guides and training documents on Records portal are current		Ensure all new staff receive ECM training and existing employees receive regular refresher training as required	95% of new staff using ECM are trained within two months of employment Regular training and support offered to 50% of existing staff annually	Training for the balance of ECM users has been scheduled for Feb 2017. Training plan and user guides to be developed prior to this training.	
AR8	Implement a recordkeeping awareness and education program for all employees		Ensure all new staff receive record keeping awareness and education and existing employees receive refresher training as required	100% of new staff receive awareness training as part of their induction	A recordkeeping awareness and education presentation is delivered to new staff as part of the induction program. A more comprehensive presentation is included in ECM training sessions. Recordkeeping awareness delivered to 100% of new users in their initial ECM training session from October to December 2016.	

Finance and Administration- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
AR9	<i>Follow Queensland State Archives schedules for the retention and disposal of paper-based corporate records</i>		Number of records disposed/archived each year	70% of records archived within 4 months of delivery to Records staff	63 boxes have been disposed of from 1 October to 31 December 2016. 70% of records have been archived within the required time frame.	

Operations- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016







Operations

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	score black is inactive
Operations						
OPW 1	<i>Completion of Annual Works Program as adopted within the financial year considering revisions required to accommodate externally funded projects and/or natural disasters</i>	1.2.3 Apply a prioritised and planned system to upgrade and enhance existing facilities	Assessment of Works Completed at EOFY including Dollar Value	85%	85% Target of revised budget figure equates to \$5.62 million. Expenditure as at 31.12.16 = \$2.605 million equates to 46% of expenditure incurred in first half of financial year. Eighteen of thirty nine projects have been completed.	
OPW 2	<i>Achieve a Compliment to Complaint Ratio of 3:1 for Operational Responsiveness and Departmental Conduct</i>	5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback 5.3.1. Demonstrate open and transparent leadership	Analysis of customer requests received in the financial year to measure number of compliments received for quality of work and conduct of staff versus complaints received	3:01	Seven compliments received in the period relating to operational responsiveness. No complaints received.	
OPW 3	<i>Inspect transport network, and prioritise and complete maintenance activities in accordance with adopted service levels</i>	1.1.1. Plan and build infrastructure that adds value to Council and community assets	Inspect: Arterial Road Inspection – Quarterly Local Access Roads – Bi-annually Hierarchy 1 Footpaths – Bi-annually Hierarchy 2 Footpaths – Annually	95% Compliance with Adopted Service Levels	Inspections completed on Arterial and Local Access road network in the period. Currently achieving 93.6% customer request closeout within timeframe.	

Operations- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016




OPW 4	Attend to maintenance matters raised in customer request system within required timeframe	1.1.1. Plan and build infrastructure that adds value to Council and community assets 1.2.3 Apply a prioritised and planned system to upgrade and enhance existing facilities	90 % of requests completed within timeframe	30-Jun-17	Currently achieving 93.6% completion within timeframe	
OPW 5	Completion of Capital Works Program- Drainage as adapted to be delivered within the financial year considering revisions required to accommodate externally funded projects and/or natural disasters. Exception: Major schemes spanning two or more financial years	1.1.1. Plan and build infrastructure that adds value to Council and community assets 1.2.2. Plan to protect the integrity of key community assets and buildings 1.2.3 Apply a prioritised and planned system to upgrade and enhance existing facilities 1.2.4. Protect the integrity of existing assets through flood and disaster mitigation programs 1.4.4. Prioritise upgrades and improvement to the drainage systems	Assessment of Works completed at EOFY	85%	Culvert replacement program prioritised as per condition assessment progressing with dedicated construction crew. Lando Street drainage extension project complete. Plain Road - Lower Burdekin Water crossing - culverts on-site with LBW to install.	
OPW 6	Undertake regular documented inspections of aerodromes and airstrips and carry out maintenance as per CASA requirements	1.2.1. Implement the Asset Management Strategy 1.3.2. Cooperate with state and federal government to enhance the transport network	Ayr Aerodrome Sealed Runway – Weekly All other airstrips - Monthly	Compliance	Documented inspections carried out in line with stated recurrence intervals and recorded on BSC aerodrome Inspection Checklist. Reconstituted Aerodrome Advisory Group has met on two occasions in the period.	
OPW 7	Undertake regular inspections of boat ramps and carry out maintenance as per Department of Transport and Main Roads requirements	1.2.1. Implement the Asset Management Strategy 1.3.2. Cooperate with state and federal government to enhance the transport network	Quarterly documented Inspections	Compliance	Annual inspection of all boat ramps in the shire conducted in conjunction with Department of Transport and Main Roads in the period.	

Operations- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016





Water and Waste Water Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	Score Black is inactive
WW1	<i>Achieve compliance with adopted Burdekin Shire Council Customer Service Standards - Water Wastewater</i>	1.4.1. Enhance water security 1.4.2. Increase water supply network reliability 1.4.3. Improve water quality	Benchmarking actual performance versus CSS	Compliance with adopted Customer Service Standard Water Wastewater	Data file corrupted. Unable to provide benchmark figures for comparison. ICT and WWW staff working to resolve. Will be able to provide benchmark figures in arrears when issue resolved.	
WW2	<i>Attend to maintenance matters raised in customer request system within required timeframe</i>	1.4.1. Enhance water security 1.4.2. Increase water supply network reliability 1.4.3. Improve water quality	90 % of requests completed within timeframe	30-Jun-17	Data file corrupted. Unable to provide benchmark figures for comparison. ICT and WWW staff working to resolve. Will be able to provide benchmark figures in arrears when issue resolved.	
WW3	<i>Water Quality to be monitored and benchmarked against Australian Drinking Water Guidelines.</i>	1.4.3. Improve water quality	Monitor water quality results from quarterly reporting to the Water Supply Regulator	Compliance with ADWG and adopted Customer Service Standard Water Wastewater	100% regulatory compliance in the period. 101 dirty water requests for period compared to 103 for same period last year.	

Operations- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

WW4	<i>Capital Works Program - Continuation of Sewage Pump Station Switchboard replacement program</i>	1.4.5. Improve sewerage network reliability through planned infrastructure upgrades	Completion of submitted Works Program	30-Jun-17	Successful in attaining \$952,000 funding from State Government Building Our Regions Program. Tenders for Register of Prequalified Suppliers for Electrical Trade Services closed 19 December, 2016. First package of switchboards to be released for offer in February 2017.	
WWS	<i>Achieve a Compliment to Complaint Ratio of 1:1 for Operational Responsiveness and Departmental Conduct</i>	5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback 5.3.1. Demonstrate open and transparent leadership 5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Analysis of customer requests received in the financial year to measure number of compliments received for quality of work and conduct of staff versus complaints received	1:01	Eight compliments received in the period relating to operational responsiveness versus one complaint received.	

Operations- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016



Purchasing and Stores Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	Score Black is inactive
PS1	<i>Inventory Management</i>	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems	5% reduction in dollar value of stores inventory	30-Jun-17	Target is for 5% reduction at financial year stocktake June 2017..	
PS2	<i>Inventory Control of Personal Protective Equipment Issues</i>	5.3.2. Ensure Council's financial position is effectively managed	5% reduction in value turnover of PPE issues	30-Jun-17	Target is for 5% reduction at financial year stocktake June 2017..	
PS3	<i>Participation in NQROC Procurement Group</i>	5.2.2. Develop co-operative and collaborative partnerships on matters of regional, state and national importance	Report on savings gained from aggregated procurement arrangements with NQROC	Provide reportable productivity dividend	NQROC Procurement Group has not met since Townsville City Council conducted a restructure in Novemembr 2016.	

Operations- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016




Parks and Gardens Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
PG1	<i>Undertake maintenance of Shire Parks and Gardens, Cemeteries and Public Conveniences and attend to maintenance matters raised in customer request systems by required timeframe</i>	1.2.2. Plan to protect the integrity of key community assets and buildings 1.2.3 Apply a prioritised and planned system to upgrade and enhance existing facilities	90% of requests completed within timeframe	30-Jun-17	Currently achieving 95.9% completion within timeframe.	
PG2	<i>Achieve a Compliment to Complaint Ratio of 4:1 for Departmental Operational Responsiveness and Departmental Conduct</i>	5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback 5.3.1. Demonstrate open and transparent leadership 5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Achieve annual compliment to complaint ratio of 4:1 for Public Convenience Operations	30-Jun-17	No compliments specific to Public Conveniences received in the period, no complaints. Compliment to complaint ratio of 1:1 across Parks and Gardens Section for the reporting period.	
PG3	<i>Erect shade structures at Ayr Skate Park</i>	1.1.1. Plan and build infrastructure that adds value to Council and community assets 1.2.3 Apply a prioritised and planned system to upgrade and enhance existing facilities	Date of Achievement	30-Jun-17	Successful in attaining \$57,736 in funding under the State Government Get Playing Places and Spaces program. Quotations for construction to be sought in February 2017.	
PG4	<i>Replace existing Public Toilet - Cromarty Creek Gira</i>	1.2.3 Apply a prioritised and planned system to upgrade and enhance existing facilities	Date of Achievement	30-Jun-17	Building Services to solicit quotations February 2017. Scheduled completion May 2017.	

