



# BUILDING *a better* FUTURE



2016 - 2017 1st Quarter Operational Report

# Operations and Performance Measures

The following symbols indicate the progress of operations and projects.

Indicator	Status	Indicator meaning
	On track	Initiative is proceeding to plan with no indication of future impediments.
	Completed	Initiative has been completed.
	Monitor	Progress is not as expected but action is being/has been taken and is expected to be back on track within the next quarter or financial year.
	Trend	This data is being collected for observation and analysis.
	Action required	Progress is significantly behind schedule or is rated 'closely monitor'. Decisive action is required to get back on track.

Notes: Unless otherwise stated Targets are quarterly. Project written in blue are carry-over projects or projects that are part of a budgeted capital program.

## Infrastructure & Planning

Development

Operation Type - Development	Strategic Links	Risk Id.	Original Budget		1st Quarter	
<b>Core Programs/Services Areas:</b>	2.1.4, 2.3.1		Operational Revenue	\$ 1,930,000	\$	390,814
Community & Internal Customer Service	4.4.1, 4.6.2		Operational Expenditure	\$ 4,446,676	\$	1,075,546
Development Assessment			Capital Revenue	\$ 0		Approximately \$1.5 million in infrastructure charges
Development Compliance			Capital Expenditure	\$ 0	\$	0
Strategic Planning – Policy Development and Implementation						
Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Community & Internal Customer Services - Planning Searches	Percentage planning searches are issued within statutory and corporate time frames. <i>Notes: Number of searches is also recorded.</i>	90%		100%		195 Building searches, 7 Limited Planning Certificates and 5 Standard Planning Certificates were issued during the quarter.
Development Assessment 10 days or less	Percentage of total Development applications issued with a decision within 10 days. <i>Notes: Number of applications is also recorded.</i>	30%		37.7%		26 approvals had a decision stage of ten days or less.
Development Assessment 40 days or less	Percentage of total Development applications issued with a decision within 40 days. <i>Notes: Number of applications is also recorded.</i>	85%		87%		60 approvals had a decision stage of 40 days or less.
Development Assessment Negotiated Requests	Percentage of Development approvals that have a negotiated request. <i>Notes: Number of requests is also recorded.</i>	< 10%		10%		7 Negotiated Decision Notices were issued during the quarter.
Development Compliance Enforcement Actions	Percentage of enforcement actions taken within statutory timeframes (includes actions against breaches and unlawful use of land, defective or illegal building works) <i>Notes: Number of actions is also recorded.</i>	95%		100%		96 complaints were received this quarter: 38 compliance letters; 33 Show Cause Notices; 30 Enforcement Notices, and 7 Planning Infringement Notices (PINs) issued

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Policy Development & Implementation	CBD Master Plan finalised and adopted for the Bundaberg region		30 June 2017	80% complete	✓	The second draft of the master plan was finalised in the quarter. Work is being done to finalise the implementation plan.
Policy Development & Implementation	Local Government Infrastructure Plan finalised and adopted for the Bundaberg region.		30 June 2017	50% complete	✓	Further work was done on formulating the Plans for Trunk Infrastructure – footpaths and open space were completed.

Projects

Operation Type – Major Projects	Strategic Links	Risk Id.	Original Budget		1st Quarter
Strategic Project Planning Project Governance Project Delivery	2.3.1	BP-IP-2:9-11	Operational Revenue	\$ 0	\$ 0
			Operational Expenditure	\$ 3,020,029	\$ 387,499
			Internal Recoveries	\$ 1,523,341	\$ 198,793
			Capital Revenue	\$ 750,000	\$ 0
			Capital Expenditure	\$ 15,650,000	\$ 5,457,805

Key Performance Indicator

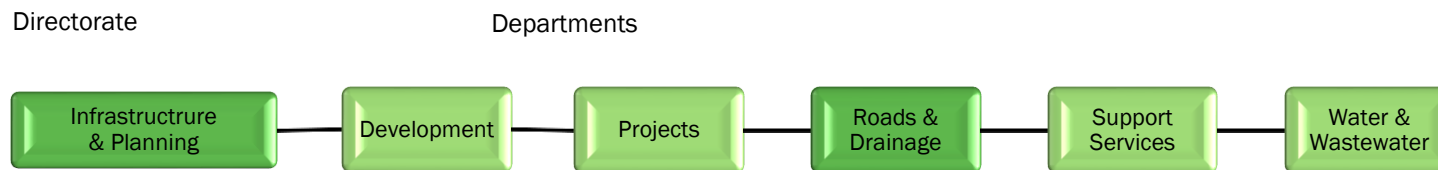
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
<b>Recoveries</b> Work hour recovery from Capital Works	Percentage of recoveries as a proportion of operational work hours.	75%		81.6%	✓	Current recoveries are exceeding the target.

Project Management	Original Budget	Actuals 1st Quarter	Status	Comment
Multiplex (Stage1)	\$ 10,100,000	\$ 5,438,083	✓	Construction continuing. Forecast to complete end November 2016
Multiplex (Stage 2) with \$7.5M 2017/18 to complete the \$32M project	\$ 5,000,000	\$ 19,311	✓	Design completed. Tender to be advertised in October 2016
Bundaberg Recreational Precinct	\$ 150,000	\$ 411	✓	Not Started
Bundaberg Riverside	\$ 150,000	\$ 0	✓	Not Started
Bundaberg CBD	\$ 150,000	\$ 0	✓	Not Started
Development of Future Strategic Projects- investigation, Planning & Design	\$ 100,000		✓	Not Started

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Operation Type - Roads & Drainage	Strategic Links	Risk Id.	Original Budget		1st Quarter
<b>Projects &amp; Programs- Footpaths &amp; Network Pathways</b>	2.3.1	BP-IP-3:7-8	Operational Revenue	\$ 0	\$ 0
			Operational Expenditure	\$ 1,361,921	\$ 316,513
			Capital Revenue	\$ 225,419	\$ 6,750
			Capital Expenditure	\$ 1,851,338	\$ 180,186
Projects - Footpaths & Network Pathways	Original Budget	Actuals 1st Quarter	Status	Comment	
Esplanade, Bargara - Solar Pathway Lighting	\$ 60,000	\$ 0	✓	Not yet commenced. Project programmed for construction in June 17.	
Causeway Drive, Bargara	\$ 184,000	\$ 12,128	✓	Not yet commenced. We are proposing to amend this project to \$154,000. Pathway contract project Dec 16 - May 17.	
Avoca Street, Bundaberg	\$ 333,000	\$ 4,239	✓	Not yet commenced. Pathway contract project Dec 16 - May 17.	
Hughes Road, Bargara	\$ 36,000	\$ 83,899	✓	Practically complete. We are proposing to amend this project to \$87,000. Project is awaiting financial completion.	
FE Walker Street	\$ 446,000	\$ 2,204	✓	Not yet commenced. Pathway contract project Dec 16 - May 17. Culvert/bridge separate.	
Moore Park Road	\$ 105,000	\$ 0	✓	Not yet commenced. Pathway contract project Dec 16 - May 17.	
Baldwin Swamp	\$ 340,000	\$ 0	✓	Not yet commenced. We are proposing to amend this project to \$352,000. Project programmed for construction in Nov 16.	
Eastgate Street / Scotland Street	\$ 42,000	\$ 1,679	✓	Not yet commenced. Project programmed for construction in March 17.	
Bolewski Street	\$ 50,000	\$ 467	✓	Not yet commenced. Pathway contract project Dec 16 - May17.	
Crescent Street	\$ 30,000	\$ 0	✓	Not yet commenced. Project programmed for construction in Nov 16.	
Avoca Street Concrete Pathway		\$ 3,584	✓	Project completed. We are proposing to amend this project to \$3,584. Project is a carryover from the previous financial year.	
Booyal State school Pathway Link		\$ 6,343	✓	Practically complete. We are proposing to amend this project to \$15,338. Project is awaiting financial completion.	
Programs					
Pathway Planning & Design	\$ 50,000	\$ 0	✓	This is a program budget work order. Extra \$16,500 for Baldwin Swamp Stage 2.	
Pathway Upgrades- Safe ST	\$ 175,338	\$ 0	✓	This is a program budget work order. We are proposing to amend this to \$0.00 in the review, and reallocate the budget to the individual projects.	
		\$ 101	✓	Burnett Heads Road - Burnett Heads school. Project programmed for construction in Jan 17.	



Operation Type – Roads & Drainage	Strategic Links	Risk Id.	Original Budget		1st Quarter
<b>Projects &amp; Programs - Roads</b>	2.3.1	BP-IP-3:7-8	Operational Revenue	\$ 2,719,750	\$ 666,030
			Operational Expenditure	\$ 34,367,023	\$ 8,653,428
			Capital Revenue	\$ 9,217,327	\$ 772,369
			Capital Expenditure	\$ 23,874,000	\$ 1,295,256
Projects - Roads	Original Budget	Actuals 1st Quarter	Status	Comment	
Kay McDuff Drive/Johanna Boulevard to Bundaberg Ring Road	\$ 2,600,000	\$ 1,355	✓	Not yet commenced. Tender closed at the end of September, and is currently being evaluated.	
Winfield Road (Staged Upgrade)	\$ 1,150,000	\$ 1,546	✓	Not yet commenced. Design has been finalised. Tender will be called in conjunction with projects in the Rehabilitation Program. To be constructed early 2017	
New Monduran Bridge	\$ 3,120,000	\$ 135,112	✓	Delivery. Contract project is on schedule and on budget. Extended approaches being designed.	
Eggmolesale Street - New Road	\$ 2,800,000	\$ 16,112	✓	Not yet commenced. 50% Project - Back to back over 2 years. Project currently being designed. Tender to close before Christmas.	
Wawoon Road Minor realignment works	\$ 49,000	\$ 63,812	✓	Project is complete. We are proposing to amend this project to \$59,000 to cover sealing.	
Presslers Road shoulder sealing to 2 lanes	\$ 225,000	\$ 283,207	✓	Practically Complete. We are proposing to amend this project to \$315,000 to cover additional drainage. Project is awaiting financial completion.	
Martins Road - increase culvert	\$ 35,000	\$ 54,169	✓	Practically Complete. We are proposing to amend this project to \$55,000. Project is practically complete awaiting financial completion.	
Church Street – extension of gravel	\$ 30,000	\$ 0	✓	Not yet commenced. Project programmed for construction December 2016.	
Carnarvon Court – Cul-de-sac	\$ 30,000	\$ 31,088	✓	Practically Complete. Project is practically complete awaiting financial completion.	
Moore Street Elliott Heads –widen between Welsh street and Esplanade	\$ 120,000	\$ 114,322	✓	Delivery. Project is practically complete awaiting financial completion.	
Wonbah Road, Gaeta Seal steep sections	\$ 50,000	\$ 497	✓	Not yet commenced. Project programmed for construction December 2016.	
Verge sealing Program: Que Hee, Normanby Square, De Gunst Moncrieff, Targo and Bates Streets seal verges	\$ 50,000	\$ 527	✓	Not yet commenced. Targo St project programmed for construction Nov 2016.	
Ann Street, east Bundaberg Seal verge for school	\$ 50,000	\$ 42,303	✓	Practically Complete. Project is awaiting financial completion	
Voss Road, Elliott Seal to Isis H'way	\$ 350,000	\$ 32,763	✓	Delivery. Project is on schedule and on budget.	
Zielke Avenue, Kalkie cross drainage improvements	\$ 25,000	\$ 13,355	✓	Not yet commenced. Project has been designed and services have been altered. Programmed for construction Nov 16.	
Various Intersection Safety Improvements “Give Way” “Stop”	\$ 40,000	\$ 0	✓	Not yet commenced. We are proposing to amend this project to \$15,000. Project programmed for construction June 2016, awaiting outcome of Blackspot submission.	
Soblusky Street, Avenell Heights Verge sealing at park	\$ 55,000	\$ 44,317	✓	Practically Complete. Project is awaiting financial completion.	
Bauer Street, Bargara Shared zone	\$ 30,000	\$ 0	✓	Not yet commenced. Project programmed for construction Mar 17.	
Winfield Road, Sealing from Rocky Point Rd to Boat Ramp	\$ 750,000	\$ 15,475	✓	Not yet commenced. Project is current being designed. Programmed for construction in November 16.	
Street Light Installation	\$ 50,000	\$ 0	✓	Not yet commenced. Project programmed for construction March 2017.	
Road Rehabilitation	\$ 5,000,000	\$ 0	✓	Not yet commenced. This is a program budget work order. We are proposing to reduce this project to \$4,895,000.	
		\$ 41,650	✓	Dawson Street Bundaberg east Kerb & Channel rehabilitation. Delivery. Project funded from program budget. We are proposing to amend this project to \$75,000.	
		\$ 14,834	✓	Minden Street Street Gin Gin Children’s crossing. Delivery. Project funded from program budget. We are proposing to amend this project to \$30,000	



