



SUPPORTING INFORMATION

for respective items considered at

General Meeting

29 October 2019

SUPPORTING INFORMATION

Ref: [A18197971](#) & [A17415135](#)

The following list of supporting information is provided for:

ITEM 1.2

ADOPTION OF COUNCIL POLICIES - REGIONAL

#1 Use of Council's Information and Communication Technology Systems - Policy 2150-037

#2 Related Party Disclosures - Policy 2150-093

ITEM 1.2 - ADOPTION OF COUNCIL POLICIES - REGIONAL - A19205020 (Cont.)

#1 Use of Council's Information and Communication Technology Systems - Policy 2150-037



Policy: 2150-037

Use of Council's Information and Communication Technology Systems

Head of Power

Local Government Act 2009

Related Legislation

Age Discrimination Act 2004 (Cth)
Anti-Discrimination Act 1991 (Qld)
Australian Human Rights Commission Act 1986 (Cth)
Disability Discrimination Act 1992 (Cth)
Information Privacy Act 2009 (Qld)
Racial Discrimination Act 1975 (Cth)
Sex Discrimination Act 1984 (Cth)
Local Government Regulation 2012

Objective

The objective of this Policy is to provide a framework for the use of Council's Information and Communication Technologies (ICT) systems.

Definitions

Council means Moreton Bay Regional Council.

Council Information means all information that Council holds.

Councillor means the Mayor and all Councillors.

Employee means all employees of Council, whether employed on a permanent, temporary, or part-time basis and includes volunteers and employees of businesses and entities contracted to provide services to, or on behalf of Council.

ICT means Information and Communication Technologies and includes equipment and facilities, networks, personal computers, laptops, mobile phones, printers and their operating systems and software.

Interactive Services and Social Media means media for social interaction using highly accessible and scalable communication techniques. The term specifically includes, but is not limited to, websites, applications and facilities such as "Facebook", "YouTube", "Twitter", "LinkedIn" and weblogs.

Instant Messaging and SMS means forms of real-time direct text-based communication between two or more people using personal computers or other devices, such as mobile telephones.

Malicious Software or Malware means software designed to damage a system and the data it contains, or to prevent the system from being used in its normal manner.

Personal Use means use of Council's ICT systems that is not for official Council business.

USB Storage Device means any portable storage device connected to Council's computer systems enabling the transfer of data (e.g. Flash Drive, Memory stick or External Hard Drive etc).

ITEM 1.2 - ADOPTION OF COUNCIL POLICIES - REGIONAL - A19205020 (Cont.)



Policy: 2150-037 - Use of Council's Information and Communication Technology Systems

Application

This Policy applies to the use of Council's ICT systems by Councillors and employees.

Policy Statement

The use of ICT systems is an integral part of Council's daily operations. Council is committed to the appropriate use of ICT systems by Councillors and employees in accordance with relevant legislation and Council's corporate values.

Use of Council's ICT Systems

Council's ICT systems must only be used for carrying out official Council business in accordance with this Policy including, but not limited to:

- (1) publishing and browsing on the internet (including intranet);
- (2) instant, direct and text messaging (including SMS and MMS);
- (3) accessing interactive services and social media (including weblogs or "blogs");
- (4) downloading or accessing files from the internet or other electronic sources;
- (5) sending and receiving e-mail;0
- (6) accessing electronic bulletins/notice boards, discussion/news groups and "chat" facilities;
- (7) file transfer and file sharing;
- (8) video conferencing and streaming media;
- (9) subscribing to list servers, mailing lists or other like services;
- (10) copying, saving or distributing files;
- (11) viewing material electronically; and
- (12) printing material.

The sharing of Council Information with external parties should be limited to those methods as approved by the Information and Communication Technology Manager, i.e. through Council's Electronic Document and Records Management System (edrms) or other approved business system. USB storage devices are not recommended as a data-sharing tool as they are not backed up and may be subject to theft or loss.

Appropriate and Reasonable Usage Guidelines

Reasonable usage is defined as business usage plus a level of incidental personal usage which must be infrequent and based on genuine need. Councillors and employees must ensure that the use of Council's Information and Communication Technology Systems is reasonable and cost-effective.

All usage is subject to monitoring for compliance with this policy (refer Monitoring and Privacy).

Inappropriate use of ICT systems includes any deliberate act of:

- (1) transmitting, communicating or accessing any material that could reasonably be perceived as discriminatory, harassment or vilification of any person on the grounds of:
 - sex;
 - relationship status;
 - pregnancy;
 - parental status;
 - breastfeeding;
 - age;
 - race;
 - impairment;
 - religious belief or religious activity;
 - political belief or activity;
 - trade union activity;

ITEM 1.2 - ADOPTION OF COUNCIL POLICIES - REGIONAL - A19205020 (Cont.)