Operations- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

PG5	Assist with Skilling Queenslanders for Work Program - Plantation Park and Juru Walk Development	2.1.2. Build relationships with educational institutions to address the skills and qualifications valued in the Burdekin 2.1.3. Promote employment and training opportunities to retain young people	Date of Achievement	30-Jun-17	Project complete November 2016	
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Technical Services- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016









Technical Services Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
TS1	<i>Produce five year Works Implementation Program for years 2017-2022</i>	1.1.1. Plan and build infrastructure that adds value to Council and community assets 1.4.4. Prioritise upgrades and improvement to the drainage systems	Council adopts works implementation program including commitment to the first two years	First two years by 31 March 2017 with remaining three years by 30 June 2017	Council workshops for the development of two year Works Implementation Program will commence in third quarter.	
TS2	<i>Produce Annual Works Program and review monthly</i>	1.1.2. Prioritise infrastructure projects that will contribute to growth in the Burdekin 1.2.3 Apply a prioritised and planned system to upgrade and enhance existing facilities 1.4.4. Prioritise upgrades and improvement to the drainage systems	Number of reviews	Reviewed monthly with not less than 9 reviews by 30 June 2017	Six monthly meetings held to date	
TS3	<i>Complete Technical Services Customer Engagement Strategy and document procedures for engineering works</i>	5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback	Completion of strategy	30-Jun-17	No further progress on this activity in the second quarter. Work to recommence in second half.	
TS4	<i>Complete Transport Network Strategy</i>	1.1.1. Plan and build infrastructure that adds value to Council and community assets	Completion of strategy	30-Jun-17	No further progress on this activity in the second quarter. Work to recommence in second half.	
TS5	<i>Continue development of Stormwater Strategy</i>	1.2.3 Apply a prioritised and planned system to upgrade and enhance existing facilities 1.4.4. Prioritise upgrades and improvement to the drainage systems	% completion of strategy	75% completed by 30 June 2017	No further progress on this activity in the second quarter. Work to recommence in second half.	

Technical Services- Operational Plan Comments End of Second Quarter 2016-2017





1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
TS6	Submit environmental authority annual report to Department of Environment and Heritage Protection	5.3.3. Adhere to the governance framework and public reporting systems	Submission by due date	22-Nov-16	Complete	
TS7	Submit annual water and sewerage data to State-wide Water Information System (SWIM)		Submission by due date	30-Oct-16	Complete	
TS8	Certification of all engineering works by RPEQ in accordance with the requirements of the Board of Professional Engineers Queensland	5.3.4. Undertake regulatory responsibilities in accordance with state regulations	RPEQ service maintained throughout year to ensure compliance	30-Jun-17	RPEQ certification maintained.	
TS9	Complete approved Blackspot project at Queen Street/Soper Street roundabout	1.3.1. Prioritise upgrades to the road network to improve safety and connectivity	Completion within budget	30-Jun-17	Project to be completed in January 2017 with final report submitted by March 2017.	
TS10	Complete Transport Infrastructure Development Scheme (TIDS) program in accordance with Roads and Transport Alliance requirements	1.1.1. Plan and build infrastructure that adds value to Council and community assets 1.3.2. Cooperate with state and federal government to enhance the transport network	Claims for funding to meet target	80% complete by 30 December 2016 100% complete by 30 June 2017	Program amended with changes to priority projects with 50% completion by December 2016. Currently meeting expenditure forecast.	
TS11	Complete Roads to Recovery Program in accordance with Australian Government requirements		Meet regular reporting requirements and manage works program to ensure 100% expenditure by target date	30-Jun-17	Progress reports completed with approx. 85% of funding claimed.	

Design Office






Technical Services- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
TS12	<i>Detail design/works brief for capital projects to be delivered three weeks prior to commencement of works.</i> <i>Alternative discussions with foreman/overseer detailing project scope to allow commencement of works</i>	1.1.1. Plan and build infrastructure that adds value to Council and community assets	Delivery of plans or brief in advance of construction to enable efficient allocation of resources	Detail design of 2016/17 projects 80% complete by 31 March 2017 Detail design of 2017/18 projects 50% complete by 30 June 2017	Design completed for 80% of 2016/17 projects completed by December 2016. Design commenced on 2017/18 projects.	
TS13	<i>Produce reseal program for 2016/17</i>	1.1.1. Plan and build infrastructure that adds value to Council and community assets 1.2.2. Plan to protect the integrity of key community assets and buildings	Completion of program	Program completed by 31 November 2016 Works 70% complete by 30 December 2016	Reseal program 75% complete and 30% of works complete by end of second quarter.	
TS14	<i>Respond to applications within Design Office responsibility (e.g. Infrastructure in road reserve)</i>	5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback 5.1.3. Communicate Council intent and decisions to the community using effective messaging tools	Number of applications received	90% completed within relevant agreed targets	78 Customer Requests - 83% within target 370 applications - 100% within target Total 448 - 97% within target	
TS15	<i>Feedback provided to all customers for all requests</i>		Feedback to customers recorded	Feedback provided for 100% of customer requests and applications within target	Level of feedback maintained during second quarter.	
Asset-Management						






Technical Services- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
TS16	<i>Valuation of non-current assets for 2015/16</i>	1.2.1. Implement the Asset Management Strategy 5.3.2. Ensure Council's financial position is effectively managed	Valuations completed by due date	14-Jul-16	Complete	
TS17	<i>Complete asset inspections in accordance with inspection program</i>	1.2.1. Implement the Asset Management Strategy 1.2.2. Plan to protect the integrity of key community assets and buildings	Compliance with asset inspection program % of transport, sewerage and stormwater assets inspected	30-Apr-17	Currently on track to meet target	
TS18	<i>Review unit rates for internal valuations</i>	1.2.1. Implement the Asset Management Strategy 5.3.2. Ensure Council's financial position is effectively managed	Unit rate review completed by due date	15-Jun-17	Works commenced on unit rate review. Completion expected earlier than June due to audit timeframe.	
TS19	<i>Co-ordinate desktop review of external valuations</i>		Desktop review completed by due date	31-May-17	External valuers to be engaged in January to complete review by April 2017	
TS20	<i>Asset Management Plans reviewed in accordance with Asset Management Strategy</i>	1.2.1. Implement the Asset Management Strategy	Number of asset management plans reviewed	Minimum of three plans reviewed by 30 June 2017	Draft amendments to Asset Management Plans completed. Currently under review by stakeholders with presentation to Council due in April.	
Plant-Management						



Technical Services- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
TS21	<i>Update 10 year Plant Replacement program</i>	5.3.2. Ensure Council's financial position is effectively managed 5.4.1. Maintain Council's commitment to ensure a safe and healthy work environment for all employees	Program developed and included in 10 year financial plan	30-Jun-17	Replacement program review	
TS22	<i>Commence development of Fleet Management Strategy</i>	5.3.2. Ensure Council's financial position is effectively managed	% completion of strategy	Complete by 30 June 2017	No further work completed in second quarter	
TS23	<i>Implement fleet replacement program as adopted for 2016/2017</i>		Number of items ordered	90% of replacements delivered by 30 June 2016	43% of replacements delivered by end of second quarter.	
TS24	<i>Co-ordination of Fleet Management working group</i>	5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Number of meetings held	Minimum of 3 meetings	First meeting delayed until February 2017.	
Recoverable Works						
TS25	<i>Coordinate Burdekin Shire Rivers Improvement Trust annual works program</i>	4.1.3. Protect and enhance the natural environment 4.1.4. Work in partnership with organisations and the community to support projects to protect and enhance environmentally sensitive areas	Design and supervision of construction of 2016/17 BSRIT projects	30-Jun-17	Clearing completed in Burdekin River. Awaiting approvals for Cromarty Creek project.	

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Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
TS26	<i>Deliver RMPC contract in accordance with contract requirements within budget</i>	5.2.2. Develop co-operative and collaborative partnerships on matters of regional, state and national importance 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Contract obligations fulfilled within budget	30-Jun-17	Contract works 69% complete by 31 December 2016.	
GIS						
TS27	<i>Implement intramaps</i>	1.5.1. Support and improve Council's business performance through information and communication technologies 1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation 5.1.4. Improve digital platforms to improve access to information	Go-live by due date	30-Sep-16	Work commenced on public mapping interface.	