Road Resurfacing	\$ 5,000,000	\$ 3,765	✓	Asphalt resurfacing 2016/17. Project programmed for construction Feb 2017.
		\$ 21,302	✓	Bitumen Resurfacing Program 2016/17. Project programmed for construction December 2016.
		\$ 159,432		Gravel Resheeting. Work underway by Council teams.
Roads Preconstruction - Planning & Design	\$ 1,000,000	\$ 2,422	✓	Not yet commenced. This is a program budget work order. We are proposing to amend this project to \$825,628 for expensed land purchase Hughes Rd.
BLACKSPOT - 2016/2017 Commercial Street/Production Street - Intersection Safety Improvements - Preconstruction Planning	\$ 90,000	\$ 120	✓	Not yet commenced. Project programmed for construction Jan 2017.
BLACKSPOT - 2016/2017 Scotland Street/Eastgate Street - Intersection Safety Improvements - Preconstruction Planning	\$ 410,000	\$ 8,189	✓	Not yet commenced. Project programmed for construction March 2016.
BLACKSPOT - 2016/2017 Walla Street and George Street - Safety Improvements to Roundabout - Preconstruction Planning	\$ 390,000	\$ 6,292	✓	Not yet commenced. Project programmed for construction Feb 2017.
Avoca Street – On road cycle path improvements: Takalvan Street – On road cycle path improvements	\$ 150,000	\$ 4,572	✓	Not yet commenced. We are proposing to amend this project to \$444,375 with grants received. Project programmed for construction May 2017 to continue into 17/18
Creek Crossing Upgrades	\$ 50,000	\$ 0	✓	Not yet commenced. Flagstone Ck project programmed for construction Nov 2016.
Bus Stop and Shelter Upgrades	\$ 15,000	\$ 0	✓	Not yet commenced. Project programmed for construction before June 2017.
McLean Street, Bundaberg - Long distance coach stop	\$ 35,000	\$ 0	✓	Not yet commenced. Project programmed for construction before June 2017.
Crescent Street, Childers - Long distance coach stop	\$ 35,000	\$ 0	✓	Not yet commenced. Project programmed for construction before June 2017.
Salt Water Creek bridge – Walla Street	\$ 0	\$ 49,978	✓	Complete. Carry over project from last financial year. We are proposing to amend this project to \$50,000.
Various carry-over projects	\$ 0	\$ 159,010	✓	Complete. Carry over project from last financial year. Invoices received late and tidy-up finalisation of various 2015 -2016 projects.

Programs - Stormwater Drainage	Original Budget	Actuals 1 <sup>st</sup> Quarter	Status	Comment
Flood Relief Drainage	\$ 553,000	\$ 141	✓	This is a program budget work order
Drainage - Preconstruction Planning	\$ 200,000	\$ 0	✓	We are proposing to amend this program to 150,000 for the Campbell St design. This is a program budget work order.
Various Miscellaneous Minor Drainage Projects	\$ 363,000	\$ 0	✓	We are proposing to amend this program to 308,132 for Minor capital projects. This is a program budget work order.
		\$ 11,554	✓	Campbell Street Gin Gin Planning draining upgrade. Project funded from program budget above. Project is programmed for construction June 2017. We are proposing to amend this project to \$50,000
		\$ 5,475	✓	Heathwood Crescent Qunaba preliminary Planning. Project funded from program budget above. Project is programmed for construction March 2017. We are proposing to amend this project to \$30,000

Operation Type – Roads & Drainage	Strategic Links	Risk Id.	Original Budget		1st Quarter
<b>Projects &amp; Programs - Stormwater Drainage</b>	2.3.1	BP-IP-3:7-8	Operational Revenue	\$ 0	\$ 0
			Operational Expenditure	\$ 5,915,128	\$ 1,523,379
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 4,107,000	\$ 538,333
Projects – Stormwater Drainage	Original Budget	Actuals 1st Quarter	Status	Comment	
Thabeban Drainage	\$ 1,308,000	\$ 233,527	✓	Delivery. We are proposing to amend this project to \$1,369,000. Project is on schedule and on budget.	
Sharon Drainage	\$ 145,000	\$ 0	✓	Not yet commenced. We are proposing to amend this project to \$149,500. Project is programmed for construction June 2017.	
Kepnock Drainage	\$ 120,000	\$ 1,846	✓	Not yet commenced. Project is programmed for construction December 2016.	
Clayton Road Drainage	\$ 250,000	\$ 12,453	✓	Not yet commenced. Project is programmed for construction January 2017.	
Bundaberg Port Drainage	\$ 450,000	\$ 39,208	✓	Delivery. Project is on schedule and on budget. Williams St may be deferred because of gas pipe.	
One Mile Road	\$ 77,000	\$ 6,977	✓	Not yet commenced. Project is programmed for construction December 2016.	
Langbeckers Road	\$ 100,000	\$ 4,064	✓	Not yet commenced. Project is programmed for construction March 2017.	
Chards Road	\$ 100,000	\$ 120,470	✓	Practically complete. We are proposing to amend this project to \$125,000. Project is awaiting financial completion.	
Thornhill Street	\$ 96,000	\$ 92,257	✓	Practically complete. Project is awaiting financial completion.	
Clayton Road	\$ 50,000	\$ 1,044	✓	Not yet commenced. Project is programmed for construction December 2016.	
Innes Park	\$ 150,000	\$ 3,582	✓	Not yet commenced. Project is programmed for construction Jan 2017.	
Esplanade - See Street, Bargara	\$ 40,000	\$ 0	✓	Not yet commenced. Project is programmed for construction Feb 2017.	
Aquarius Drive	\$ 105,000	\$ 5,475	✓	Not yet commenced. Project is programmed for construction Jan 2017.	

Programs - Stormwater Drainage	Original Budget	Actuals 1st Quarter	Status	Comment
Flood Relief Drainage	\$ 553,000	\$ 141	✓	This is a program budget work order.
Drainage - Preconstruction Planning	\$ 200,000	\$ 0	✓	We are proposing to amend this program to 150,000 for the Campbell St design. This is a program budget work order.
Various Miscellaneous Minor Drainage Projects	\$ 363,000	\$ 0	✓	We are proposing to amend this program to 308,132 for Minor capital projects. This is a program budget work order.
		\$ 11,554	✓	Campbell Street Gin Gin Planning draining upgrade. Project funded from program budget above. Project is programmed for construction June 2017. We are proposing to amend this project to \$50,000
		\$ 5,475	✓	Heathwood Crescent Qunaba preliminary Planning. Project funded from program budget above. Project is programmed for construction March 2017. We are proposing to amend this project to \$30,000

Operation Type - Roads & Drainage		Strategic Links	Risk Id.	Original Budget			1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>		2.3.1	BP-IP-1:6-9	Operational Revenue	\$	0	\$ 0
Maintenance				Operational Expenditure	\$	2,855,909	\$ 626,817
				Capital Revenue	\$	0	\$ 0
				Capital Expenditure	\$	0	\$ 0
<b>Key Performance Indicator</b>							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Outstanding Defects	Percentage increase or decrease of outstanding defects over a lagging 12 month period (i.e. maintenance work to be completed).	% 0		+2.7%	✓	Outstanding defects total 10,761; an increase of 2.7% during the past 12 months. During the past three month period 3,824 defects were recorded and 4,368 defects were completed.	
Response to complaints and community requests for works and advice	Percentage of CRMs completed within allocated time periods.	% 80		77%	✓	A total 2,140 tasks were completed for the Roads and Drainage Group during the first quarter, with an average processing time of 9 days per task.	

Operation Type - Roads & Drainage		Strategic Links	Risk Id.	Original Budget			1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>		2.3.1	BP-IP-1:6-9	Operational Revenue	\$	3,000	\$ 2,009
Planning & Management				Operational Expenditure	\$	2,480,771	\$ 481,186
				Capital Revenue	\$	0	\$ 0
				Capital Expenditure	\$	0	\$ 0
<b>Key Performance Indicators</b>							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Planning - 3 Year Capex Program	Adoption of our rolling 3 Year Capex Program. Program to be provided to Council by February for rolling 3 years.		February 2017		✓	The Draft CAPEX program for Roads was presented to Council on 11 October 2016, with the draft Drainage program to be presented to Council mid-November. Finalisation of the 3 Year CAPEX is due by Christmas 2016.	