Policy: 2150-037 - Use of Council's Information and Communication Technology Systems

- lawful sexual activity;
 - gender identity;
 - sexuality;
 - family responsibilities; and
 - association with, or relation to, a person identified on the basis of any of the above attributes;
- (2) transmitting, communicating or accessing any material that could reasonably be perceived as offensive, obscene, threatening, abusive or defamatory;
 - (3) transmitting, communicating or accessing any material for personal use or any purpose other than carrying out Council business without the prior permission of the relevant manager or the Chief Executive Officer;
 - (4) transmitting, communicating or accessing any material that could cause damage to Council's reputation;
 - (5) transmitting, communicating or accessing any material that is likely to infringe copyright or give rise to other legal liability;
 - (6) accessing, modifying or deleting another person's mailbox without their permission, including sending messages on their behalf;
 - (7) downloading software programs, utilities or software extensions without prior authorisation from Council's Information and Communication Technology Manager (this includes downloading animated/executable screen savers, games and utility programs but specifically does not include downloading files such as Word documents, Excel documents, Adobe Portable Document Format (pdf) files and the like which are required for Council's business purposes);
 - (8) downloading or distributing "pirated" (or stolen) software or data;
 - (9) using any file sharing or peer to peer software without prior authorisation from Council's Information and Communication Technology Manager;
 - (10) propagating any malicious software or malware;
 - (11) attempting to disable or overload any computer system or network, or to circumvent any system intended to protect the privacy or security of another user; or
 - (12) releasing Council information when the intended recipient is not automatically entitled without authorisation from the relevant manager.

Monitoring and Privacy

Council considers that monitoring the use of ICT systems is an important tool for safeguarding its interests and limiting its potential exposure to litigation resulting from inappropriate use. Councillors and employees should expect that their use of Council's ICT systems and devices will be monitored for compliance with this Policy.

To identify any inappropriate use of its ICT systems, Council implements the following measures:

- (1) software which monitors and records usage of ICT Systems;
- (2) security systems which record (for every individual user) each World Wide Website visit, chat, newsgroup or e-mail message and file transfer into and out of internal networks;
- (3) e-mails are automatically filtered for restricted attachments and file size. E-mails are also monitored for inappropriate content;

ITEM 1.2 - ADOPTION OF COUNCIL POLICIES - REGIONAL - A19205020 (Cont.)



Policy: 2150-037 - Use of Council's Information and Communication Technology Systems

- (4) a facility for managers to review officer internet activity and analyse usage patterns; and
- (5) a facility to monitor inputs and outputs to Council's eDRMS (Objective), including monitoring of home folders.

Fixed Lines

Councillors and employees may be provided with workplace access to a standard telephone service for conducting official Council business.

Mobile telephone and Electronic devices

The allocation of mobile telephones and other electronic devices (e.g smartphones, tablets and iPads) will be granted in circumstances where the relevant Director or CEO determines there to be adequate need and sufficient benefit to Council.

Transferring Phone Numbers

Council will consider the transfer of phone numbers in and out of Council's fleet if it is mutually beneficial to both parties.

Loss, theft or damage

Loss, theft or damage to electronic devices must be reported to Council immediately upon discovery. All replacement devices due to loss, theft or damage will require approval by the relevant Manager or Director.

Council may seek reimbursement from an employee for instances where reasonable care to prevent accidental damage has not been undertaken.

International Roaming

The Mayor, CEO and DCEO will have International Roaming providing access to data, calls and SMS on all Council-issued devices made available as required whilst travelling overseas. All other Councillors and employees may be granted access to International Roaming providing access to data, calls and SMS if travelling overseas with a Council-issued mobile device, as approved by the CEO.

Risk Management

Only mobile devices that meet Australian standards for exposure to radio waves will be issued to Councillors and employees. These devices are designed and manufactured not to exceed the limits for exposure to radio frequency (RF) energy set by the Australian Communications and Media Authority (ACMA).

Under Queensland State legislation it is deemed illegal to use a mobile phone whilst operating a motor vehicle. Hands free use is only legal if it requires no manual intervention to make or receive calls. Council accepts no responsibility for infringements and will not be liable to pay any fines, penalties or costs incurred.

Related Documents

This policy complements and is to be implemented in conjunction with other Council policies, directives and relevant documents published by other agencies including, but not limited to:

- Corporate Directive 2180-048 Use of Council's Information and Communication Technology Systems;
- MBRC Privacy Plan;
- Use of Information and Communication Technology Systems Agreement Form; and
- MBRC Code of Conduct for Employees.

ITEM 1.2 - ADOPTION OF COUNCIL POLICIES - REGIONAL - A19205020 (Cont.)