Planning and Development- Operational Plan Comments End of Second Quarter 2016-2017

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Planning and Development Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
Development Administration						
PD1	<i>Ensure Planning and Development Department delivers measurable outcomes that promote outstanding service delivery.</i>	5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback 5.1.2. Be responsive and proactive in providing information in the public interest 5.3.3. Adhere to the governance framework and public reporting systems 5.3.2. Ensure Council's financial position is effectively managed 5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Continue to improve productivity and performance within the Planning and Development Department to ensure the best possible outcomes are delivered to the community.	Ensuring 90% P&D budget estimates are within a 10% variance range. 80% of formal plans of subdivision are endorsed within 5 business days. 90% code assessable Development Applications approved within 20 business days.	All current 2016-2017 targets are being met. In addition, 100% of formal plans of subdivision are being endorsed within 5 business days.	




Planning and Development- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
PD2	<i>Provide for the needs of the community by delivering appropriate land use outcomes that are considered sustainable, achievable and cost effective</i>	2.4.4. Investigate, support and facilitate the potential of bio-futures projects in the Burdekin 2.5.1. Review land supply and uses as required to meet community and business needs 2.5.2. Consider future facilities required for an ageing population 4.2.1. Develop and implement planning policy to adapt to the impacts of climate change on the community	Ensure development proposals are assessed in a timely manner and in accordance with adopted planning instruments.	100% development permits are issued in accordance with the Integrated Development Assessment System (IDAS) and other relevant legislative requirements.	As at 31st December, 2016 identified target was being met.	
Town-Planning						
PD3	<i>Ensure Council's statutory planning instruments accommodate the changing needs of the community</i> <i>Review planning scheme and monitor the effectiveness of the scheme including codes to ensure compliance with any changes to State planning legislation</i>	2.4.2. Encourage diversification of the local economy 2.5.1. Review land supply and uses as required to meet community and business needs 5.2.1. Demonstrate the Council's strategic direction to government, business and the community through strong leadership and advocacy 5.3.1. Demonstrate open and transparent leadership 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Drafting of the Council's new Planning Scheme is to be in accordance with the timeframes agreed upon by Council and State Government. In addition, ensure draft scheme complies with provisions included in new 'Planning Act' legislation.	Draft scheme provisions to be trialed using the State Government's calibration tool. First draft to be provided for assessment by end of 2016. 100% of scheme codes to comply with new requirements.	Calibration project outline and results of elected members and SLG members survey presented to Council. Risk tolerance thresholds and top five priorities were discussed. Results of this preliminary consultation will be incorporated into an action plan to enable this project to progress. Officers will continue to work with DLGIP staff to ensure new planning scheme is 'Planning Act' compliant.	




Planning and Development- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
PD4	<i>Encourage and promote pre-lodgement meetings with potential developers to facilitate economic growth opportunities for the Burdekin Shire</i>	2.4.3. Promote pre-lodgement meetings with developers to facilitate industry investment in the Burdekin Shire	Record outcomes and actions of meetings that warrant applicable follow up procedures including identifying state interests	100% of identified tasks as a result of pre-lodgement discussions are followed up.	Target currently being met. A number of current proposals have outstanding tasks associated with them however, are within allowable timeframes.	
PD5	<i>Ensure all new developments are assessed in accordance with Council's adopted Infrastructure Charges Resolution to ensure any appropriate charges are imposed with regard to required trunk infrastructure including water mains, sewerage mains, stormwater, roads and open space</i>	1.1.3. Develop and implement strategic infrastructure plans to inform the decision making process when planning for future infrastructure	Ensure Infrastructure Charges are Imposed and collected in accordance with the adopted infrastructure charges resolution	100% of charges collected prior to commencement of any new use associated with a Development Permit	All charges imposed have been collected prior to any approved use commencing.	
Building						
PD6	<i>Undertake a Building Certification service within the Burdekin Shire in accordance with statutory requirements</i>	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs S.3.4. Undertake regulatory responsibilities in accordance with state regulations	Ensure all building works comply with statutory requirements Provide an approval and inspection service for all classes of buildings as a certifying authority	80% of all Development Applications - Building Works are assessed and permits issued within 10 business days	As at 31st December, 2016 identified target was being met.	


Planning and Development- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
PD7	<i>Ensure all new swimming pools comply with current pool fencing legislation</i>	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Ensure all new swimming pool installations have compliant pool fencing in accordance with pool safety legislation	100% of all new pools erect compliant fencing (e.g. temporary) before filling in excess of 300mm 100% of all permanent fencing to be compliant within 3 months from temporary pool fence inspection date.	100% pool fence installations are compliant and in accordance with pool safety legislation.	
PD8	<i>Ensure all existing swimming pools comply with current pool fencing legislation</i>	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Ensure all existing swimming pools continue to have compliant pool fencing in accordance with pool safety legislation	100% of all pool safety certificates issued within 2 business days of inspection being carried out	Target currently being met.	
PD9	<i>Develop and implement appropriate facilities management strategies that will ensure effective and efficient planning and coordination of all relevant building maintenance activities</i>	1.2.2. Plan to protect the integrity of key community assets and buildings	Ensure condition assessments are carried out on all relevant Council buildings and building maintenance requests are lodged and processed in accordance with adopted policy	Within the next 12 months ensure that 50% of all relevant buildings have condition assessments carried out on them and that 100% of all BMRs are actioned within five working days.	100% of all Building Maintenance Requests (BMR's) are being actioned within 5 days. Building condition assessments are being prioritised to ensure high use buildings are up to date with condition assessment reports.	

Planning and Development- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
PD10	<i>Develop and implement a Building Maintenance Program</i>	1.2.1. Implement the Asset Management Strategy 1.2.2. Plan to protect the integrity of key community assets and buildings 1.2.3 Apply a prioritised and planned system to upgrade and enhance existing facilities	Building Maintenance Program once finalised, is to be amended every quarter to ensure consistency with Asset Management Strategy	Building Maintenance Program is to be completed this financial year.	Building Maintenance Program is being developed with an anticipated completion date prior to 30 June, 2017.	
Plumbing						
PD11	<i>Undertake a Plumbing inspection service and relevant compliance works in accordance with statutory requirements</i>	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Ensure all new plumbing installations that are not 'notifiable works' are carried out in accordance with the Plumbing and Drainage Act 2002	100% registered backflow prevention devices inspected annually. 80% of plumbing applications approved within 5 business days. 90% of effluent disposal designs completed within 10 business days of request.	All identified targets are currently being met.	

Governance and Local Laws- Operational Plan Comments End of Second Quarter 2016-2017
1 October- 31 December 2016



Governance and Local Laws Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
Governance Administration						
GLL1	<i>Sale of Conlan Street residential subdivision, if market conditions appropriate</i>	1.1.1. Plan and build infrastructure that adds value to Council and community assets	Land tendered for sale	30-Jun-17	No action at this stage.	
GLL2	<i>Investigate provision of electricity network to leased lots at Ayr Aerodrome to improve marketability</i>		Approval and cost estimate for electricity network for Ayr Aerodrome	30-Dec-16	No action at this stage.	
GLL6	<i>Manage leases and use of the Aerodromes and Ayr Showgrounds</i>	3.3.1. Encourage increased use of community spaces and facilities	Customer feedback	30-Jun-17	No complaints received. Aerodrome Advisory Committee meetings held on 16 Aug & 2 Nov 2016. Process started for 1 existing and 1 extended lease at Aerodrome.	
GLL7	<i>Address compliance with Right to Information Act and Information Privacy Act</i>	5.1.2. Be responsive and proactive in providing information in the public interest	Open provision of appropriate information Number of applications processed	ongoing	No applications received under Right to Information Act or Information Privacy Act. Ongoing process of reviewing collection notices.	
GLL8	<i>Facilitate and update local laws where necessary</i>	5.3.3. Adhere to the governance framework and public reporting systems	Changes made to local laws to reflect changes to legislation or community need	On an as needs basis	Local Law No. 3 in process of being amended to include Neem trees as a locally declared pest.	
GLL9	<i>Investigation, review and procurement of insurance programme for Council operations and assets</i>		Appropriate and timely insurance policies in place	30-Jun-17	Complete. All insurance policies renewed to 30 Jun 2017.	

Governance and Local Laws- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
GLL10	<i>Review of and issuing of lease documents to new and existing lessees</i>		Relevant and up to date leases in place	On an as needs basis	Process started for renewal of 2 freehold leases (Burdekin Football and Burdekin Machinery Preservationists). Renewal of freehold lease for Burdekin Bocce Club finalised. Process started for 1 new lease with Burd Brass Band.	