Operation Type - Roads & Drainage		Strategic Links	Risk Id.	Original Budget			1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>		2.3.1	BP-IP-1:6-9	Operational Revenue	\$	3,450,000	\$ 473,627
Main Roads & Recoverable Works				Operational Expenditure	\$	3,258,214	\$ 614,131
				Capital Revenue	\$	0	\$ 0
				Capital Expenditure	\$	0	\$ 0



Operation Type – Asset Maintenance		Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b> Maintenance Advice, Planning & Design Maintenance Delivery		4.4.1, 2.3.1	BP-IP- 4:17-19	Operational Revenue	\$ 0	\$ 0
				Operational Expenditure	\$ 3,873,067	\$ 700,819
				Internal Recoveries	\$ 3,200,000	\$ 448,947
				Capital Revenue	\$ 0	\$ 0
				Capital Expenditure	\$ 50,000	\$ 0
<b>Key Performance Indicators</b>						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Advice, Planning and Design	Percentage of internal client survey results satisfactory or above.	75%		90%	✓	90% satisfaction up from 89% last quarter. Positive feedback received from clients commenting on the effectiveness of work, planning and control processes; and service delivery. There were 7 respondents to survey, with 55% Very Good, 35% Good, 10% Average, 0% Poor and 0% Not Applicable.
Maintenance Delivery- Planned Maintenance	Percentage of Priority 1 & 2 work tickets raised against the total number tickets. Notes: Priority 1 & 2 work is primarily reactive maintenance. A high level will indicate a high focus on reactive rather than preventative maintenance. Asset Maintenance’s long-term objective is to increase planned and preventative maintenance.	Tend		38%	↗	Total scheduled tasks were 1612, up from 986, with 578 priority 1 & 2 (38%); showing an improved trend toward planned maintenance.
Maintenance Delivery - Requested Maintenance	Percentage of Priority 1 & 2 work tickets raised against the number of works completed.	95%		91%	○	Total of 578 Priority 1 & 2 scheduled work tickets, with 527 (91%) completed; improved from 83% last quarter.

Projects- Support Services	Budget	Actuals 1 <sup>st</sup> Quarter	Status	Comment
Causeway, Bargara –Pedestrian Handrail	\$ 50,000	\$ 0	○	Planned during 2 <sup>nd</sup> 3 <sup>rd</sup> quarter in concert with other possible culvert works at the causeway.

Operation Type – Group Management		Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b> Administration & Management Support Services		2.3.1, 4.5.2	BP-IP- 4:14-27	Operational Revenue	\$ 0	\$ 0
				Operational Expenditure	\$ 978,106	\$ 127,087



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Operation Type – Asset Management		Strategic Links	Risk Id.	Original Budget			1 <sup>st</sup> Quarter	
<b>Core Programs/Services Areas</b> Asset Management - Strategy & Support		2.3.4, 4.5.2	BP-IP- 4:14-16	Operational Revenue	\$	0	\$ 0	
				Operational Expenditure	\$	589,629	\$	115,136
				Capital Revenue	\$	0	\$	0
				Capital Expenditure	\$	0	\$	0
Key Performance Indicators								
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment		
Asset Valuation & Revaluation	Percentage revaluation has been completed. <i>Notes:</i> Transport Infrastructure class is being undertaken in the 2015 -2016 financial year.	100% 4 <sup>th</sup> quarter	June 2017	5%		Request for quotes received and contracts to be awarded early October.		
Strategic Implementation - Review Corporate Asset Management Framework	Percentage the review of Asset Management documents has been completed. <i>Notes:</i> Documents include Council's <i>Asset Management Policy</i> and <i>Asset Management Strategy</i> , as well as Council's multiple Asset Management Plans.	100% 4 <sup>th</sup> quarter	June 2017	75%		All 6 Category Asset Management Plans have been revised and are currently being reviewed for approval. Long-term Asset Management, Asset Management Strategy & Asset Management Policy have been revised and are available for Executive review.		
Asset Management - Sustainable Management	Reconciliation of assets and infrastructure against long-term sustainability: End of financial year reconciliation process completed.	100% 4 <sup>th</sup> quarter	June 2017	15%		June 2016 has been processed. Remaining processing periods are end of October, end of February, end of April and end of May.		

Operation Type – Design Services		Strategic Links	Risk Id.	Original Budget			1 <sup>st</sup> Quarter	
<b>Core Programs/Services Areas</b> Design Services		4.5.2, 2.3.1	BP-IP- 4:20-24	Operational Revenue	\$	500	\$ 250	
				Operational Expenditure	\$	1,825,189	\$	293,920
				Internal Recoveries	\$	921,788	\$	157,140
				Capital Revenue	\$	0	\$	0
				Capital Expenditure	\$	0	\$	3,967
Key Performance Indicators								
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment		
Delivery of Civil Design Program	Percentage of Design Projects delivered against the revised capital budget. <i>Notes:</i> Goal is to increase the timely implementation Civil Design Programs across Council and Department utilization of Design support at key points in Capital Works projects.	100% Bi-annually		55%		All projects are on track for completion (3 involve easement acquisition negotiations which may affect delivery).		
Technical Advice - Provision of quality technical advice across Council	Percentage of internal client survey results satisfactory or above.	75%		100%		A total of five responses were received this quarter.		

Operation Type - Depot Operations	Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b> Projects - Depot Buildings, Roads, Footpaths & Bridges Infrastructure	2.3.1	BP-IP- 4:14-27	Operational Revenue	\$ 8,268	\$ 11,436
			Operational Expenditure	\$ 1,174,235	\$ 248,307
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 166,000	\$ 43,349
Projects - Depots	Budget	Actuals 1 <sup>st</sup> Quarter	Status	Comment	
Childers Depot	\$ 60,000	\$ 3,551	✓	Commenced with planned completion 2 <sup>nd</sup> quarter.	
Heales Road Depot	\$ 45,000	\$ 0	✓	Preliminary commencement with planned completion 2 <sup>nd</sup> quarter.	
Kalkie Depot - Rolling Gate	\$ 40,000	\$ 27,305	✓	Phase 1 completed, gate is operational. Phase 2, full remote operation, planned early 2 <sup>nd</sup> quarter.	
Kalkie Depot - Pavement & Seal	\$ 21,000	\$ 0	○	Planned 2 <sup>nd</sup> quarter	
Kalkie depot - Install solar Panels	\$ 0	\$ 10,826	✓	Carry over 2015-2016.	
Kalkie depot - ReBuilding	\$ 0	\$ 1,620	✓	Carry over 2015-2016.	

Operation Type - Fleet Management	Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b> Fleet Management	2.3.4, 4.5.2 4.4.1	BP-IP- 4:25-27	Operational Revenue	\$ 409,859	\$ 118,145
			Operational Expenditure	\$ 13,875,258	\$ 2,929,210
			Internal Recoveries	\$ 15,000,000	\$ 4,025,118
			Capital Revenue	\$ 817,000	\$ 202,525
			Capital Expenditure	\$ 3,500,000	\$ 727,112

**Key Performance Indicators**

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Maintenance - Availability of plant, vehicle and equipment	Percentage of overall plant, vehicle and equipment availability. <i>Notes: Figure is calculated against working hours and availability of overall fleet (not individual equipment).</i>	95%		97%	✓	Overall major plant availability of 97% as per MyData. Availability is measured during working hours Monday - Friday / 7am - 4pm, and refers to the percentage of Council's plant, vehicle and equipment fleet that is available for use by Council's operational crews during normal working hours.
Utilization of plant, vehicle and equipment	Percentage user departments have met minimum utilization target.	90%		87.3%	✓	User group utilisation in the 1st quarter was 87.33% of the quarterly utilisation target. Utilisation is made up of Heavy Vehicles and Yellow Plant. (Yellow Plant: 74.57%. Heavy Vehicle: 100.09% Average: 87.33%)
Acquisition & Disposal	Percentage the annual plant replacement program has been committed by the end of the 3 <sup>rd</sup> quarter.	95% Annual		66.6% YTD	✓	66.66% of the annual plant replacement program has been delivered and committed.
Internal client satisfaction	Percentage of internal client survey results satisfactory or above.	75%			✓	88.3% of internal client survey results rated satisfactory or above. Customer Satisfaction Surveys are issued at the completion of preventative maintenance services. 78 surveys were sent out in the 1st quarter with 39 being returned.

Operation Type - Water	Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<u>Core Programs/Services Areas</u> Water - Support Services	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 612,000	\$ 146,314
			Operational Expenditure	\$ 342,000	\$ 69,836

Operation Type - Water	Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<u>Core Programs/Services Areas</u> Water - Group Management	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 0	\$ 0
			Operational Expenditure	\$ 1,312,000	\$ 273,409

Operation Type - Water	Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<u>Core Programs/Services Areas</u> Laboratory Services	2.3.1	BP-IP- 5: 17-18	Operational Revenue	New budgetary process - original budget figure included in Water services below	\$ 73,580
			Operational Expenditure		\$ 95,901

Operation Type - Water	Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<u>Core Programs/Services Areas</u> Water Services - Water treatment & delivery systems	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 27,887,356	\$ 14,121,217
			Operational Expenditure	\$ 15,176,334	\$ 3,531,058
			Dividend & tax to General	\$ 9,184,691	\$ 2,296,173
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 3,345,000	\$ 767,526
			Loan Redemption	\$ 299,000	\$ 65,723

Key Performance Indicators							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Drinking water microbiological compliance	Percentage drinking water is compliant. <i>Notes: 98% is the minimum percentage required to be compliant with Qld. Government Standards.</i>	98%		100%	✓	Nil exceedances for the quarter.	
Reportable incidences	Number of reportable incidents.	< 3		0	✓	No new incidents this quarter. There is one on-going incident from a previous quarter and is under a watching brief with the Regulator. Gooburrum WSA - Nitrate.	
Water usage	Water usage per population for Bundaberg Region. <i>Notes: Total water usage for bore and surface water divided by population divided by number of days in a month. Levels above 350L suggests indiscriminate usage.</i>	Trend		293 litres per day L/P/D	↗	Previous quarter's average water usage was 324 L/P/D. The trend is reducing for this quarter and reflects a low consumption period for the winter months.	
Water usage vs. allocation	Water usage as a percentage of allocation for Bundaberg Region.	< 95%		51%	✓	Water Usage is 51% of available allocation for this quarter.	
Water Supply Systems	Water main leaks: Number of water main leaks per 100km (indicative of infrastructure).	<20		0.6	✓	5 water main leaks occurred across the region during the quarter. Total length of water main is 910km. This equates to 0.6 blockages per 100km, which is within the quarterly target.	