Policy: 2150-037 - Use of Council's Information and Communication Technology Systems

Review Triggers

This policy will be reviewed for applicability, effectiveness, and consistency with relevant legislation, Council resolutions, and other Council documents. Reviews of this policy will occur as required, or at least once every two years.

Responsibility

This Policy is to be:

- (1) implemented by all Councillors and employees; and
- (2) reviewed and amended in accordance with the "Review Triggers" by Information and Communication Technology Manager.

Policy: 2150-037			Official Version: tba
Use of Council's Information and Communication Technology Systems			
Document Control			
Version / Reviewed	Version Adoption (Council meeting / Minute Page) Reviewed (revision comment)	Date	Word version reference
Version 1	Coordination Committee (11/2543-4)	22.11.2011	A6328355 (version of PDF)
Version 2	DRAFT <i>Consolidating 11-2150-037 - Use of Council's Information and Communication Technology Systems and 12-2150-054 - Fixed and Mobile Telecommunications Appropriate Usage</i>	xx.xx.2019	A18197971

ITEM 1.2 - ADOPTION OF COUNCIL POLICIES - REGIONAL - A19205020 (Cont.)

#2 Related Party Disclosures - Policy 2150-093



Policy: 2150-093

Related Party Disclosures

Head of Power

Local Government Act 2009

Related Legislation

Australian Accounting Standard AASB 124

Objective

To ensure that Moreton Bay Regional Council's general purpose financial statements comply with Australian Accounting Standard AASB 124 - Related Party Disclosures.

Definitions

AASB 124 means *Australian Accounting Standard AASB 124 - Related Party Disclosures*.

Close Members of the Family (of KMP) means family members who may be expected to influence, or be influenced by, KMP in their dealings with Council and includes any:

- spouse, domestic partner or children of KMP;
- children of a KMP's spouse or domestic partner; and
- dependants of a KMP or of a KMP's spouse or domestic partner.

Control (of an Entity) means having each of the following:

- power over the Entity to direct its activities;
- exposure, or rights, to variable returns from involvement with the Entity; and
- the ability to use power over the Entity to affect the amount of those returns.

Declaration means Council's related party disclosures declaration.

Entity includes a company, trust, incorporated and unincorporated association such as a club or charity, joint venture or partnership.

Key Management Personnel (KMP) means those persons having authority and responsibility for planning, directing and controlling the activities of an Entity, directly or indirectly. For the purposes of AASB 124, the Key Management Personnel (KMP) of Council are the Mayor, Councillors, CEO, Council's Executive Management Team, including those persons who on a temporary basis have assumed the responsibilities of these positions, as recorded in Council's Human Resources System.

Related Party has the meaning given to it in AASB 124 (and in Council's case, will include those parties listed at paragraph 4.a-4.e of this policy).

Related Party Transaction means a transfer of resources, services or obligations between Council and a Related Party, regardless of whether a price is charged.

Significant Influence (over an Entity) means being able to participate in the financial and operating policy decisions of the Entity.

Application

AASB 124 commenced on 30 June 2016. This policy is effective from 1 July 2016 and impacts Council staff preparing the annual financial statements and applies to all KMP.

ITEM 1.2 - ADOPTION OF COUNCIL POLICIES - REGIONAL - A19205020 (Cont.)



Policy: 2150-093 - Related Party Disclosures

Policy Statement

1. Under the *Local Government Act 2009*, Moreton Bay Regional Council (Council) must produce annual financial statements that comply with Australian Accounting Standards.
2. The purpose of AASB 124 is to ensure that Council's general purpose financial statements contain the disclosures necessary to draw attention to the possibility that Council's financial position and performance may have been affected by the existence of Related Parties and Related Party Transactions.
3. Council's Finance and Corporate Services Division is responsible for maintaining systems to collect and review Related Party transactional information across Council.
4. Each KMP will be required to complete a Declaration upon commencement of employment with Council and then annually at the end of each financial year to enable Council's Finance and Corporate Services Division to satisfy those requirements of AASB 124 which require the disclosure of Related Party Transactions between Council and:
 - a. KMP;
 - b. an Entity under the Control or joint Control of KMP;
 - c. Close Members of the Family of KMP;
 - d. an Entity under the Control or joint Control of Close Members of the Family of KMP; and
 - e. (for Councillors) Entities that the Councillor has Significant Influence over, or entities for which the Councillor is a KMP.
5. Subject to paragraph 4 of this policy, the Council's Finance and Corporate Services Division is responsible for identifying any Entities that meet the definition of a "Related Party" and for ensuring that the relevant disclosure of Related Party Transactions is made in accordance with AASB 124.
6. In accordance with the requirements of AASB 124, compensation (remuneration) information pertaining to KMP will be disclosed in the Council's general purpose financial statements.
7. Personal information collected and stored under this policy is classified as confidential. Collection and storage of this information must adhere to Council's Information & Communication Technology Security Policy 2150-072.
8. Any material relevant to a KMP's Declaration proposed to be disclosed in Council's general purpose financial statements will be provided to the individual KMP for their review and comment (but this will not prevent any disclosure which is required under AASB 124).