Governance and Local Laws- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016








Environment and Health Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
EH1	<i>Undertake regulatory inspections of licensed premises and investigate nuisance complaints (e.g. public health, environmental protection)</i>	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs	Inspections conducted in a professional manner; effective consultation; follow up where required; Number of complaints investigated within adopted time frame; Number of premises inspected	Improved service provision with inspections, follow-ups and requests for information followed up in a timely manner	79 Regular inspections. 81 rates searches. 79 customer requests. 63 nuisance complaints.	
EH2	<i>Review environmental and public health functions in Council's local disaster management plan</i>	3.1.5. Develop in partnership with the community plans and processes to mitigate the impacts of a disaster	Review of local disaster management plan and input into disaster related activities	30 June 2017 EHPO to attend 2016 Disaster Management training course in Townsville	Comments provided and final draft being prepared of the Environmental Health sub plan. EHPO attended disaster management course. Comments have been requested from relevant community groups on draft fire management plan.	
EH3	<i>Consider and provide recommendations from an environmental perspective on Development Applications received and works related projects</i>	4.1.1. Attain a sustainable economic balance between positive environmental outcomes and ongoing development	Relevant and timely recommendations for Development Applications. Support for internal projects	Recommendations submitted on time	Input provided for 13 DA's within timeframe. Internal projects - conduct audit activities for EMP for Council works	
EH4	<i>Supply of Food Newsletter to food premises to increase awareness of food hygiene requirements and licensing requirements</i>	4.1.2. Support community education programs that contribute to improved environmental and community outcomes	Number of newsletters produced	4 newsletters produced annually	Newsletter has been delayed.	
EH5	<i>Provision of beach access points to allow access to the beach and minimise dune damage</i>	4.1.4. Work in partnership with organisations and the community to support projects to protect and enhance environmentally sensitive areas	Workable beach access points; community acceptance Minimisation of dune and vegetation damage	Upgrades to beach access points by 30 June 2017	Project under consideration - minimisation of dune damage planned for Charlie's break with NQDT.	

Governance and Local Laws- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
EH6	<i>Investigate and implement recommendations from the Energy Efficiency Report</i>	4.1.6. Promote the adoption of environmental best practice by Council, residents and business	Work plan developed to implement energy efficiency recommendations Number of recommendations implemented	% reduction in energy consumption and energy costs. Activities undertaken	Specification developed and quotations called. Tropical Energy Solutions appointed (Council resolution 8 Nov 2016). First meeting of working group on 18 Nov 2016.	
EH7	<i>Participate and promote community events such as Great Northern Clean Up</i>	5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback	Events run on time and within budget Community feedback	Event publicised and undertaken	Great Northern clean up was undertaken at Alva beach on 16 October 2016. 202 kg of rubbish collected. Minimal community participation. Campaigns conducted for Asbestos Awareness Month and Food Safety Week in November 2016.	
EH8	<i>Administration of licences such as for food businesses, accommodation and other prescribed activities</i>	5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Issue of licenses in a timely manner; customer feedback	30-Jun-17	All renewals sent out on time and defaulters followed up to achieve compliance. Food, Rental Accommodation, High Risk Personal Appearance Services, Environmentally Relevant Activities. Inspection program underway.	
EH9	<i>Inspect and enforce the permits under local laws - Rental accommodation, Caravan Parks, Camping Grounds, Swimming pools</i>	5.3.3. Adhere to the governance framework and public reporting systems	Issue of license in timely manner, inspections, education and enforcement	Improved compliance	Quarterly inspection schedule met. Licenses issued on time and followed up for default payments. Note: swimming pools are no longer to be licensed.	
EH10	<i>Water quality testing drinking water and public swimming pools</i>	5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with state regulations	Timely actions on the requests received	Improved compliance and healthy lifestyle for community	Monthly water testing performed for all four Council pools. Private drinking water samples undertaken - 12	



Animal Management Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
AM1	<i>Participate and promote community events such as Pet Day Out and School Education Programmes to promote responsible animal ownership</i>	3.1.1. Support projects and activities to improve public safety and health through strategic partnerships	Clear information provided Customer Feedback	Community acceptance Event publicised and undertaken	Planning has commenced for a Pet Day Out in May/June 2016.	
AM2	<i>Enforce animal control legislation and local laws</i>	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs	Requests responded to within adopted timeframes	80% of requests responded to within adopted time frames	Total Animal CRM's = 568. Completed within target = 85%. Completed outside target = 12%. Open outside target = 3%	







Natural Resource Management Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
NR1	<i>Undertake aquatic weed control in Shire waterways</i>	4.1.3. Protect and enhance the natural environment 4.1.4. Work in partnership with organisations and the community to support projects to protect and enhance environmentally sensitive areas 4.2.2. Partner with and consult key stakeholder groups and government departments for a sustainable environment	Minimum of 3 treatments/activities undertaken at systems under a Riparian Management Agreement Weed harvester used where appropriate	Management Plan developed Percentage of waterways treated	Management plan completed and implemented. Continuous treatment of aquatic weeds in RMA systems around the shire. Weed harvester used at Lilliesmere, Lochinvar Stn, Church's Lagoon and Kalamia Creek. All lagoons currently at low or scattered infestation.	
NR2	<i>Liaise and partner with natural resource groups such as the North Queensland Dry Tropics to protect and enhance environmentally sensitive areas such as wetlands and wildlife corridors</i>		Agreements to enhance environmentally sensitive areas Number of completed projects or events Amount of resources allocated or in kind support provided to facilitate projects	Completion of milestones in agreement	Wetland Care Barratta Project entered its final stage. Work continued with the trapping of wild dogs, pigs and cats, weed control including aquatic weed and use of weed harvester. All ground work on the project was completed prior to 31 December 2016. NQDT funding paid for work in Kalamia Creek using the weed harvester. Also worked with the water board on this project. NQDT funding for pig control - work has been undertaken with additional pig shoot in southern area. Sagittaria proactive work - signs have been drafted for distribution to sites to reduce risk of sagittaria getting into Burdekin waterways. Working with NQ Dry Tropics on project on Horseshoe Lagoon. Undertook water weed spraying for Greening Australia in Crooked Waterhole Lagoon.	


Governance and Local Laws- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
NR3	<i>Maintain Council's status as a Reef Guardian Council</i>		Public awareness of Council's status as a Reef Guardian Council Completion of Milestone Report on Action Plan	Action Plan developed by 30 September 2016 Highlights report to be completed by 30 October 2016	Highlights report completed and submitted to GRMPA. Action plan discussed with Council and submitted to GBRMPA.	
NR4	<i>Monitor and review the Shire Pest Management Plan</i>		Revised Shire Pest Management Plan completed and adopted on time	31-Dec-16	Stakeholders meeting held on 20 October 2016 with a report to be prepared for consideration of Neem tree as a pest. Report presented to Council and Neem trees are to be added to Local Law No. 3 as a local pest.	
NR5	<i>Undertake property inspections and liaise with landholders to develop property pest management plans to reduce the impact of pest plants and animals in the Shire</i>	4.1.3. Protect and enhance the natural environment 4.1.4. Work in partnership with organisations and the community to support projects to protect and enhance environmentally sensitive areas	Number of land management agreements made and renewed	Quarterly target of 30 PPMP's made or renewed	47 landholders made or reviewed PPMP's. Target exceeded and resulted in full take up of herbicide subsidy budget. Currently 190 biosecurity plans registered with council.	
NR6	<i>Undertake animal and plant pest reduction activities</i>	4.2.2. Partner with and consult key stakeholder groups and government departments for a sustainable environment	Number of 1080 baits used; DMR funding expended for roadside weed treatment; implementation of chital deer management plan for Rita Island	Completion of roadside weed treatment budget Landowner fencing completed to control chital deer	Co-ordinated 1080 baiting for wild dogs with CTRC, WRC and TCC in October. Totals: 1080 3897KG Meat injected for wild dogs and 165kg fruit treated for feral pigs until December 2016. Landholder deer fencing has been progressing and is 90% complete. Checks have been made. Bioherbicide trials going on and results recorded and shared with UQ. Undertaken weed spraying of road edges.	



Vector Management Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
VM1	<i>Undertake a monitoring and larvicidal program to manage mosquito numbers</i>	3.1.1. Support projects and activities to improve public safety and health through strategic partnerships	Management Program developed	80% of sites treated	Management Program developed. Larvacide monitoring continuing. Developing software in-house to record larvae presence through GIS. Treatment of salt marsh areas continues with use of quad bikes and if required aerial spray. Slow release pellets have also been used in some areas like drain where water ponds. New breeding sites in Home Hill have been identified for surveillance and treatment.	