Projects –Water Infrastructure & Plant and Equipment	Original Budget	Actuals 1 <sup>st</sup> Quarter	Status	Comment
Water - Capital Plant & Equipment - Region Wide	\$ 95,000	\$ 0	✓	Budget Work Order. This is a budget work order only. Budget will be reallocated to individual P&E purchases. Budget will be \$62,500 after the 1 <sup>st</sup> Quarter Budget Revisions.
Gregory River Water Treatment Plant - future investigations	\$ 100,000	\$ 0	✓	Not Commenced. Planning and concept development is in progress.
Gin Gin Water Treatment Plant minor upgrades	\$ 150,000	\$ 66,873	✓	In Progress. The budget for this project will increase to \$369,000 as \$219,000 has been reallocated from 2016 into 2017.
Port Bundaberg – Water main	\$ 500,000	\$ 208,211	✓	In Progress. The budget for this project will increase to \$369,000 as \$219,000 has been reallocated from 2016 into 2017.
Mellifont Street Water Pump Station –to Kalkie WTP	\$ 650,000	\$ 18,869	✓	In Progress. Project is on track and on budget.
Kalkie Water Treatment Plant Water quality upgrade	\$ 100,000	\$ 116	✓	In Progress. Project is on track and on budget. Concept planning and project development underway.
SCADA Regional Telemetry – Regional areas	\$ 300,000	\$ 148,339	✓	Scada Regional telemetry renewal Bundaberg. In Progress. Budget has been approved under the SCADA Regional Telemetry Renewals program and will be \$30,000 after the 1 <sup>st</sup> Quarter 1 Budget Revisions. Project on track and on budget.
		\$ 42,876	✓	Scada Regional telemetry renewal Childers. In Progress. Budget has been approved under the SCAFA Regional Telemetry Renewals program and will be \$350,000 after the 1 <sup>st</sup> Quarter Budget Revisions. Project on track and on Budget.
		\$ 65,723	✓	Scada Regional telemetry renewal Gin Gin. In Progress. Budget has been approved under the SCADA Regional Telemetry Renewals program and will be \$250,000 after the 1 <sup>st</sup> Quarter Budget Revisions. Project on track and on budget.
Eggmolsesse Street - Trunk water main	\$ 200,000	\$ 8,414	✓	In Progress. Final stage of project is commencing (i.e. consumer connections). Project on track and under budget.
Water Reticulation Renewals - Region Wide	\$ 700,000	\$ 29,694	✓	Water Reticulation Thabeban Street. Project has been completed and is \$ 44,360 over budget. The additional costs can be attributed primarily to a conflict with other services.
		\$ 133,473	✓	Water Hydrant restorations Bundaberg. In Progress. Budget has been approved under the Water Reticulation Renewals program and will be \$515,000 after the 1 <sup>st</sup> Quarter Budget Revision. Project is continuous over the year and is on budget.
		\$ 40,823	✓	Water Hydrant restorations Kalkie. In Progress. Budget has been approved under the Water Reticulation Renewals program and will be \$110,000 after the 1 <sup>st</sup> Quarter Budget Revision. Project is continuous over the year and is on budget.
		\$ 5,809	✓	Gregory River Treatment Plant replace 6 air valves. In Progress. Budget has been approved under the Water Treatment and Storage Renewal program and will be \$30,000 after the 1 <sup>st</sup> Quarter Budget Revisions. Project is on track and on budget.
		\$ 17,012	✓	Gregory River Treatment Plant replace sluice valve. In Progress. Budget has been approved under the Water Treatment and Storage Renewal program and will be \$25,000 after the 1 <sup>st</sup> Quarter Budget Revisions. Project is on track and on budget.
Water Treatment and Storage Renewals - Region Wide	\$ 250,000	\$ 3,689	✓	Takalvan Street water control valve. Project has been completed in the 1 <sup>st</sup> Quarter.
		\$ 6,890	✓	Wallaville replace water tower pipework. In Progress. Project Budget will be \$29,800 after the 1 <sup>st</sup> Quarter Budget Revisions, due to a reallocated of funds from 2016 to 2017. Project is on track on and on budget.
		\$ 570	✓	Williams Street reservoir replace external ladder. In Progress. Budget has been approved under the Water Treatment and Storage Renewal program and will be \$25,000 after the 1 <sup>st</sup> Quarter Budget Revisions. Project is to be undertaken by external contractors.

		\$ 6,422	✓	Wallaville New Blue eye chlorine analyser. Completed. Budget has been approved under the Capital Plant and Equipment program and will be \$9,000 after the 1 <sup>st</sup> Quarter Budget Revisions. Project has been completed - \$2,500 under budget.
		\$ 2,400	✓	Williams Street reservoir enhance central support column. In Progress. Budget has been approved under the Water Treatment and Storage Renewal program and will be \$15,000 after the 1 <sup>st</sup> Quarter Budget Revisions. Repairs to be undertaken by external contractor.
Water - Smart Water Trial	\$ 300,000	\$ 0	✓	Not Commenced. Project is on hold pending a decision on a smart precinct concept. Smart water meters will be a component of this work.
Branyan water plant Automation Stage 2.	\$ 0	\$ 22,041	✓	Carry-over project in progress. Project budget will increase to \$58,945 after the 1 <sup>st</sup> Quarter 1 Budget Revisions, due to a reallocated of funds from 2016 to 2017. Project is on track on budget.

Operation Type - Wastewater	Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter
<u>Core Programs/Services Areas</u> Wastewater - Group Management	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 1,360,500	
			Operational Expenditure	\$	

Operation Type - Wastewater	Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter
<u>Core Programs/Services Areas</u> Wastewater - Support Services	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 936,000	
			Operational Expenditure	\$ 436,000	

Operation Type - Wastewater	Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter
<u>Core Programs/Services Areas</u> Laboratory Services	2.3.1	BP-IP- 5: 17-18	Operational Revenue	New budgetary process - original	\$ 35,115
			Operational Expenditure	budget figure include below	\$ 83,325

Operation Type - Wastewater	Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter
<u>Core Programs/Services Areas</u> Wastewater Services - Wastewater Schemes collection treatment and disposal systems	2.3.1	BP-IP- 5:17-18	Operational Revenue	\$ 27,442,180	\$ 13,542,326
			Operational Expenditure	\$ 15,308,299	\$ 3,325,189
			Dividend & tax to General	\$ 7,829,831	\$ 1,957,458
			Capital Revenue	\$ 5,000,000	\$ 2,039,502
			Capital Expenditure	\$ 45,521,000	\$ 2,224,299
			Loan Redemption	\$ 1,662,000	\$ 283,065

Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Reportable incidences	Number of reportable incidents.	< 3		18	✗	18 breaches of our Environmental Authorities occurred this quarter. These breaches were at the Childers, Bargara, Coral Cove, East and Woodgate WWTP's. The Water Group is currently working on solutions with DEHP to resolve these issues. A register of incidents has been provided.
Sewer main blockages	Number of sewer main blockages per 100km.	< 30		2.9	✓	20 sewer main blockages occurred across the region during this period. The total length of sewerage main is 680km. This equates to 2.9 blockages per 100km, which is within the quarterly target



Projects - Sewage Infrastructure	Original Budget	Actuals 1 <sup>st</sup> Quarter	Status	Comment
Wastewater - Capital Plant & Equipment - Region Wide	\$ 100,000	\$ 0	✓	Budget Work Order. This is a budget work order only. Budget will be reallocated to individual P&E purchases. Budget will be \$30,000 after the 1 <sup>st</sup> Quarter Budget Revisions.
		\$ 9,753	✓	Sewer Camera. Complete. Budget has been approved under the Capital Plant and Equipment program and will be \$9,753 after the 1 <sup>st</sup> Quarter Budget Revisions.
Rubyanna Wastewater Treatment Plant – Design & Construct - Total project estimated cost \$71M	\$ 32,966,000	\$ 1,507,906	✓	In Progress. Project is underway. Cash-flows shall be monitored closely to ensure that expenditure is in line with budget.
Rubyanna Wastewater Treatment Plant – Project Administration	\$ 85,000	\$ 77,303	✓	In Progress. Project on track and on budget.
Rubyanna Wastewater Treatment Plant - River Outfall	\$ 5,205,000	\$ 148,364	✓	In Progress. Project on track and on budget. Contract has been awarded. Cashflows shall be monitored closely to ensure expenditure is in line with budget.
Deering Place, Innes Park New Pump station Part of the Coral Cove to Bargara Sewer \$3.3M Project	\$ 900,000	\$ 215,466	✓	In Progress. The budget for this project will increase to \$1,305,000 as \$405,000 has been reallocated from 2016 into 2017.
Bundaberg Port - Mains construction	\$ 780,000	\$ 9,735	✓	In Progress. Project will decrease to \$700,000 after the 1 <sup>st</sup> Quarter Budget Revisions. The \$80,000 will be reallocated to a new Work Order for the Rowlands Road Sewer Pump Station Switchboard.
Hughes Road/Blain Street, Bargara Mains upgrade	\$ 600,000	\$ 27,305	✓	In Progress. Project on track and on budget.
Bundaberg Airport – Pump Station	\$ 400,000	\$ 0	✓	Not Commenced. Project is on hold and is subject to development/building activity increasing in the Bundaberg Aviation Precinct.
Hartnell Street - Sewerage Pump Station Replace 2 Submersible pumps	\$ 130,000	\$ 5,797	✓	In Progress. Project on track and on budget.
Woodgate Vacuum Sewer Extension	\$ 1,300,000	\$ 853	✓	In Progress. Project is in the concept and documentation development phase. Calling of tenders will not commence until the Infrastructure Agreement has been signed by the Developer. The agreement shall bind the Developer to co-fund the project.
Belle Eden Gravity Main Construction	\$ 1,000,000	\$ 0	✓	Not Commenced. Project is on hold, pending development of the site and subject to finalising the sewerage infrastructure solution with the developer.
Burnett River Traffic Bridge Replace rising main on bridge	\$ 180,000	\$ 0	✓	Not Commenced. Work in Progress (WIP). Design underway. Replacement works expected to commence in January 2017.
Sewage Pump Station Renewals - Region Wide	\$ 350,000	\$ 3,406	✓	Sewer Pump Renewals - McLucas Street. Complete. Project commenced in 2016 and has been finalised in the 1 <sup>st</sup> Quarter of 2017.
		\$ 3,070	✓	Miller Street Bargara sewer pump station upgrade. Complete. Project commenced in 2016 and has been finalised in the 1 <sup>st</sup> Quarter.
		\$ 6,184	✓	Barolin Esplanade Bargara sewer pump station switchboard upgrade. Complete. Project commenced in 2016 and has been finalised in 1 <sup>st</sup> Quarter.
		\$ 2,195	✓	Causeway drive Bargara Sewer pump station switchboard upgrade. Complete. Project commenced in 2016 Financial Year and has been finalised in the 1 <sup>st</sup> Quarter.
		\$ 5,994	✓	Sewer Pump Station renewals Thompsons Road. In Progress. Budget has been approved under the Sewer Pump Station renewals program and will be \$50,000 after the 1 <sup>st</sup> Quarter Budget Revisions. Project on track and on budget.
		\$ 4,103	✓	Sewer Pump Station renewals Moodies Road. In Progress. Budget has been approved under the Sewer Pump Station renewals program and will be \$150,000 after the 1 <sup>st</sup> Quarter Budget Revisions. Project is dependent on the commissioning of the new Moodies Rd pump station. Project should be delivered under budget as the scope of works has reduced.