Related Documents

This policy complements and is to be implemented in conjunction with other Council policies, directives and relevant documents published by other agencies including, but not limited to:

Policy Directive 2160-022 - Related Party Disclosures
Privacy Collection Notice: Related Party Transactions Disclosure by Key Management Personnel
Related Party Disclosures Declaration
Information & Communication Technology Security Policy 2150-072
Local Government Bulletin 02/16

ITEM 1.2 - ADOPTION OF COUNCIL POLICIES - REGIONAL - A19205020 (Cont.)



Policy: 2150-093 - Related Party Disclosures

Review Triggers

This policy will be reviewed for applicability, effectiveness, and consistency with relevant legislation, Council resolutions, and other Council documents as required, or at least once every two years.

Responsibility

This Policy is to be:

- (1) implemented by the Director Finance and Corporate Services.
- (2) reviewed and amended in accordance with the "Review Triggers" by the Director Finance and Corporate Services.

Policy: 2150-093		Official Version: A14483651	
Related Party Disclosures			
Document Control			
Version / Reviewed	Version Adoption (Council meeting / Minute Page) Reviewed (revision comment)	Date	Word version reference
Version 1	Coordination Committee (16/2480)	15.11.2016	A14483617
Version 2	DRAFT	xx.xx.2019	A17415135

SUPPORTING INFORMATION

Ref: [A19078463](#)

The following list of supporting information is provided for:

**ITEM 1.3
2018-19 ANNUAL REPORT - REGIONAL**

#1 Moreton Bay Regional Council Annual Report 2018/19

Provided as separate supporting information.

SUPPORTING INFORMATION

Ref: [A19247569](#)

The following list of supporting information is provided for:

ITEM 3.1

QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL

#1 Quarter 1 - Operational Plan Review 2019/20

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

#1 Quarter 1 - Operational Plan Review 2019/20

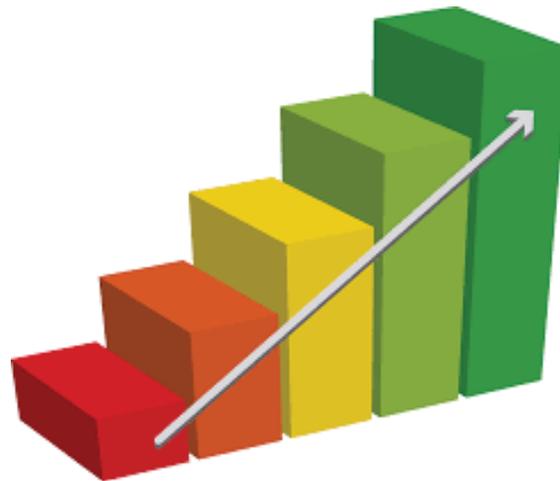


Quarter 1

Operational Plan Review

2019/20

Department Performance



ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Legal Services**

Department Performance			
Description	Units of Measure	KPI Target	YTD KPI Achieved
Litigation satisfactorily resolved	%	90.00	100.00
Legal advice provided within agreed timeframes	%	100.00	99.00
Compliance with statutory and policy timeframes for Right To Information and Information Privacy applications and Complaints	%	95.00	92.00

Performance Commentary

Right to Information and Information Privacy application processing timeframes are being met. The timeframe for three complex Administrative Action complaints were not met. All finalised litigation matters were satisfactorily resolved in accordance with direction pursuant to delegation or resolution of Council. The majority of legal advice was provided within agreed timeframes.

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Strategy and Engagement**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Customer satisfaction with Council sponsored and run events	%	80.00	84.00
Council media releases utilised by media organisations	%	80.00	100.00

Performance Commentary

Sixty-four general media releases were produced this reporting period, with 100% published in local media. Sustained coverage of council's 'Get Ready' messaging was achieved through pre-approved content that was quickly adjusted to focus on our region's drought-like conditions and repeated in releases announcing that council would open taps around the region to allow residents reliant on water tanks to fill-up.

Proactive messaging around the introduction of the State Government's waste levy also cut through, with media clearly and consistently reporting that while councils are responsible for its implementation, it is not a council initiative. Publicity was also achieved for upcoming council exhibitions and events, as well as the Healthy & Active Moreton initiative ahead of the school holiday period. Council also attracted positive media coverage on a range of matters including television coverage of The Mill @ Moreton Bay Development Guidelines as well as the issue of homelessness on the Redcliffe Peninsula.