Governance and Local Laws- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016



Caravan Parks Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
CP1	<i>HHCP – investigate site location and construct new ablutions block</i>	1.2.3 Apply a prioritised and planned system to upgrade and enhance existing facilities	Site investigations completed and agreed to. New ablutions block completed	31-Dec-16	Layout approved at Council Meeting 6 Dec 2016. Planning underway.	
CP2	<i>HHCP – investigate extension into road reserve and site layout</i>		Report on road reserve extension and site layout.	31-Dec-16	Investigations completed. Matter finalised at Council Meeting 6 Dec 2016. No extension agreed.	
CP3	<i>HHCP – Replace fence and boundary tree removal</i>		Fence replaced and trees removed	31-Dec-16	Layout approved at Council Meeting 6 Dec 2016. Replacement of fence and removal of trees to be co-ordinated with new ablutions construction.	
CP4	<i>HHCP – replace 5 x powerheads</i>		Powerheads replaced	31-Dec-16	Powerheads will be replaced when demolition of existing ablutions is complete - so work on extra sites can be completed at the same time.	
CPS	<i>Manage the lease of the Home Hill Caravan Park and the Burdekin Cascades Caravan Park</i>	5.3.3. Adhere to the governance framework and public reporting systems	All facilities maintained well and kept operational; revenue generated; customer satisfaction	Number of compliments; revenue generated; work undertaken in accordance with the contract specifications	No complaints received. Facilities appear well maintained. Revenue 4.5% increase over previous corresponding period.	

Governance and Local Laws- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016



Swimming Pools Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
SP1	<i>Ayr – Finalise scope of works for refurbishment of Ayr Swimming Pool and progress to funding submission</i>	1.2.3 Apply a prioritised and planned system to upgrade and enhance existing facilities	Final determination of scope of works for refurbishment Preparation of plans reflecting scope Submission of grant application for works	30-Sep-16	Final scope of works finalised. Pre-tender drawings and specifications completed and received 9 Sep 2016. Funding application submitted under 2016-17 Grants and Subsidies Program. Funding successful. GHD engaged to finalise all tender documentation and contract supervise.	
SP2	<i>Ayr – Replace shade sails</i>		Shade sails completed on time and within budget	30-Jun-17	Shade sails installed in 1st week of Oct 2016.	
SP3	<i>Ayr – Office/Kiosk – replace load bearing posts on external awning</i>		Works completed on time and within budget	30-Jun-17	Works completed Sep 2016.	
SP4	<i>Ayr – grandstands x 2 – repaint main support structure</i>		Repainting completed on time and within budget	31-Dec-16	Works completed Sep 2016.	
SP5	<i>Home Hill – grandstands x 2 – repaint main support structure</i>		Repainting completed on time and within budget	31-Dec-16	Works completed Sep 2016.	
SP6	<i>Millaroo – Finalise scope of works for upgrade of Millaroo Swimming Pool and progress to funding submission if eligible</i>		Final determination of scope of works for refurbishment Preparation of plans reflecting scope Submission of grant application for works	30-Sep-16	Final scope of works determined. Council resolution 16 Aug 2016 to fund works from operational budget. Quotes obtained. Works completed. Investigating options for landscaping component.	
SP7	<i>Manage the leases of the Ayr and Home Hill Pools</i>	5.3.3. Adhere to the governance framework and public reporting systems	Well maintained and operational facilities; customer satisfaction	Number of compliments; work undertaken in accordance with the contract specifications	No complaints received. Facilities appear well maintained.	
SP8	<i>Provide support to Giru Pool</i>	3.3.1. Encourage increased use of community spaces and facilities	Assess patronage	Support and liaison with management committees	Local sub-committee currently assessing creation of an incorporated entity to take over operations. No actions pending by council at this stage.	

Governance and Local Laws- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016






Waste Management Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
WM1	Complete new waste cell and leachate construction by completion of batter revegetation	1.1.1. Plan and build infrastructure that adds value to Council and community assets	Completion of batter revegetation	31-Dec-16	Works on cell and leachate pond completed. Hydromulching of batters completed.	
WM2	Complete temporary capping over existing waste cell at Kirknie Landfill	4.1.5. Continually improve waste management practices	Temporary capping installed on time and within budget	30-Oct-16	Existing cell (Cell 1) still being used. Full cover over floor of new cell (Cell 2). Approximately 6 months of remaining airspace in the cell 1.	
WM3	Implement recommendations from the North Queensland Waste Recycling and Reduction Program (NQWRRP)		Implemented recommendations from the NQWRRP	Number of recommendations implemented Targets contained in plan achieved Reduction in waste generated by council's own activities Increase in waste diversion to landfill	<u>Illegal Dumping</u> No further Illegal dumping at Old Warf Road. Old Burdekin Road Continues to be an issue. Signage to be installed at end of Chippendale Street near Water Board pump Station. Surveillance cameras have been trialled and are going to be deployed in the next quarter. <u>E-Waste</u> Free E-Waste disposal set up at Home Hill and Ayr Transfer Stations. <u>Training</u> Environmental awareness training uploaded to learn connect for ongoing use. <u>Problem Waste</u> 261 mattresses have been disposed off at the Kirknie landfill since July 1 2016. This has generated \$1305 to contribute to ongoing operational cost. All old gas bottles removed from waste disposal facilities. Local business used for disposal and added to the council website as a service provider. <u>Communications campaign</u> E-Waste media release. Mobile for a meal media release OzHarvest and Mobile Muster.	
WM4	Develop process for kerbside waste collections from 1 July 2017		Council decision made by 1 December 2016	1-Dec-16	Benchmarking project completed. Tender specification for waste collection prepared and called. Further benchmarking analysis completed. Currently analysing tenders received.	


Governance and Local Laws- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
WM5	<i>Supervise waste management sites</i>	4.1.5. Continually improve waste management practices	Efficient and effective waste management facilities for public Ensure compliance of operation	Number of complaints received regarding waste management facility operation Compliance from audits conducted	Transfer station operations ongoing. 4 complaints received. All complaints were investigated. 2 were found to be of no substance. 2 related to the conduct of the transfer station operators. As a result of these complaints the council has identified an opportunity to improve waste presentation guidelines which should improve the customer service standards. Three hazard inspections conducted and rectification action plans completed. Review of current signage at all facilities completed. Order to be placed in the new year.	
WM6	<i>Undertake research and assessment into closed landfills; develop rehabilitation plans; and implement same where budgeted</i>	4.1.6. Promote the adoption of environmental best practice by Council, residents and business	Develop rehabilitation plans Community acceptance of rehabilitation plans Implement rehabilitation plans Provide safe environments for users of sites	Develop and implement one rehabilitation plan	No action at this stage from a total project perspective. Individual action taken on Luxton Street, Giru reserve land.	
WM7	<i>Undertake management of kerbside collection including customer service requests</i>	4.1.5. Continually improve waste management practices	Resolving the CRMs within agreed timeframes	80% of CRMs within agreed timeframes	Waste CRMs - Total 731 Completed within timeframe - 93%. Completed outside timeframe - 6.4%. Open outside target - 0.4%.	

Governance and Local Laws- Operational Plan Comments End of Second Quarter 2016-2017

1 October- 31 December 2016

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2016-2017 Target	End of 2nd Quarter Comments	
WM8	<i>Investigate complaints under Waste Reduction and Recycling Act 2011</i>	4.1.3. Protect and enhance the natural environment 4.1.4. Work in partnership with organisations and the community to support projects to protect and enhance environmentally sensitive areas 4.1.6. Promote the adoption of environmental best practice by Council, residents and business	Resolving the CRMs within agreed timeframes	80% of CRMs within agreed timeframes	Illegal dumping CRMs - Total 20. Completed within timeframe - 58%. Completed outside timeframe 42%. Open outside target - Nil.	

6 CLIENT SERVICES

6.1 Capital Purchase for Ice Machine - Jones Street Depot

Document Information

Referring Letter No: N/A

File No: 827

Name of Applicant: Burdekin Shire Council

Location: Jones Street Depot, Ayr

Author and Title: Brad Hutchinson, Safety & Productivity Coordinator

Executive Summary

The Work Health and Safety Committee had discussions and recommended the purchase and installation of an ice machine at the Jones Street Depot, when safety concerns were raised regarding the provision of cool water to staff working outdoors,

The design of the ice machine evaluated is to support the supply of up to 60kg of ice (approx. 1kg of ice per person) via a dispenser system. The dispenser style system will avoid any hygiene and contamination issues within the ice machine or personal water bottles.

The provision of the ice machine will assist with other existing process to minimise the impacts of heat on worker working in hot condition and prevent occurrences of heat stress incidents presenting within the workforce.

Recommendation

That Council support the recommendation of the Work Health & Safety Committee for the purchase and installation of an ice machine at the Jones Street Depot, Ayr.

Council approve the additional capital expense of up to \$10,000 for the purchase of the ice machine.