SCADA Upgrades – Sewage Pump Stations - Bundaberg	\$ 1,000,000	\$ 137,116	✓	In Progress. Budget has been approved under the Upgrades SCADA program and will be \$670,000 after the 1 <sup>st</sup> Quarter Budget Revisions. Project is on track and under budget.
Wastewater Reticulation Renewals (Coastal & Hinterland)	\$ 300,000	\$ 0	✓	This is a budget work order only. Budget will be reallocated to individual Reticulation Renewal projects below.
		\$ 42,490	✓	Rising main replacement Woongarra Scenic drive Bargara. Complete. The budget for this project will increase to \$40,700 as the budget has been reallocated from 2016 into 2017.
		\$ 99	✓	Wastewater Reticulation renewals Childers raise buried manholes. Budget has been approved under the Wastewater Reticulation Renewals program and will be \$16,000 after the 1 <sup>st</sup> Quarter Budget Revisions.
		\$ 111	✓	Wastewater Reticulation renewals Woodgate replace vacuum valve. Budget has been approved under the Wastewater Reticulation Renewals program and will be \$15,000 after the 1 <sup>st</sup> Quarter Budget Revisions.
		\$ 238	✓	Wastewater Reticulation renewals Sewer relining Bargara. In Progress. Budget has been approved under the Wastewater Reticulation Renewals program and will be \$68,000 after the 1 <sup>st</sup> Quarter Budget Revisions.
		\$ 10,053	✓	Wastewater Reticulation renewals Sewer relining Bundaberg. In Progress. Budget has been approved under the Wastewater Reticulation Renewals program and will be \$200,000 after the 1 <sup>st</sup> Quarter Budget Revisions.
		\$ 5,395	✓	Wastewater Reticulation renewals Woodgate Extension of irrigation. In Progress. Budget has been approved under the Sewer Treatment Plant Renewals program and will be \$50,000 after the 1 <sup>st</sup> Quarter Budget Revisions. Project is on track and on budget.
Wastewater Treatment Plant Renewals (Coastal & Hinterland)	\$ 150,000	\$ 1,115	✓	Wastewater Reticulation renewals Childers Flow meter replacement. In Progress. Budget has been approved under the Sewer Treatment Plant Renewals program and will be \$15,000 after the 1 <sup>st</sup> Quarter Budget Revisions. Project is on track and on budget.
Woongarra Scenic Drive Sewerage Pump Station - Odour reduction	\$ 75,000	\$ 0	✓	Not Commenced

Directorate

Departments



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Operation Type – Wastewater Support & Recoverable Works		Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter		
<b>Core Programs/Services Areas</b>		2.3.1	BP-IP- 5:17-18	Operational Revenue	\$	1,202,500	\$	431,325
Plumbing Services				Operational Expenditure	\$	616,750	\$	135,839
Trade Waste				Capital Revenue	\$	0		
Strategic Planning				Capital Expenditure	\$	0		
<b>Key Performance Indicators</b>								
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment		
Plumbing Services - Approvals	Percentage of approvals decided within 10 days. <i>Notes:</i> The actual number of approvals will be included in the Comments. This data will allow comparison between general inquiries and approvals.	95%		82%		104 applications from a total of 127 were approved within the 10 day period. The quarterly target of 95% has not been achieved. This quarter is an improvement on the previous quarter's approval rate of 70%. The improvement for this quarter has resulted from changes to work practices and resources that have enabled staff to focus in this area.		
Plumbing Services - Inquiries	Number of inquiries.	Trend		2030		It is difficult to compare this quarter's inquiries to previous quarters as the last quarter was based on figures that excluded 'Notice to Service Provider' and Trade Waste inquiries (ie 879 inquiries). The figure presented in this quarter is based on all inquiries and shall be used as the basis for comparing future figures and determining trends.		
Plumbing Services - Inspections	Number of inspections (i.e. ensuring compliance with building codes).	Trend		812		Last quarter's inspections totalled 568. The trend has increased from the previous quarter for no obvious reason other than an increase in private plumbing activity.		
Trade Waste	Trade Waste Register: Number of trade waste generators added to Council's Register).	Trend		66		The trend in new generators is decreasing in the Bundaberg/Bargara areas when compared to the previous quarter (166). This figure implies that the majority of TW generators have been identified and included on Council's register. It is expected that this figure will continue to reduce over subsequent quarters.		
Trade Waste	Back-flow Prevention: Number of back-flow prevention devices added to council's Back-flow Register.	Trend		17		This quarter's result is consistent with the previous quarter (22) and reflects the number of new devices identified during plumbing inspections.		
Trade Waste	On-site Sewer Installations: Number of complaints associated with on-site installations.	Trend		11		Customer complaints in the previous quarter were 14, which is considered consistent with this quarter's result and is typical of dry weather conditions.		

Operation Type - Airport			Budget				1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b> Airport Services	3.2.2	BP-CE-1:9-10	Operational Revenue	\$	5,130,948	\$	1,488,626
			Operational Expenditure	\$	5,047,406	\$	1,224,657
			Capital Revenue	\$	0	\$	0
			Capital Expenditure	\$	0	\$	0
			Loan Redemption	\$	1,303,000	\$	315,984
<b>Key Performance Indicators</b>							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Airport Services	Number of passengers processed through Bundaberg Regional Airport terminal.	30,000		44159	✓	Passenger numbers have risen by 7% in comparison to the same quarter last year. The total pax numbers for the 2015-16 year was 167,128 which is an increase of 10,893 on 2014-15 and an overall percentage increase of 7%.	
Airport Services	Number of services delivered.	380		498	✓	The number of Regular Public Transport (RPT) services has decreased compared to this time last year; however, the increased pax numbers has been facilitated by the increased use of Q400 (70 seats) aircraft compared to Q300 (50 seats) services, which were used in the past.	

Operation Type - Tourism		Strategic Links	Risk Id.	Budget			
<b>Core Programs/Services Areas</b> Tourism Development & Services	3.1.2	BP-CE-1:9-10	Operational Revenue	\$	242,500	\$	69,289
			Operational Expenditure	\$	2,105,098	\$	347,135
			Capital Revenue	\$	0	\$	0
			Capital Expenditure	\$	40,000	\$	0
			Loan Redemption	\$	115,000	\$	28,891
<b>Key Performance Indicators</b>							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Bundaberg North Burnett Tourism Partnership Agreement	Percentage progress reports by Bundaberg North Burnett Tourism (BNBT) have been satisfactory completed.		Bi-annually		✓	Will be reported 2 <sup>nd</sup> quarter.	

Projects- Hall of Aviation	Budget	Actuals 1 <sup>st</sup> Quarter	Status	Comment
Refit to accommodate Bert Hinkler's car	\$ 40,000	\$ 0	✓	Concept plans have now been finalised and quotes for construction will now be sought. The Hinkler trust has recently been granted a further \$35,000 to complete the refurbishment of the Hinkler Car.

Operation Type - Commercial Business & Economic Development		Strategic Links	Risk Id.	Budget		1st Quarter
<b>Core Programs/Services Areas</b> Business Networks & Partnerships Economic Development Strategy Clean Energy Strategy		3.1.1, 3.2.2 3.3.1, 3.3.2 3.4.2, 4.3.2	BP-CE-1:9-10	Operational Revenue	\$ 78,000	\$ 34,107
				Operational Expenditure	\$ 812,188	\$ 196,770
				Capital Revenue	\$ 0	\$ 0
				Capital Expenditure	\$ 1,200,000	\$ 0
Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Economic Development Strategy (EDS)	Percentage EDS priorities have been implemented. <i>Notes:</i> EDS is a 10 year blueprint for sustainable economic growth	100%		25%	✓	A full report of all economic development initiatives was delivered to the Business Bundaberg Advisory Committee in September. Some of these initiatives have been reported through local media channels including the Council and Business Bundaberg websites. Successful activities held in the 1st quarter included: a trade delegation to Nanning; Port Trade Development Group, WBB Resource Group; Airport Masterplan completion; RV Friendly Park option report to Council and resultant consultation; Bundaberg Arts & Innovation Hub Business Plan; GoDigitalQld and the ongoing startupBundaberg meet and greets.
Economic Growth	Gross Regional Product: Percentage growth in our region's Gross Regional Product.	5%		-8%	✗	The Gross Regional Product for 2014-15 remained negative and in-line with the minus 7.2% in 2013-14. A significant number of regional projects commenced during 2014-15 and a corresponding increase in our GRP is anticipated in 2015-16.
Employment Rate	Unemployment rate for the Bundaberg region. <i>Notes:</i> Target 6.5 % is equal to Qld. unemployment rate.	< 6.5%		8.8%	○	The annually adjusted unemployment rate in the Wide Bay Region as provided by the Australian Bureau of Statistics as at July 2016 shows the rate increasing 0.9 percentage points from the July quarter 2015. The unemployment rate remains significantly higher than the average for Queensland at 5.9%, which is the aspirational target listed in our Economic Development Strategy.
Export Growth	Value of goods exported from the Bundaberg Region.	\$1.8B		\$1.1B	✓	Exports from the region are measured on an annual basis and while the aspirational goal for 2014-15 was not met, we look forward to the publication of new figures later this year. It is important to see growth in exports from the region as businesses that export are more likely to be financially stable and employ more people.
Investment in business attraction	Number of meetings held with key regional development agencies.	5		7	✓	Again this quarter was a busy period for business meetings and support including the Regional Economic Growth forum on 6 October.
Support to existing business	Number of direct contacts with existing businesses, providing information and referrals.	30		42	✓	Again this quarter was a busy period for business meetings and support.
Clean Energy Strategy (CES)	Percentage CES Phase 1 Outcomes have been implemented.	75% By end of FY			✓	To be reported 4 <sup>th</sup> quarter.