Council-run and sponsored events continued to maintain a high-level of positive community feedback. Council conducted eight events during the reporting period including three Australian Citizenship Ceremonies, four divisional events as well as the annual Inter-School Disc Golf Tournament competition.

Crowds turned out for the Morayfield Sports and Event Centre's official reopening (Division 12) following a multi-million-dollar expansion. The opening showcased the new facilities and included free workshops from the Queensland Firebirds and Brisbane Bullets with positive feedback received from patrons.

Teddy bear picnics were held at Narangba (Division 11) and North Lakes (Division 4) with each event continuing to attract more than 1000 visitors. The inaugural Narangba event recorded 96% positive feedback.

The region's largest Teddy Bears Picnic was also held at Pine Rivers Park (Division 8 and 9) which was attended by more than 2500 people with more than 92% satisfaction.

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Performance Commentary (Continued)

Council worked closely with MBRIT on eight sponsored festivals and events during the quarter. This included Jetty to Jetty Fun Run, Business Conference Lunch 3 with Leanne Kemp, Redcliffe Garden and Lifestyle Expo, the inaugural Caboolture Festival featuring a Friday Night Concert and Caboolture Family Fun Day, Business Conference Lunch 4 with The Three Blue Ducks, and Moreton Bay Food and Wine Festival including Bee Gees Way Dinner.

New layout saw Jetty to Jetty grow to more than 5000 registrations, smashing its previous record by over 1000 registrations. The inaugural Caboolture Festival received strong support from community with the Friday Night concert, featuring rock band Dragon, attracting around 2000 patrons and positive feedback. Similarly, Caboolture Family Fun Day continued to be popular with more than 5000 residents attending the event.

In its second-year, Moreton Bay Food and Wine Festival continued to grow attracting more than 35,000 patrons across the festival weekend. The festival, which also included a destination and event campaign called Tastes of Moreton Bay, continues to receive strong feedback from residents, visitors and local businesses.

Partnering with MBRIT and Moreton Life, Council also arranged attendance at local shows. This included Dayboro Show, Samford Show and Pine Rivers Show during the quarter.

Together, these events catered for more than 60,000 patrons with an average satisfaction rating of 84%.

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: Office Of The CEO Directorate

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Compliance with statutory and corporate requirements for council meetings and decision making	%	100.00	100.00

Performance Commentary

All indicators have been achieved against this KPI

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Engineering, Construction and Maintenance Directorate**

Department Performance			
Description	Units of Measure	KPI Target	YTD KPI Achieved
CCTV cameras and equipment to be fully operational	%	94.00	95.85
CCTV footage requests processed within 5 business days	%	95.00	83.84
Number of disaster management exercises conducted	#	4.00	0.00
Compliance of Local Disaster Management Plan with Emergency Management Assurance Framework	%	100.00	100.00
Number of Asset Protection Zone planned burns completed	#	11.00	10.00
Number of Strategic Fire Advantage Zone planned burns completed	#	16.00	6.00
Number of Land Management Zone planned burns completed	#	8.00	4.00
Percentage of Local Disaster Coordination Centre personnel who comply with Queensland's Disaster Management Training Framework	%	90.00	48.00
Percentage of Local Disaster Management Group members who comply with Queensland's Disaster Management Training Framework	%	90.00	40.00

Performance Commentary

The Public Safety team received and processed the following CCTV footage requests in 2019/20:

QPS - 66 (56 processed within 5 business days) - 84.85%

Internal - 12 (8 processed within 5 business days) - 66.67%

External - 2 (2 processed within 5 business days) - 100%

Delays in processing footage requests due to staff vacancies. These have now been filled.

CCTV Cameras operational - Q1 - 993 cameras in total, however 54 devices disabled due to building works. 39 of the remaining total not working so YTD - 95.85%

Fire Management planned burn program 2019/20 - YTD - 14 burns for 136 hectares of council owned land. 20 of 35 fuel management areas burned (57% of target completed)

Asset Protection Zone blocks - 10 (target 11)

Strategic Fire Advantage Zone blocks - 6 (target 16)

Land Management Zone blocks - 4 (target 8)

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Performance Commentary (Continued)

Disaster Management compliance with QFES Training Framework

40% (17 of 42) LDMG members and advisors meet the minimum core training requirements to comply with the QFES QDMTF.

48% (20 of 42) LDCC staff meet the minimum core training requirements to comply with the QFES QDMTF.

An improvement pathway has been developed to run additional training modules in Q2 to increase compliance to 90%.