Background Information

A safety issue was raised by a Health and Safety Representative (HSR) at the September 2016 Work Health and Safety Committee regarding the provision of ice machine.

The water bottles of workers working outdoors can heat up in the warmer temperatures and the supplied chilled water does not remain cool to drink by lunch time. The request was to supply ice to enable employees add ice to water bottles to maintain cool water throughout the whole work day.

During the past 6 months, one incident has been reported within the workforce for a heat stress related outcome.

The provision of ice machines were raised and not approved in the past due to the safety concerns surrounding the hygiene aspects of the scoop used and the personal hygiene of staff putting hands into the ice machine to handle the scoop and ice.
Ice machine with dispensing capability was investigated and details provided back to the WHS Committee.

The Work Health & Safety Committee reviewed the information and costs associated with the provision of an ice machine at the November 2016 meeting.

Link to Corporate/Operational Plan

Corporate Plan

Key Strategic Area - Organisational Sustainability (5)

5.4 Create a workplace that is regarded as an "Employer of Choice"

Consultation

The Work Health and Safety Committee is constituted with elected Health and Safety Representatives (HSRs) for the different work areas. The HSRs were consulted during the WHS Committee meeting and the outcome was to support the installation of an ice machine at the Jones St Depot.

Legal Authority or Implications

N/A

Policy Implications

N/A

Financial and Resource Implications

The quote for the supply and deliver of a suitable ice machine with dispenser is \$10,000. This capital expense was not included in the 2016/17 Budget.
Authority required by Council to progress with this new capital purchase.

Report prepared by:

Brad Hutchinson, Safety & Productivity Coordinator

Report authorised by:

Terry Brennan

Attachments

N/A

7 FINANCIAL & ADMINISTRATIVE SERVICES

8 OPERATIONS

8.1 Revision of the Parks Maintenance Service Level Manual

Document Information

Referring Letter No: N/A

File No: 553

Name of Applicant: N/A

Location: N/A

Author and Title: N/A

Executive Summary

The most recent revision of the Parks Maintenance Service Level Manual was adopted by Council on January 14, 2011. As such the document was due for revision.

Councillors were given the opportunity to review an amended draft copy of Parks Maintenance Service Level Manual at the Council Meeting of Tuesday 6th December, 2016. At the meeting Councillors applied the service hierarchy criteria from the previously adopted Parks Maintenance Service Level manual to all parks and open spaces listed within the shire.

The Councillors were afforded opportunity to make comments and suggest changes as a collective and any recommendations taken from the meeting have been incorporated into the Parks Maintenance Service Level Manual – Version 2.6 attached to this report.

Recommendation

It is recommended that Council adopt the Parks Maintenance Service Level Manual as tabled.

Background Information

The Parks Maintenance Service Level Manual utilises a Service Hierarchy to rank and assign appropriate star ratings to each of the shires parks. Each park is assessed against the following criteria: Park Class, Park Type, Park Usage and Community Expectations with each criteria assigned an appropriate weighting.

Each park was assessed and scored against the criteria at the Council meeting of 6 December, 2016 and an overall numerical rating established from which a star rating within the service hierarchy is established.

The above approach removes any particular bias and results in a fair evaluation and ranking of each park.

Link to Corporate/Operational Plan

Community Priorities as identified in the Corporate Plan through previous community consultation and ongoing feedback from the community, has identified the encouragement of better use of community facilities and the provision of safe and inclusive public space.

Key Strategic Areas

Infrastructure

1.2 Management and maintenance of community assets.

1.2.5 Provide sporting, recreational, parks, playgrounds and aquatic facilities that meets the needs of our community.

Social Wellbeing

3.4 Provision of Public Space

3.4.1 Encourage active communities through the provision and maintenance of recreational facilities.

Consultation

Councillors were given the opportunity to review a draft copy of the Parks Maintenance Service Level Manual at the Council meeting of Tuesday 6th December, 2016. At the meeting Councillors and Senior Officers reviewed and agreed to the individual park classifications and service to the community hierarchy.

Recommendations taken from the meeting have been incorporated into the Parks Maintenance Service Level Manual attached to this report.

Legal Authority or Implications

N/A

Policy Implications

N/A

Financial and Resource Implications

Planned upgrades of the Mount Inkerman Lookout site have been considered as part of the current revision. Categorisation of the site using the applied service hierarchy criteria have elevated the area to a 5 Star Rated Park from its previous 4 Star rating and as such will trigger an increased maintenance regime for the area.

The addition of a public toilet to the site will increase operational costs to provide servicing/cleaning, provision of water and septic pump outs.

These costs are estimated to be in the order of \$25,000 per annum dependant on the type of facility erected, patron usage and subsequent demand for water and septic pump outs at the facility.

Report prepared by:

Wayne Saldumbide

Report authorised by:

Wayne Saldumbide

Attachments

1. Parks Maintenance Service Level Manual – Version 2.6 dated 12 December, 2016.

Parks Maintenance Service Level Manual



Burdekin Shire Council

Version 2.6

12 December 2016

[Adopted by Council on]

Document Control					
Document ID:					
Rev No	Date	Revision Details	Author	Verifier	Approver
2.0	16/10/2010	Re-write after Workshop	Adrian Ellson	Glen Stockdale	
2.1	20/10/2010	Minor amendments & logo	Glen Stockdale	Adrian Ellson	
2.2	26/10/2010	Document Control & minor formatting	Adrian Ellson	Glen Stockdale	
2.3	26/11/2010	Update following Council Workshop	Adrian Ellson	Glen Stockdale	
2.4	14/12/2010	Adopted by Council	Glen Stockdale	Kevin Byers	
2.5	06/12/2016	Council Meeting	Kiera Durrant	Wayne Saldumbide	
2.6	12/12/16	Update following Council consultation	Kiera Durrant	Wayne Saldumbide	

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2. Introduction

This document defines the Shire of Burdekin's Maintenance Levels of Service for its Parks, Cemeteries and open spaces. It is based upon the International Infrastructure Management Manual 2015 – Section 4.6.4 – "Methods of Identifying Improvements." Parks classification to a specific service hierarchy is a living document informed by the Burdekin Shire Council Corporate Plan, community surveys and consultation with stakeholders. An explanation of the Service Level Hierarchy and Inspection Routines follows the park listings.

The data listed in this table forms the basis of the Shire of Burdekin approach to providing appropriate services to its community and visitors according to community/visitor demand and expectations of parks (and associated facilities as appropriate) within the Shire boundaries.

Park Classification and Service to the Community Hierarchy

Ranking	Park	Park Class	Park Type	Usage	Community Expectation	Star Rating
1	Home Hill Comfort Stop	Destination	Tourist	High Use	High	5 Star
2	Mount Inkerman Lookout	Destination	Tourist	High Use	High	5 Star
3	Plantation Park	Destination	Tourist	High Use	Medium	5 Star
4	Rotary Park (Plantation)	Destination	Tourist	High Use	Medium	5 Star
5	ANZAC Park	Destination	Park	High Use	High	5 Star
6	Arch Dunn Memorial Park	Destination	Park	High Use	High	5 Star
7	E.W. Ford Park	Shire	Tourist	High Use	Medium	5 Star
8	Alva Park	Destination	Park	Medium Use	Medium	4 Star
9	Carstairs Park	Destination	Park	Medium Use	Medium	4 Star
10	Burdekin Theatre Forecourt & Gardens	Destination	Community Precinct	Medium Use	High	4 Star

Ranking	Park	Park Class	Park Type	Usage	Community Expectation	Star Rating
11	Sandy Corner	Shire	Tourist	Medium Use	Medium	4 Star
12	Funny Dunny Park – Beachmount	Shire	Tourist	Medium Use	Low	4 Star
13	Memorial Park Home Hill	Shire	Park	Medium Use	High	4 Star
14	Coutts Park	Shire	Park	High Use	Medium	4 Star
15	Lions/Diorama Park	Shire	Park	Medium Use	Medium	4 Star
16	Watson's Green	Town	Park	High Use	Medium	4 Star
17	Lloyd Mann Gardens	Shire	Park	Low Use	Medium	3 Star
18	Brandon Heritage Centre / Renown Theatre	Shire	Community Precinct	Low Use	Medium	3 Star
19	Council Chamber Gardens	Shire	Other	Low Use	High	3 Star
20	Wallace Creek Boat Ramp	Shire	Other	Medium Use	Medium	3 Star
21	Morris Creek Boat Ramp	Shire	Other	Medium Use	Medium	3 Star
22	Cromarty Creek Boat Ramp	Shire	Other	Medium Use	Medium	3 Star
23	Plantation Creek Boat Ramp	Shire	Other	Medium Use	Medium	3 Star
24	Mt Kelly Lookout	Shire	Other	Medium Use	Low	3 Star
25	Home Hill Court House	Shire	Other	Low Use	High	3 Star
26	Spiller Street Park - Brandon	Town	Park	Medium Use	Medium	3 Star
27	Brolga Park	Town	Park	Medium Use	Medium	3 Star