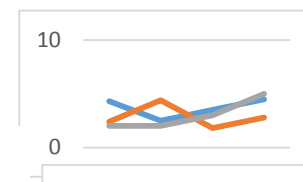
Projects- Com. Business & Ec. Development	Budget	Actuals 1st Quarter	Status	Comment
Land purchase- River front master plan facilitation	\$ 1,200,000		○	Council was unable to reach a commercial agreement with DNRM on the value of the old PCD site. Hence Council has allowed the DNRM offer to lapse. However, a further opportunity has arisen to purchase 2 adjacent blocks from Qld. Rail. Council will now consider this opportunity at an upcoming Ordinary Meeting.

Operation Type - Community Care	Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b> Home Support & Community Care Services Children & Family Support Programs Senior's Housing	1.1.5, 1.2.1 1.3.1, 1.3.2	BP-CE-2:7	Operational Revenue	\$ 2,636,182	\$ 755,685
			Operational Expenditure	\$ 3,380,463	\$ 802,294
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 30,000	\$ 0
			Loan Redemption	\$ 31,000	\$ 7,567

Key Performance Indicators							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Home Support & Community Care Services	Percentage services are demonstrating compliance with standards and meeting funding targets.	98% Annually		20%	✓	All obligations are being met under each of the funding areas, both the Commonwealth and State. Some capacity exists in some programs for both under and over 65's. A Quality Review Audit was undertaken by two quality auditors appointed by the Commonwealth from the 19 <sup>th</sup> to the 21 <sup>st</sup> September and all areas are within the standards.	
Children & Family Support Programs	Percentage programs are demonstrating compliance with standards and meeting funding targets.	98% Annually		25%	✓	The Outside School Hours Care and Child and Family Support Program and Neighbourhood Centres are meeting all obligations under agreements.	
Senior's Housing	Percentage services are demonstrating compliance with standards and meeting funding targets. <i>Notes: Council owns and manages 68 Units</i>	98% Annually		25%	✓	Occupancy rates continue to be 'high' to 'capacity'. All obligations under standards and service agreements are being met.	

Projects- Community Care	Budget	Actuals 1 <sup>st</sup> Quarter	Status	Comment
Gracie Dixon Respite Centre - Bathroom upgrades	\$ 30,000	\$ nil	✓	Seeking quotes.

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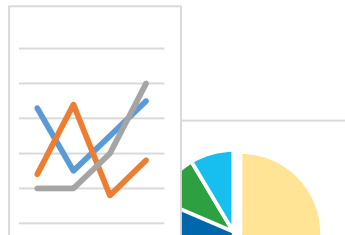




Operation Type – Community Development		Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>		1.1.5, 1.2.1 1.3.1, 1.3.2 1.5.1	BP-CE-3:8-9	Operational Revenue	\$ 3,169,989	\$ 894,005
Community Development				Operational Expenditure	\$ 10,632,603	\$ 2,993,109
Youth Development				Capital Revenue	\$ 0	\$ 0
Community Events				Loan redemption	\$ 38,000	\$ 9,296
Community & Council Facilities				Capital Expenditure	\$ 2,458,000	\$ 331,745
Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Social Development Action Plan Strategy	Number of Social Actions addressed. <i>Notes:</i> There are 23 Actions are to be implemented over a 5 year period.	23 Annually		22 this quarter	✓	The top 5 actions: 1. NAIDOC Week activities and partnerships 2.Options Day activities and partnerships 3. Seniors Week activities and partnerships 4.Child Protection Week activities and partnerships 5. Disability Action Week activities and partnerships
Community Events	Number of iconic and community events held.	30		11	✓	Winterfeast Farmers Market & Bundy Flavours, Farm Flavours Picnic, Childers Festival, Homelessness Persons Week, Seniors Week, RUOK? Day, Child Protection Week, Disability Action Week, Community Outdoor Movie Night – Bundaberg, Golden Sneaker Walking Challenge.

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Discover our Communities

Projects - Community Development – Projects, Plant & Equipment	Budget	Actuals 1 <sup>st</sup> Quarter	Status	Comment
Burnett Heads 'Lighthouse' Holiday Park	\$ 35,000	\$ 0	✓	Not started. Planned to begin November 16.
Civic Centre - new scissor lift	\$ 16,500	\$ 0	✓	Transferred. Transferred to Norville Pool for the capital expense of a new pool cleaner.
Kolan RSL Hall - Replacement Roof	\$ 40,000	\$ 0	✓	Not started. Planned to begin February 17.
Wallaville Hall Roof - Replacement Roof	\$ 30,000	\$ 0	✓	Not started. Planned to begin February 17.
School of Arts Roof Replacement	\$ 40,000	\$ 0	✓	Not started. Planned to begin February 17.
Bundaberg Administration Centre - Air conditioner renewal Program	\$ 80,000	\$ 236	✓	Not started. Scheduled with Executive Services to be undertaken March 2017.
Elliott Heads Holiday Park - Upgrade Existing Amenities Block	\$ 900,000	\$ 206,780	✓	90% complete. Expected completion date is the end of October with demolition of old amenities to start in November 16.
Elliott Heads Holiday park - BBQ Shelter Replacement	\$ 49,500	\$ 0	✓	Not started. Getting quotes. Also waiting for completion of demolition of old amenities block.
Gin Gin Swimming Pool - Amenities Refurbishment	\$ 425,000	\$ 92,298	✓	90% complete. Expected completion date is the end of October.
Miara Foreshore - Rockwall only	\$ 250,000	\$ 0	✓	Not started. This is a major project being undertaken by Infrastructure Services.
Moore Park Caravan Park - Effluent Treatment and Disposal Area Upgrade	\$ 95,000	\$ 0	✓	Not started. GHD have been engaged to scope project.
Moore Park Holiday Park - Electrical Upgrade of Existing Powerheads	\$ 20,000	\$ 0	✓	Not started.
Norville Swimming Pool Refurbishment - Tiles and Edging Upgrade	\$ 50,000	\$ 13,128	✓	Temporary work undertaken to address safety. Budget to contribute to start of new wet deck edge on 50mtr pool.
Norville Park Olympic Pool – 1 x Dolphine Pro Expert 2x2 Robotic Pool Cleaner	\$ 0	\$ 12,081	✓	Transferred. 1 <sup>st</sup> Quarter Budget Review submitted. Scissor lift budget transferred.
Norville Park Olympic Pool - Fixed Shaded seating roof replacement	\$ 35,000	\$ 6,299	✓	Started. Old shaded seating removed. Getting quotes for new shaded seating.
Norville Park Olympic Pool - Amenities Block Refurbishment	\$ 10,000	\$ 8,020	✓	90% complete. Major works complete. Minor works still to be undertaken.
Bundaberg Showgrounds - Replace part of roof Walker Street Craft Centre	\$ 12,000	\$ 4,984	✓	Project completed. Final cost as at 13 Oct. \$11,765.
Bundaberg Recreational Precinct - Purchase of grandstands	\$ 90,000	\$ 0	✓	Not started. Quotes received and being assessed.
Bundaberg Recreational Precinct - New Toilet Block	\$ 240,000	\$ 0	✓	Not started. Waiting for possibility of funding.
Bundaberg Recreational Precinct - Upgrade to Municipal Band Hall	\$ 40,000	\$ 0	✓	Not started. Waiting for formal request from Municipal Band.

Disaster Management

Operation Type – Disaster Management	Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter	
<b>Core Programs/Services Areas</b> Prevention Strategies Disaster Management Plans Programs & Partnerships - S.E.S	1.1.3, 1.1.4 2.3.4, 4.1.1, 4.3.2	BP-CE-4:10-11	Operational Revenue	\$ 35,000	\$ 0	
			Operational Expenditure	\$ 984,259	\$ 185,907	
			Capital Revenue	\$ 0	\$ 0	
			Capital Expenditure	\$ 0	\$ 2,712	
<b>Key Performance Indicators</b>						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Disaster Preparedness - Programs & Partnerships	Number of Local Disaster Management Group meetings held.	3 Annually		1	✓	A Local Disaster Management Group (LDMG) meeting was held in July. Council is a leading facilitator within the Group and at meetings.

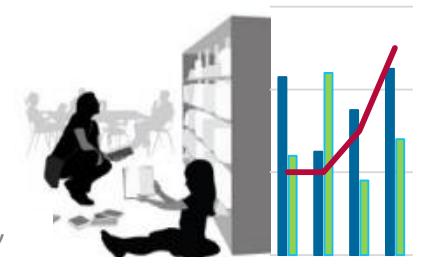
Operation Type - Libraries		Strategic Links	Risk Id.	Budget			1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>		1.1.1, 1.1.5	BP-CE-5:11-12	Operational Revenue	\$	560,110	\$ 6,564
Resources & Facilities		1.2.1, 1.3.1		Operational Expenditure	\$	2,951,447	\$ 749,149
Community Services & Programs		1.3.3, 1.5.1		Capital Revenue	\$	0	\$ 0
History & Heritage Collections & Publications		1.6.1, 1.6.2		Capital Expenditure	\$	190,000	\$ 9,100
Key Performance Indicators							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Resources & Facilities	Library usage - Number of patrons using our libraries.	75,000		79739	✓	79739 patrons visited the Bundaberg Regional Libraries this quarter.	
Community Services	Digital literacy - Number of participants in our Digital Literacy programs.	100		31	✗	The number of participants in our digital literacy sessions has fallen. This indicates that demand for the type of digital learning opportunities offered has peaked in the local community. An alternate program will be determined by community survey. This may take some time to execute and analyse. The most successful activity was a robotics session hosted at Gin Gin during Adult Learners Week. The Everyone Online iPad pilot project in conjunction with the State Library of Queensland is progressing, with applicants meeting the required criteria to be able to borrow an iPad, with Internet data, for 3-4 months in order to help increase their digital literacy skills.	
Community Programs	Community participation - Number of participants in our community programs <i>Notes: Programs include: weekly Baby Time, Toddler Time and Story Time programs; author events; guest speakers; library tours; media events and youth programs</i>	2000		2464	✓	Programs included the Dads Read launches, annual book sale and school holiday activities.	
History & Heritage - Recording & preserving our region's heritage	Number of images, recordings and items documented, catalogued or posted to our website (i.e. in Picture Bundaberg, Bundaberg Stories or History Bytes).	400		357	✓	A lower number of images were donated this quarter. Result is still within target tolerances.	

Projects- Libraries	Budget	Actuals 1 <sup>st</sup> Quarter	Status	Comment
Radio Frequency Identification (RFID)	\$ 150,000	\$ 9100	✓	Two year project. Tender awarded and conversion process of stock commenced. 'Go live' date is April/May 2017.
Childers Library Shelving	\$ 40,000	\$ 0	n/a	Completed in previous financial year. Current allocated funds transferred to Moncrieff air conditioning replacement to help defray cost. This will be reflected in the MEC section below next quarter.