Disaster Management Exercises - YTD - 0 (target 4) - no exercises planned in Q1

Council's Local Disaster Management Plan (LDMP) is compliant with the Inspector-General Emergency Management's (IGEM) Emergency Management Framework (EMAF) as assessed on 28 August 2018. No plan assessment will occur in 2019/20 as IGEM are transitioning to new EMAF and Standard content

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Waste Services**

Department Performance			
Description	Units of Measure	KPI Target	YTD KPI Achieved
Kerbside waste and recyclable waste bins collected as scheduled	%	97.00	98.50
Total tonnage of general and recyclable waste collected from kerbside bins that is recycled	%	22.00	23.10
Total tonnage of waste collected at waste facilities from residential and commercial premises (excluding kerbside bins collection) that is recycled	%	45.00	54.29

Performance Commentary

All first quarter KPI's have been exceeded. Recycling activities at the waste facilities have been a priority to ensure waste to landfill and the associated waste levy payments are minimised.

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Project Management**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Percentage of capital works program completed	%	100.00	33.00

Performance Commentary

Capital Projects to be delivered by PMC in 19/20 are valued at \$96M, currently \$22M in actuals has been achieved (23% of capital budget delivered with 33% works on ground) with a further \$41M in commitments. At the completion of quarter one budget review, re-provisioned funds in the order of \$15M are associated with works in progress (WIP).

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Infrastructure Planning**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Customer requests addressed within the set response time	%	95.00	94.00
Planning projects are completed in the financial year prior to design	%	95.00	92.50

Performance Commentary

Planning projects are progressing with the target to have all 19-20 planning projects completed by end of Q2.

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Integrated Transport Planning and Design**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Design program is completed in the financial year prior to construction	%	95.00	100.00

Performance Commentary

1. Design projects for 19-20 FY are targeted to be completed by end of Q2.

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Asset Maintenance**

Department Performance			
Description	Units of Measure	KPI Target	YTD KPI Achieved
Fleet - Heavy fleet, plant and equipment is maintained in accordance with programmed maintenance service schedules	%	95.00	93.00
Fleet - Compliance with all Queensland Transport Statutory Regulations	%	100.00	100.00
Fleet - Small equipment is maintained in accordance with programmed maintenance service schedules	%	95.00	96.00
Operations - Programmed roads maintenance activities completed in accordance with schedule	%	100.00	100.00
Operations - Road network customer requests completed within level of service timeframes	%	95.00	95.00
Operations - Programmed stormwater maintenance activities completed in accordance with schedule	%	100.00	100.00
Operations - Stormwater network customer requests completed within level of service timeframes	%	95.00	95.00
Operations - Programmed maritime facilities maintenance activities completed in accordance with schedule	%	100.00	100.00
Operations - Customer requests for marine related services completed within level of service timeframes	%	95.00	100.00
Operations - Programmed parks maintenance activities (mowing and landscaping) completed in accordance with schedule	%	100.00	100.00
Operations - Parks customer requests completed within level of service timeframes	%	95.00	96.80
Operations - Programmed parks inspection activities (Full Park Inspection, All Assets) completed in accordance with schedule	%	100.00	100.00
Building and Facilities - Graffiti removal requests completed in accordance with timeframes	%	95.00	80.50
Building and Facilities - Programmed buildings and facilities maintenance activities completed in accordance with schedule	%	100.00	100.00
Building and Facilities - Customer requests addressed within the set response time	%	95.00	97.70
Fleet - Light fleet is maintained in accordance with programmed maintenance service schedules	%	95.00	94.00

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Performance Commentary

Fleet: Servicing programs being undertaken for Heavy, Light Fleet and Small equipment are in accordance with Fleets implemented maintenance schedules and manufacturers servicing specifications. Both Heavy and Light fleet maintenance reports show a 70% proactive versus 30% reactive result. Fleet 19/20 replacement programs for Heavy, Light and Small plant assets are proceeding with new assets being received and commissioned within the established delivery time frames.

Operations: There has been some issues with the integrity of the KPI data. This is being reviewed by IT. This is mainly in the Roads and Drains area. Parks have slowed down mowing activities due to the dry weather, all schedules are on track.

B&F CSR time frames are on target.

B&F Graffiti time frames are not being met, A new Graffiti Officer has been appointed and will commence in October 2019.

B&F Programmed maintenance is currently 24.4% completed at Q1 and therefore on target to be completed by end of FY.