Ranking	Park	Park Class	Park Type	Usage	Community Expectation	Star Rating
28	Groper Creek Playground	Town	Park	Low Use	Medium	3 Star
29	Clare Pool Park	Town	Park	Low Use	Low	3 Star
30	Ayr CBD Gardens / Streetscapes	Town	Community Precinct	Medium Use	High	3 Star
31	Home Hill CBD Gardens / Streetscapes	Town	Community Precinct	Medium Use	High	3 Star
32	Clare Club Playground Equipment	Town	Community Precinct	Low Use	Medium	3 Star
33	Tennis Court - Dalbeg	Town	Community Precinct	Low Use	Medium	3 Star
34	Playground Equipment - Dalbeg	Town	Community Precinct	Low Use	Medium	3 Star
35	Ayr Cemetery	Town	Other	Medium Use	High	3 Star
36	Home Hill Cemetery	Town	Other	Medium Use	High	3 Star
37	Tommy Tie Park	Town	Other	Medium Use	Medium	3 Star
38	Warren Ashfield Park	Shire	Other	Insignificant	Insignificant	2 Star
39	Bird Hide Hodel Road	Shire	Other	Insignificant	Insignificant	2 Star
40	Helipad Park - Giru	Town	Other	Low Use	Medium	2 Star
41	Streetscape & Roundabouts outside CBD	Town	Other	Insignificant	Medium	2 Star

Ranking	Park	Park Class	Park Type	Usage	Community Expectation	Star Rating
42	Ayr Neighbourhood Parks	Neighbourhood	Park	Low Use	Low	2 Star
43	Home Hill Neighbourhood Parks	Neighbourhood	Park	Low Use	Low	2 Star
44	Rossiter's Park - Ayr	Neighbourhood	Park	Insignificant	Low	2 Star
45	Open Spaces / Reserves	Neighbourhood	Other	Low Use	Medium	2 Star
46	Kidby's Gully	Neighbourhood	Other	Low Use	Low	2 Star
47	Nelson Lagoon	Neighbourhood	Other	Insignificant	Medium	2 Star
48	Lilliesmere Median Strip	Neighbourhood	Other	Insignificant	Medium	2 Star
49	Council Vacant Land	Neighbourhood	Other	Insignificant	Insignificant	1 Star
50	Ayr Racecourse / Carbon Sink Project	Neighbourhood	Other	Insignificant	Insignificant	1 Star

Park Statistics

The table below shows the summary of the number and percentage of parks within each star rating.

Service Hierarchy	# Parks	% Parks
5 Star Park	7	14
4 Star Park	9	18
3 Star Park	20	42
2 Star Park	11	22
1 Star Park	2	4
Total Parks	50	100.00%

3. Service Level Hierarchies and Class Definitions

Park Hierarchy	Park Function	Importance
5 Star	Active showpiece parks and playground facilities with intensive maintenance regimes (e.g. ANZAC Park, Arch Dunn Park)	Very High
4 Star	Major parks and playground facilities which contain reticulation, infrastructure, play equipment, tree/shrub plantings, mulched gardens and manicured areas (e.g. CBD Gardens, town parks).	High
3 Star	Neighbourhood parks, swimming pool gardens which contain tree/shrub plantings, lawn areas, mulched gardens, reticulation and may contain playground equipment.	Medium
2 Star	Non active areas of land not generally used by the public for recreational purposes.	Low
1 Star	Non-active areas of land that are infrequently used by the community and Council	Very Low
Bushland	Bushland, generally on reserve land that is left in its natural state	Insignificant

4. Park Proactive Inspection Regime

Open Space Inspection Frequency	
Park Hierarchy	Frequency
5 Star	Bi-Weekly
4 Star	Weekly
3 Star	Fortnightly
2 Star	Quarterly
1 Star	Bi-Annually
Bushland	As Required
Playgrounds & Playground Equipment	Quarterly
Irrigation – Parks	Monthly
Irrigation – Garden Beds	Monthly
Feature Fountains	Weekly

NOTES:

1. GENERAL INSPECTIONS INCLUDE GENERAL VISUAL INSPECTIONS OF PARK OPEN SPACES, TREES, GARDEN BEDS, LITTERING, BINS, TOILET CLEANLINESS, VANDALISM, ETC THAT CAN BE UNDERTAKEN BY ANY PERSON WITHIN THE PARKS AND GARDEN TEAM
2. SPECIFIC INSPECTIONS SUCH AS PLAY EQUIPMENT, IRRIGATION, FOUNTAINS, ETC THAT ARE UNDERTAKEN BY SUITABLE QUALIFIED PERSONNEL WITHIN THE PARKS AND GARDENS TEAM.
3. ALL TIMES SPECIFIED IN THIS MANUAL OTHER THAN FOR PROACTIVE INSPECTIONS ARE IN WORKING DAYS, AND ARE SUBJECT TO ACCESSIBILITY WHICH MAY BE RESTRICTED DURING THE ANNUAL WET SEASON (DECEMBER-APRIL).
4. PERFORMANCE INDICATOR TARGETS MEASURE NUMBER AND QUALITY OF DEFECTS REPAIRED WITHIN PRESCRIBED RESPONSE TIMES.

5. Park and Vegetation Service Levels

5.1 Mowing



Task	Intervention Level	Response Time (working days)		
		Hierarchy	Mow in accordance with below (subject to accessibility)	Performance Indicator Targets
Mow Grass	Mow park and grass surrounds.	5 Star	Mow within 3 days of the grass reaching 70 mm in height.	90%
		4 Star	Mow within 5 days of the grass reaching 70 mm in height	90%
		3 Star	Mow within 7 days of the grass reaching 100 mm in height	90%
		2 Star	Mow within 15 days of the grass reaching 300 mm in height.	90%
		1 Star	Mow within 30 days of the grass reaching 450 mm in height.	90%
		Bushland	N/A	N/A
Note: Mowing frequency is subject to seasonal influences.				

5.2 Whipper-snipping / Edging



Task	Intervention Level	Response Time (working days)			
		Hierarchy	Intervention	Edge and Hedge within (subject to accessibility)	Performance Indicator Targets
Whipper-snipping, Edging & Hedging	Grasses and hedging encroaches pathways and guttering by more than 125mm	5 Star	25% of Area	3 days	90%
		4 Star	30% of Area	5 days	90%
		3 Star	40% of Area	7 days	90%
		2 Star	50% of Area	10 days	90%
		1 Star	N/A	N/A	N/A
		Bushland	N/A	N/A	N/A

5.3 Heavy Pruning & Tree Removal - Contractor



Task	Intervention Level	Response Time (working days)			
		Hierarchy	Inspection & Make Safe	Remove or prune within	Performance Indicator Targets
Heavy pruning or tree removal.	Tree is dead or close to death or is infested with white ants or disease.	5 Star	1 day	5 days	90%
	Tree poses a public nuisance because of its species, size, location or condition. The nuisance could be caused by fruit or seed drop, harbouring of insects or excessive twig or limb breakage.	4 Star	1 day	5 days	90%
	Tree poses a safety hazard that cannot be corrected by pruning, transplanting or other treatments.	3 Star	1 day	15 days	90%
	Tree interferes with the growth and development of a more desirable tree.	2 Star	2 days	60 days	90%
	Tree or limb displays signs of becoming a safety concern	1 Star	2 days	90 days	90%
	Trees overhanging road carriageway to have a minimum clearance of 4.6m from roadway to lowest point of tree.	Street trees	1 day	60 days	90%
		Bushland	2 days	120 days	N/A

5.4 Irrigation/Fountain/Water Feature Maintenance



Task	Intervention Level	Response Time (working days)			
		Hierarchy	Inspection & Adjustments	Repair within	Performance Indicator Targets
Repair and fine tune irrigation system.	Irrigation system poses a hazard to open space users.	5 Star	1 day	2 days	90%
	In ground sprinkler protruding more than 25mm.	4 Star	1 day	5 days	90%
	Irrigation system pop-ups not working, pipe found to be broken and leaking water.	3 Star	1 day	5 days	90%
	Vandalised assets	2 Star	2 days	10 days	90%
	Sprinklers require fine tuning to avoid overwatering, and provide water to grassed areas only.	1 Star	N/A	N/A	N/A
		Bushland	N/A	N/A	N/A