Operation Type – Moncrieff Entertainment Centre		Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter	
<b>Core Programs/Services Areas</b> Resources & Facilities Cinema & Theatre Programs Community Programs & Partnerships Cultural Events		1.1.1, 1.2.1 1.2.2, 1.4.2 1.4.3, 1.6.2	BP-CE-5:11-12	Operational Revenue	\$ 554,386	\$ 149,367	
				Operational Expenditure	\$ 1,431,466	\$ 412,500	
				Capital Revenue	\$		
				Capital Expenditure	\$	\$ 162	
<b>Key Performance Indicators</b>							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Cinema & Theatre Programs	Community Engagement - Number of cinema and theatre patrons visiting the Moncrieff Theatre.	8,000		15664	✓	Numbers are tracking well and have been driven by a few key live shows (including the beginning of school concert season and two sell-out shows for Carl Barron); but mainly through cinema numbers (making up 2/3 of the total). Live show bookings have been down this quarter but we are heading into a very busy 2nd quarter with venue hire.	
Community Programs & Partnerships	Number of diverse cultural groups involved with the Moncrieff Theatre community programs and theatre operations. <i>Notes:</i> Community groups include, University of the 3 <sup>rd</sup> Age (U3A), National Aboriginal and Islander Day Observance Committee (NAIDOC), seniors, disabled and disadvantaged members of our local community	25		19	✓	Includes the Seniors' Week Concert, a range of community fundraising events, visual art exhibitions in the foyer, the Australian Army Band/Municipal Band event and NAIDOC Week activities.	

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Operation Type – Arts		Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>		1.3.1, 1.4.1 1.4.2, 1.4.3 1.6.1, 1.6.2	BP-CE-5:11-12	Operational Revenue	\$ 77,590	\$ 9,566
Resources & Facilities – Galleries				Operational Expenditure	\$ 2,160,423	\$ 485,114
Exhibition & Arts Programs & Services				Capital Revenue	\$ 0	\$ 0
Community & Stakeholder Partnerships				Capital Expenditure	\$ 37,000	\$ 909
Cultural Identity & Heritage						
Cultural Collections						
Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Facilities - Community Engagement	Visitation to the Region's Art Galleries - Number of visitors to BRAG and ChArts.	9,000		15,006	✓	BRAG: 8,190 ChArts: 6,416 Outreach: 400 Childers Festival in July boosted visitation figures for CHARTS. September saw record numbers of children visiting CHARTS due to The Many Story Treehouse exhibition. Hundreds of students visited the exhibition as part of guided tours offered to schools. 400 children and teachers were also reached through the use of the Queensland Museum Education Kits and the Bundaberg Regional Galleries Visual Arts Education Kits.
Programs & Event	Number of participants in Arts and Culture programs. <i>Notes: Programs include: Visual Arts education and workshops; professional development workshops for artists and educators; Artists in Residence program; school holiday programs and community group programs.</i>	300		2,803	✓	The Many Story Treehouse exhibition at ChArts attracted high numbers of school children to the space, schools participated in guided and self-guided tours. Activities for the CRUSH Festival, particularly the Kids CRUSH Day also saw large numbers of children visit BRAG and participate in workshops.
Community & Stakeholder Partnerships	Number of strategic partnerships purposefully maintained or developed (with the aim of generating greater community involvement and more meaningful participation).	12		12	✓	The Galleries continue to build new partnerships with business, education and community groups. Activities this quarter included: Mumma's Nest; Childers Festival; Friends of the Childers Festival; NAIDOC Week; Spinal Injuries Group; Childers Arts Council; Chinese New Year Committee; Moncrieff Entertainment Centre; Open House; Riverfeast; Home Schooling Network, and the Bundaberg Region Inclusive Community Committee. The Galleries also have a number of ongoing partnerships with Bundaberg Radiology; Creative Regions; OzCare, and Gidarjil.
Cultural Identity & Heritage	Number of Culture & Identity projects/programs delivered.	4		11	✓	Four exhibitions: 3 at BRAG and 1 at ChArts showcased local artists work, while 5 local artists accessed the ChArts Regional Canvas Wall to show their work. One community project assisted the Disability Action Wek Committee in presenting an exhibition, while assistance is also being provided to Council staff on an art project promoting local heritage and culture at one of Council's parks.

Projects- Galleries- Projects & Collection	Budget	Actuals 1 <sup>st</sup> Quarter	Status	Comment
Bundaberg Regional Art Gallery (BRAG) – New roof critical due to leakages	\$ 25,000	\$ 909	✓	Roof was finalised in September 2016. Project complete. (Payment to be processed).
Bundaberg Regional Art Gallery (BRAG) – Arts Collection	\$ 12,000	\$ 0	✓	The purchase of artwork for the collection is ongoing.

Operation Type – Parks		Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter	
<b>Core Programs/Services Areas</b>		1.2.1, 2.2.2 2.3.2, 2.3.4	BP-CE-6a:4	Operational Revenue	\$ 60,058	\$	63,310
Parks & Open Space Management				Operational Expenditure	\$ 15,192,962	\$	3,624,688
Foreshores & Beaches				Capital Revenue	\$ 0	\$	0
				Capital Expenditure	\$ 1,485,000	\$	55,876
<b>Key Performance Indicators</b>							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Parks Maintenance	Meeting agreed service standards. Percentage service levels have been meet.	85%			98%	The standards for the parks maintenance were high this quarter. Increased mowing due to wet, warm winter period.	

Operation Type – Parks – Cemeteries		Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter	
<b>Core Programs/Services Areas</b>		1.2.1, 2.2.2 2.3.2, 2.3.4	BP-CE-6a:4	Operational Revenue	\$ 380,000	\$	84,213
Cemetery Services				Operational Expenditure	\$ 898,694	\$	218,047
				Capital Revenue	\$ 0	\$	0
				Capital Expenditure	\$ 45,000	\$	0

Projects – Parks – Cemeteries	Budget	Actuals 1 <sup>st</sup> Quarter	Status	Comment
Renewal Generic Cemeteries	\$ 10,000	\$ 0	✓	Bundaberg Cemetery - Old toilet amenities being converted to storage shed – expected completion January 2017.
New and Upgrade Cemeteries	\$ 20,000	\$ 0	✓	New shelter adjacent to returned servicemen section Bundaberg Cemetery – expected delivery March 2017.
Cemeteries Roads	\$ 15,000	\$ 0	✓	Bundaberg Cemetery – Internal roads. Expected delivery by Roads and Drainage 4 <sup>th</sup> quarter.

Operation Type – Water Safety & Boating Facilities		Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter	
<b>Core Programs/Services Areas</b>		1.1.1, 1.1.2 1.2.1, 1.2.2	BP-CE-6b:5	Operational Revenue	\$ 0		
Providing Lifesaving services				Operational Expenditure	\$ 425,630	\$	60,231
Boat ramps & jetties				Capital Revenue	\$ 0		
				Capital Expenditure	\$ 0		
<b>Key Performance Indicators – Note:</b> KPIs for Water Safety Services currently under consideration.							



Projects- Parks - Parks & Project Preparation	Budget	Actuals 1 <sup>st</sup> Quarter	Status	Comment
Christensen Park (The Basin) – Road works construction from the Master-plan	\$ 450,000	\$ 2,514	✓	Plans and designs complete, tendering complete, have been awaiting funding confirmation. Amenities and shelter aimed to be complete by Christmas.
Various - New and Upgrade Generic Parks and Open Space	\$ 40,000	\$ 0	✓	Works to start next year.
Various - Toilet Block Renewal & Repair	\$ 150,000	\$ 0	✓	Oaks Beach Toilet concept complete, siting under consultation, expected completion March 2017.
Various - Shelters & Building & Shade Cover Renewal	\$ 180,000	\$ 14,553	✓	Lions Park Shelters. Project complete.
		\$ 3,567	✓	Boreham Park 2 Shelters. Construction commenced. Expected completion December 2016
		\$ 6,640	✓	Bucca Recreation Picnic Shelter. Project complete.
		\$ 8,727	✓	Yandaran Sports Oval Shelter. Project complete.
Various - Playground Renewals	\$ 130,000	\$ 0	✓	Innes Park Playground & Alexandra Park to have units replaced or softfall renewed. Other as below.
		\$ 1,004	✓	Ratray Park Playground improvements. Playground out for tender. Completion expected December 2016.
		\$ 1,275	✓	ANZAC Park Playground improvements. Playground relocation designed and out for tender.
Various - BBQ and Park furniture renewal	\$ 20,000	\$ 0	✓	Crawford Park Bargara BBQ renewal completion expected by November 2016.
Various - Electrical & Lighting renewal	\$ 50,000	\$ 9,254	✓	Install Solar Panels North Depot. Project complete.
		\$ 0	✓	Alexandra Park and Childers Streetscape, expected delivery by AMS December 2016.
Hummock lookout & road renewal	\$ 82,500	\$ 0	✓	Concept survey and design complete, consultation complete, vegetation removal commences November 2016, Construction completion expected March 2017.
Woodgate Foreshore Hub - Near Caravan Park	\$ 60,000	\$ 1,863	✓	Under construction Expected completion November 2016
Anzac Park Memorial & Park Embellishment	\$ 25,000	\$ 0	✓	RSL project yet to commence on hold
Park infrastructure development - new developer contributed parks	\$ 42,500	\$ 0	✓	Ongoing.
Tall Ships Park Innes Park development	\$ 50,000	\$ 6,488	✓	Shelter complete, playground out for tender. Completion expected by February 2017.
Botanical Gardens - Repair Internal Road	\$ 60,000	\$ 0	✓	Expected delivery by Roads and Drainage 3 <sup>rd</sup> quarter.
North Depot (Botanical Gardens) - Internal Road Bitumen Sealing	\$ 25,000	\$ 0	✓	Expected delivery by Roads and Drainage 3 <sup>rd</sup> quarter.
Car Park & Internal Park Roads Reseal & Repair	\$ 70,000	\$ 0	✓	Monduran Dam Car Park Expected delivery by Roads and Drainage 3 <sup>rd</sup> quarter Others ongoing
Footpath Replacement & Repair in Parks	\$ 20,000	\$ 0	✓	Footpath in Botanic Gardens under design, Expected completion 4 <sup>th</sup> quarter
Pedestrian Bridge Repairs	\$ 30,000	\$ 0	✓	Bargara Centre Point Streetscape pedestrian ramp beach access. Expected completion 3 <sup>rd</sup> quarter.