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Customer and Cultural Services**

Department Performance			
Description	Units of Measure	KPI Target	YTD KPI Achieved
Customer satisfaction with library services and programs	%	90.00	96.00
Number of exhibitions delivered by Council's galleries	#	60.00	12.00
Number of exhibitions delivered by Council's museums	#	12.00	3.00
Customer satisfaction with gallery exhibitions and programs	%	90.00	96.00
Customer satisfaction with museum exhibitions and programs	%	90.00	97.00
Customer satisfaction with call centre service	%	95.00	90.02
Customer calls resolved at the first point of contact	%	90.00	98.00
Customer satisfaction with Customer Service Centre service	%	95.00	99.37
Customer enquiries resolved at the first point of contact	%	90.00	98.99

Performance Commentary

Libraries

Customer satisfaction surveys were undertaken at the Albany Creek, Strathpine and the Mobile libraries. Customers commented favourably on the quality of spaces, the technical assistance provided by staff and the range of programming and collections.

Customer Service

First point of contact resolution remains strong in Customer Service across customer service channels.

Museums

Museums delivered 3 exhibitions including The Bowerbird and The Bride; Beach Couture and On the Menu.

Galleries

Galleries delivered 12 exhibitions including 15 Artists; Brooching the Subject; The Life and Times of Scarface Claw and Zoonoses.

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Property Services**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Tenancy rate of commercial/retail properties available for lease	%	95.00	95.00
Tenancy rate of residential properties available for lease	%	100.00	100.00
Number of scheduled Redcliffe Cultural Centre compliance audits (1 per quarter)	%	100.00	100.00
Usage of Redcliffe Cultural Centre is within forecast rates	%	90.00	90.00
Number of scheduled Hub Learning and Business Centre compliance audits (1 per quarter)	%	100.00	100.00
Usage of Hub Learning and Business Centre is within forecast rates	%	90.00	90.00
Number of scheduled swimming pool compliance audits (12 per quarter)	%	100.00	100.00
Number of scheduled QSEC compliance audits (1 per quarter)	%	100.00	100.00
Usage of QSEC is within forecast rates	%	90.00	90.00
Usage of MSEC is within forecast rates	%	90.00	98.00
Number of scheduled MSEC compliance audits (1 per quarter)	%	100.00	100.00
Number of scheduled caravan park compliance audits (7 per quarter)	%	100.00	100.00
Occupancy of caravan parks is within forecast rates	%	80.00	80.00

Performance Commentary

Patronage of MSEC is increasing following the completion of major upgrade in June 2019.

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Regulatory Services**

Department Performance			
Description	Units of Measure	KPI Target	YTD KPI Achieved
Private certifier referrals are responded to within statutory timeframes	%	100.00	100.00
Building Compliance & Development customer requests responded to within required timeframes	%	90.00	88.00
Plumbing assessments responded to within statutory timeframes	%	100.00	77.00
Public Health and Local Laws customer requests responded to within required timeframes	%	90.00	91.36
Regulated parking programs are completed as scheduled	%	100.00	100.00
Food safety inspections are completed as scheduled	%	100.00	100.00
Public immunisation programs are completed as scheduled	%	100.00	100.00
Appeals and internal review applications are responded to within required time frames	%	100.00	75.00

Performance Commentary

Appeals and Internal Review Applications: All 23 internal review applications and 128 infringement and remedial notice appeals were actioned and completed within the required time frame.

Immunisation Program: All 24 scheduled immunisation clinics were completed.

Food Safety Inspections: All 272 planned, higher risk inspections were conducted during the period.

Regulated Parking: All planned regulated parking days were conducted throughout the Region.

Public Health & Local Laws Customer Service Requests: Customer Service Requests received 7141, actioned with time frames 6524

Plumbing Assessments: 143 plumbing assessments received, 110 were conducted within the required time frames. Note: From 1 July 2019 plumbing legislative assessment timeframes reduced from 20 business days to 10 business days.

Building Compliance Customer Requests: 1023 of 1159 requests were responded to within required time frames.

Private Certifier Referrals: All 385 properly made applications were responded to within the statutory time frames.

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Community Services and Sport and Recreation**

Department Performance			
Description	Units of Measure	KPI Target	YTD KPI Achieved
Participation in sport and recreation programs	#	20,000.00	9,459.00
Number of projects supported through Council's community grants program	#	140.00	0.00
Number of individuals supported through Council's community grants program	#	300.00	82.00
Percentage of available child care places filled at Birralee Child Care Centre	%	95.00	100.00

Performance Commentary

Birralee Childcare Centre

During Quarter 1, Birralee Child Care Centre maintained a 100% occupancy rate.

Community Grants - Individuals Supported

During Quarter 1, a total of 82 individuals were supported through Community Grants Program..0 x Out Of Round RADF and 82 x Individual Achievement Grants.

Community Grants - Projects Supported

Projects supported under Council's Community Grants Program will be reported at Quarter 2 (Round 1) and Quarter 4 (Round 2).