5.5 Litter Collection



Task	Intervention Level	Response Time (hrs/working days)			
		Hierarchy	Priority 1 (sharps) Make Safe	Priority 2 (general litter) Removed Within	Performance Indicator Targets
Litter and debris picked up / removed. (excludes illegal dumping)	Sharps – broken glass, syringes etc. Presence of Litter and debris within open space area.	5 Star	1 hours	1 day	90%
		4 Star	2 hours	1 days	90%
		3 Star	4 hours	5 days	90%
		2 Star	1 day	10 days	90%
		1 Star	1 day	30 days	90%
		Bushland	1 day	90 days	90%

5.6 Fencing



Task	Intervention Level	Response Time (working days)			
		Hierarchy	Inspection & Make Safe	Repair fence within	Performance Indicator Targets
Fence repair	Damaged fence panel /section	5 Star	1 day	10 days	90%
	Missing parts – gate latches, hinges, post caps etc.	4 Star	1 day	10 days	90%
	Sharp edges present causing safety concern	3 Star	1 day	20 days	90%
		2 Star	1 day	60 days	90%
		1 Star	N/A	N/A	N/A
		Bushland	N/A	N/A	N/A

5.7 Furniture Repair/Replace/Dispose



Task	Intervention Level	Response Time (working days)			
		Hierarchy	Inspection & Make Safe	Repair or replace within	Performance Indicator Targets
Repair or replace broken furniture	When furniture such as benches, picnic setting, litter bins and BBQs are damaged or graffiti is present to a point that is not suitable for its intended purpose e.g. Missing or broken parts, offensive graffiti. Make Safe – Sharp edges present or defect poses safety concern	5 Star	1 day	10 days	90%
		4 Star	1 day	15 days	90%
		3 Star	1 day	20 days	90%
		2 Star	2 days	30 days	90%
		1 Star	N/A	N/A	N/A
		Bushland	N/A	N/A	N/A

5.8 Playground and Play Equipment



Task	Intervention Level	Response Time (working days)			
		Hierarchy	Inspect & Make Safe	Respond within	Performance Indicator Targets
Playground equipment cleaned. Top up soft-fall area to a minimum of 300mm in depth Permanently repair playground equipment to ensure compliance with AS/NZS 4486.1	Graffiti on playground equipment	5 Star	1 day	5 days	90%
	Remove – When reported as offensive.	4 Star	1 day	10 days	90%
	Depth of soft-fall material is less than current AS/ANZ Standard	3 Star	1 day	10 days	90%
	Dangerous material present in soft-fall	2 Star	1 day	30 days	90%
	Make Safe – When foundation exposed and poses risk	1 Star	N/A	N/A	N/A
	When equipment is damaged to a point that it is not suitable for its intended purpose	Bushland	N/A	N/A	N/A
	Defects found not to comply with current AS/NZS Standard				
	Make Safe – When defect poses public safety risk NB: As parts are often not immediately available, permanent repairs may take up to 3 months.				

5.9 Public Conveniences



Task	Intervention Level	Response Time (working days)			
		Hierarchy	Inspect & Service	Respond within	Performance Indicator Targets
Servicing of public conveniences	Clean and service toilet and shower facilities including replenishment of consumables Respond to reports of Vandalism and additional requests for cleaning	5 Star	1 day	1 day	90%
		4 Star	1 day	1 day	90%
		3 Star	4 days	2 days	90%
		2 Star	N/A	N/A	N/A
		1 Star	N/A	N/A	N/A
		Bushland	N/A	N/A	N/A

5.10 BBQ and Shelters



Task	Intervention Level	Response Time (working days)			
		Hierarchy	Inspect & Service	Respond within	Performance Indicator Targets
Servicing of BBQ and picnic settings	Wash and clean BBQ and picnic settings	5 Star	1 day	1 day	90%
	Polish BBQ surrounds	4 Star	2 days	1 day	90%
	Respond to reports of BBQ malfunctions or additional cleaning requirements	3 Star	4 days	3 days	90%
		2 Star	N/A	N/A	N/A
		1 Star	N/A	N/A	N/A
		Bushland	N/A	N/A	N/A

5.11 Sign Maintenance



Task	Intervention Level	Response Time (working days)			
		Hierarchy	Inspect & Make Safe	Repair or replace within	Performance Indicator Targets
Repair or replace park signage	Prioritised if regulatory	5 Star	1 day	30 days	90%
	If displayed information is no longer current	4 Star	1 day	60 days	90%
	If sign has been vandalised and information is illegible	3 Star	1 day	90 days	90%
	If sign is showing significant fading or is beyond repair	2 Star	1 day	120 days	90%
	If supporting structure is beyond repair	1 Star	2 days	180 days	90%
		Bushland	N/A	N/A	N/A

5.12 Light Pruning of Trees



Task	Intervention Level	Response Time (working days)			
		Hierarchy	When	Prune within	Performance Indicator Targets
Light Pruning	Tree branches encroaches pathways and guttering by more than 300mm and below 2400mm above the pathways	5 Star	As Required	5 days	90%
		4 Star	As Required	5 days	90%
		3 Star	As Required	10 days	90%
		2 Star	As Required	30 days	90%
		1 Star	As Required	60 days	90%
		Bushland	As Required	90 days	N/A

5.13 Slashing – In House/Contract



Task	Intervention Level	Response Time (working days)			
		Hierarchy	Make Safe	Slash within (subject to accessibility)	Performance Indicator Targets
Slashing.	Urban Drainage Reserve at 300mm height	5 Star	N/A	N/A	N/A
	Urban Road Reserve at 300mm height	4 Star	N/A	N/A	N/A
	Other Land at 450mm height	3 Star	N/A	7 days	90%
		2 Star	N/A	14 days	90%
		1 Star	N/A	28 days	90%
		Bushland	N/A	N/A	N/A
Note: Urban areas only – rural road reserves to be included in the Level of Service Manual for Roads					

5.14 Herbicide Spraying



Task	Intervention Level	Response Time			
		Hierarchy	Make Safe	Spray within	Performance Indicator Targets
Herbicide and pesticide spraying.	As required	5 Star	N/A	N/A	N/A
		4 Star	N/A	N/A	N/A
		3 Star	N/A	N/A	N/A
		2 Star	N/A	N/A	N/A
		1 Star	N/A	N/A	N/A
		Bushland	N/A	N/A	N/A

Appendix 1 – Service Hierarchy Methodology

The following methodology was used to rank and assign appropriate star rating to each of the Shire's parks:

1. Each park was assessed against the following criteria: Park Class, Park Type, Park Usage and Community Expectations.
2. Each criteria was defined in terms of importance and weighting assigned as follows:

Classification	Points	Description
Park Class		
Destination	10	Park aimed to serve wider community including outside LGA
Shire	7	Park aimed to serve community within LGA
Town	3	Park aimed to serve community within surrounding suburbs
Neighbourhood	1	Park aimed to serve community within the neighbourhood
Park Type		
Tourist	10	Park aimed to facilitate active tourism
Park	6	Park aimed to facilitate passive recreation
Community Precinct	4	Park aimed to facilitate community association
Other	2	Park contains natural and native vegetation with environmental significance
Park Usage		
High Use	10	High usage park - >30 visitors per day
Medium Use	6	Medium usage park - <=30 and >10 visitors per day
Low Use	3	Low usage park - 10 or less visitors per day
Insignificant	1	No usage - No visitors
Community Expectation		
High	10	Community has high expectations on proper maintenance and management.
Medium	6	Community has medium expectations on proper maintenance and management.
Low	4	Community has low expectations on proper maintenance and management.
Insignificant	1	Community has negligible expectations on proper maintenance and management.

3. Each park was assessed and scored against the criteria above within a group workshop, as exemplified below (Park name omitted for space reasons), and an overall numerical rating established from which its star rating within the service hierarchy is established.

Park Class	Rating-AC	Park Type	Rating-AT	Park Usage	Rating-U	Community Expectation	Rating-CE	Overall Rating	Service Hierarchy
Destination	10	Tourist	10	High Use	10	Medium	6	36	5 Star
Town	3	Other	2	Insignificant	1	Low	4	10	3 Star
Shire	7	Community Precinct	4	Low Use	3	Medium	6	20	4 Star

4. The overall numerical and star rating was calculated using the following formula:

Service Hierarchy		
5 Star	32 to 40	Park Class + Park Type + Park Usage + Community Expectation = Hierarchy
4 Star	24 to 31	
3 Star	16 to 23	
2 Star	8 to 15	
1 Star	0 to 7	

5. The above approach removed any particular bias and results in a fair evaluation and ranking of each park.

9 TECHNICAL SERVICES

10 PLANNING & DEVELOPMENT

11 COMMUNITY DEVELOPMENT

12 ECONOMIC DEVELOPMENT

13 NOTICES OF MOTION

14 CORRESPONDENCE FOR INFORMATION

Tabled Separately

15 GENERAL BUSINESS

16 CLOSED MEETING ITEMS

17 DELEGATIONS