Sport and Recreation Programs - Participation

Qtr 1 participant numbers for Council's Sport and Recreation Programs totalled 9459 bookings from 709 activities delivered.

Active Holidays - 141 activities - 3541 bookings

Healthy & Active Moreton - 43 activities - 550 bookings (Council booked); 525 activities - 5368 bookings (Provider booked)

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Environmental Services**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Participation rate in environmental programs and activities	%	95.00	85.55
Percentage of scheduled environmental assessments and monitoring completed	%	100.00	100.00

Performance Commentary

Thirty two (32) flying fox roosts and 21 ibis roosts were monitored in accordance with colony management plans.

Seven environmental programs and activities were held during Q1, Participation was strong in the 'Environmental Adventures for Kids' program and the 'Priority Fauna Species' program. Participation in the 'Wild about Wildlife - Flying Foxes' workshop generated only moderate interest from the community.

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Development Services**

Department Performance			
Description	Units of Measure	KPI Target	YTD KPI Achieved
Code Assessable MCU / RAL applications decided within 30 business days	%	80.00	64.00
Code Assessable Operational Works applications decided within 20 business days	%	80.00	85.00
Survey Plan endorsements within 15 business days	%	80.00	86.00
Third Party Survey Plan endorsement within 5 business days (mb+)	%	80.00	93.00
Third Party Operational Works applications decided within 5 business days (mb+)	%	80.00	100.00
Customer Satisfaction Survey Results for Development Services rates service as good or excellent	%	80.00	0.00

Performance Commentary

Development Services has achieved all but one of the KPI's over the 1st Quarter of 2019-20. However, Development Services has experienced limited availability and transition of key staff and a high volume of complex development applications with strategic implications as such this has contributed to not achieving KPI Code Assessable MCU / RAL applications. A review of development assessment processes is currently underway.

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Strategic Planning**

Department Performance			
Description	Units of Measure	KPI Target	YTD KPI Achieved
Deliver key Economic Actions in line with the adopted Economic Development Action Plan.	%	90.00	100.00
Planned internal activities and projects completed	%	90.00	100.00
Customer Satisfaction Survey Results for Strategic Planning & Economic Development rates service as good or excellent	%	80.00	0.00

Performance Commentary

Commentary Economic Development

Deliver key Economic Actions in line with the adopted Economic Development Action Plan

Council continues to deliver on its commitments in the 2019-2020 financial year. The focus is on The Mill at Moreton Bay and the establishment of the University of the Sunshine Coast campus. The delivery of this campus is a shared responsibility and meetings to date have established we are on track to meet the associated actions and outcomes.

Commentary Strategic Planning

Planning Scheme Amendment

Tailored Amendment No1 to the MBRC Planning Scheme progressed in Q1 with public consultation and state interest review phases of the project undertaken.

Regional Growth Management Strategy 2041

Council resolved to prepare the Regional Growth Management Strategy 2041 (RGMS2041) in Q1. The project inception phase has commenced including establishing the project team and project budget.

LGIP2 - Network Planning

LGIP2 network planning is proceeding on track. Consultancies have been engaged for Active Transport, Stormwater Quantity and Quality. Procurement has commenced for Transport.

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: Finance, ICT and Internal Audit

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Availability of corporate information systems during business hours	%	99.00	99.80
Internal customer satisfaction with corporate information systems	%	90.00	92.16
Availability of council's website	%	99.00	99.96
Obtain an unmodified external audit opinion for 2018/19	%	100.00	0.00
Liquidity - Target working capital ratio to be greater than 3.00	#	3.00	6.00
Maximise interest revenue on surplus cash invested with QTC and other financial institutions	%	2.50	1.62
Liquidity - Target cash expenses cover to be greater than 6 months	#	6.00	66.55
Fiscal Flexibility - Target interest cover to be greater than 6 months	#	6.00	43.28
Internal audit plan progressed as scheduled	%	100.00	100.00
Audit recommendations implemented	%	90.00	90.00
Amount of outstanding rates (excluding prepayments) at the end of each quarter	%	3.00	2.91

Performance Commentary

All financial ratios exceeded expectations however the interest returns were down on the target but considering the economic climate performed satisfactorily.

ITEM 3.1 - QUARTER 1 OPERATIONAL PLAN REVIEW FOR 2019/20 - REGIONAL - A19245811 (Cont.)

Department: **Human Resources**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Disputes that go to the Commission resolved in council's favour	%	90.00	100.00
Timeframe to fill a position no longer than 9 weeks	%	85.00	88.00

Performance Commentary

Recruitment

During Q1, 7 out of 57 positions exceeded 9 weeks to recruit.

Commission

During Q1, 2 matters went to the Commission and both matters were resolved in Council's favour.