Operation Type – Natural Resource Management		Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter	
<b>Core Programs/Services Areas</b>		2.1.1, 2.1.3 2.1.4	BP-CE-6c:7-8	Operational Revenue	\$ 71,750	\$	19,479
Land Protection				Operational Expenditure	\$ 1,662,020	\$	324,226
Natural Areas Management				Capital Revenue	\$ 0	\$	0
Coastal Areas Management				Capital Expenditure	\$ 62,500	\$	0
<b>Key Performance Indicators</b>							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Natural Areas Operational Plans	Percentage of actions undertaken. <i>Notes:</i> There are a total of 10 Operational Plans for the following Natural Areas: Avondale Reserve, Baldwin Swamp, Barolin Nature Reserve, Helms Remnant, Hummock, Meadowvale Nature Park, Riverview, Russo Park, Sharon Nature Park, and Vera Scarth-Johnson Wildflower Reserve. Key Priorities include: weed control, track maintenance, regeneration projects and natural area improvement.	75% Annually			✓	To be reported 4 <sup>th</sup> quarter.	
Public Awareness & Education	Number of public awareness and education programs and activities (e.g. field days, community events, brochures, workshops and signage)	8		8	✓	8 environmental public education or awareness events were held in the 1 <sup>st</sup> quarter, helping the community to understand and value our natural environment.	
Land protection inspection program (weeds).	Number of properties inspected. <i>Notes:</i> It is anticipated that there will be further revision regarding percentage or area measurements for this indicator in 2017.	350		10	✓	10 Non-Council environmental programs were supported by the Natural Resource Management section in the 1 <sup>st</sup> quarter, ensuring we have natural and rural environment that is valued and managed sustainably.	

Projects- Natural Resource Management	Budget	Actuals 1 <sup>st</sup> Quarter	Status	Comment
Renewal Generic Natural Resource Management	\$ 62,500	\$ 0	✓	Awaiting quotations for capital project. Aiming to deliver in 3 <sup>rd</sup> quarter.

Operation Type – Sport		Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter	
<b>Core Programs/Services Areas</b>		1.1.1, 1.1.2 1.2.1, 1.2.2	BP-CE-6b:5	Operational Revenue	\$ 0	\$	0
Physical Activity & Preventative Health				Operational Expenditure	\$ 438,696	\$	82,180
Youth Representativeness & Sports Organisations				Capital Revenue	\$ 0	\$	0
				Capital Expenditure	\$ 0	\$	0
<b>Key Performance Indicators</b>							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Physical Activity & Preventative Health	Number of physical activity and preventative health initiatives promoted and supported by council.	25		30	✓	Initiatives included the <i>Recreate Newsletter</i> , weekly Enews, promotion and support of key sporting events/activities/Qld. funding program/ Cycle Mapping Guide launched/ Review of the BRC Signage Strategy (Wayfinding).	
Youth Representativeness & Sports Organisations	Number of successful grant applications in support of individual sportspeople and sport organisations.	25		46	✓	There were 46 successful <i>Young People in Sport</i> applications and 1 successful application the <i>Sport Championships Funding Program</i> this quarter.	

Operation Type – Regulatory Services		Strategic Links	Risk Id.	Budget		1st Quarter	
<b>Core Programs/Services Areas</b>		1.1.3, 1.2.1 4.4.1, 4.6.2	BP-CE-7:5	Operational Revenue	\$ 888,213	\$	478,557
Animal Management				Operational Expenditure	\$ 2,294,160	\$	582,640
Local Law				Capital Revenue	\$ 504,000	\$	0
Regulated Parking				Capital Expenditure	\$ 1,550,000	\$	203,638
<b>Key Performance Indicators</b>							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Regulated Parking	SPER: Number of parking infringement notices forwarded to SPER for debt recovery	Trend		300		300 Penalty infringement notices were forwarded to SPER for debt recovery this quarter.	
Animal Management - Customer Request Management (CRM)	Percentage of customer requests overdue in relations to assigned timeframes assigned.	>%15		5.01%		5% of the total animal related CRM's received for the quarter were overdue.	

Projects - Regulatory Services	Budget	Actuals 1st Quarter	Status	Comment
Animal Control - New pound facility \$1.8M Project	\$ 1,550,000	\$ 203,638		Expected completion December 2016.

Waste & Health Services

Operation Type – Health Services		Strategic Links	Risk Id.	Budget		1st Quarter	
<b>Core Programs/Services Areas</b>		1.1.2,1.1.3 2.4.3, 4.4.1 4.6.1	BP-CE- 8b:7-11	Operational Revenue	\$ 325,456	\$	76,820
Food Safety				Operational Expenditure	\$ 1,143,793	\$	238,860
Public Health Risks				Capital Revenue	\$ 0	\$	0
Environmental Nuisances & Pollution Environmental Health Promotion & Public Education				Capital Expenditure	\$ 0	\$	0
<b>Key Performance Indicators</b>							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Environmental Monitoring & Community Preparedness	Percentage Environmental Monitoring & Community Preparedness programs have been effectively completed- includes Vector and Environmental monitoring and Disaster Management preparations.	100%		YTD 5%		Intensive vector monitoring shall commence mid-October and continue through to February. Treatment for midge and mosquito control shall also be undertaken during this period in known "hot spots".	
Licensing, Assessment & Approvals	Percentage of inspections completed against the anticipated number of inspections for the year.	98%		YTD 15%		Staff movements during the quarter have resulted in a lower than average number of inspections being conducted for the period.	
Environmental Health Community Education	Number of community education programs and activities delivered to our community	5 Annually Reported YTD		2		Two food safety and hygiene courses have been conducted within the community and Council's online food safety and hygiene course has been completed by 495 food handlers this quarter.	

Operation Type – Waste Services		Strategic Links	Risk Id.	Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>		1.1.3, 1.2.1 2.1.1, 2.2.2, 2.3.2, 4.4.1	BP-CE-8a:7-8	Operational Revenue	\$ 20,986,491	\$ 8,845,957
Waste & Recycling Collections				Operational Expenditure	\$ 16,791,435	\$ 3,479,961
Waste Disposal				Dividend & Tax to General	\$ 1,108,979	\$ 277,245
Material Recovery				Capital Revenue	\$ 0	\$ 0
				Capital Expenditure	\$ 318,000	\$ 35,120
				Loan Redemption	\$ 418,000	\$ 103,934
<b>Key Performance Indicators</b>						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Waste Collection	Percentage of customer requests/complaints processed effectively. (currently Department level)	95%		97%	✓	97% of CRMs responded to within the Customer Charter Timelines
Waste Disposal	Maximise waste being disposed of at our lined landfill site (Cedar Road). (currently Department level)	350000 Tonnes		39500 Tonnes	✓	Collections Waste being disposed of directly and 40 tonnes per week from the Qunaba landfill has resulted in the target being exceeded
Resource Recovery	Municipal solid waste diverted from landfills. Percentage of waste diverted to be reused.	30%		24%	✓	Currently, approximately 24%. Target is within tolerances.
Community Education & Public Relations	Number of community education activities delivered.	50 Annually		23 YTD	✓	8 Media Articles, 3 Landfill Tours and 12 Material Recovery Facility Tours (with 123 participants) completed year to date.

Projects - Waste Services- Landfill	Budget	Actuals 1 <sup>st</sup> Quarter	Status	Comment
Bundaberg Regional Landfill (Cedars Rd) Gas System Stage 2	\$ 70,000	\$ 0	○	Not commenced. No expenditure of works from this year's budget completed, completion of lateral lines during this quarter with funding from the previous financial year.
Bundaberg (University Drive)Tipwell safety system	\$ 88,000	\$ 33,966	✓	Ordered. Equipment Ordered. Completion expected 2 <sup>nd</sup> Quarter.
Tirroan - Shop Shed	\$ 15,000	\$ 0	○	Approval. Contract awarded and Building Approval obtained.
Bundaberg Regional Landfill (Cedars Rd) - Irrigation Line	\$ 20,000	\$ 0	○	Materials ordered.
Bundaberg Regional Landfill (Cedars Rd) - Cell 3	\$ 35,000	\$ 1,155	✓	Preliminary Works. Preliminary Soil sampling and design concepts meeting held. Modifications to the liner requirements are projected to be agreed to by the Department of Environmental and Heritage Protection 2 <sup>nd</sup> Quarter. Total scope of works are limited to design and tendering process.
Bundaberg (University Drive Landfill Site) - Irrigation Line	\$ 20,000	\$ 0	○	Ordered Materials
Qunaba Landfill - Extend Roadway to lanfill boundary	\$ 70,000	\$ 0	○	Completed. Works completed, expenditure will be relocated to Capital Work Order.

Operation Type – Financial Accounting		Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>		2.3.4 , 4.2.2 4.4.1, 4.5.2 4.6.2	BP-OS-1:12	Operational Revenue	\$ 680,000	\$ 365,441
Financial Accounting Financial Processes and Statements Investment & Debt Management Financial Asset Management				Operational Expenditure	\$ 1,983,034	\$ 424,448
<b>Key Performance Indicators</b>						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Cash flow	Level of funds available greater than \$30m at the end of the financial year. <i>Notes:</i> Quarterly Targets 1st Quarter- greater than \$30m; 2nd Quarter- greater than \$62 m; 3rd Quarter- \$30m; 4th Quarter- \$52m	> \$30m	end of the financial year	\$128.3 m	✓	Current cash balance is significantly higher than minimum cash balance required. Council requires appropriate cash levels to cover major projects during the financial year. No liquidity issues are foreseeable in the near future
Audits	Prepare unaudited Annual Financial Statements in accordance with the applicable accounting standards and forward to the external auditors within legislative timeframe.		by the end of the second Quarter	75%	✓	The final audit has been conducted by the Queensland Audit Office. It is expected that the final certified Financial Statements will be presented to the Audit Committee on 25 October.
Taxation	Taxation requirements completed (includes GST, BAS & Payroll)	100%	by the end of the calendar year	25%	✓	The monthly taxation requirements are being met as per the legislative requirements.
Investments	Return on monetary investments: Minimum return on investments is 1% <i>Notes:</i> Percentage is calculated above the target cash rate	> 1%		1.28%	✓	The Reserve Bank Australia reduced the cash rate to 1.50% this quarter, but interest rates remained fairly strong in comparison. Both QTC and term deposit rates eased later in the quarter.
Financial Asset Management - Overall Condition	Percentage of assets in a satisfactory or higher condition (index less than 7). Excludes asset to be decommissioned. <i>Notes:</i> There are currently approximately 73,950 assets listed in our Asset Register. Index 0 indicates new condition – index 10 indicates that the asset is no longer useable.	> 98%		97.06%	✗	The number of Assets in unsatisfactory condition has decreased over the quarter as the Road pavement program from 2016 is processed. The asset managers are working through their remaining assets to bring into line with future budgets and to review condition data where necessary.

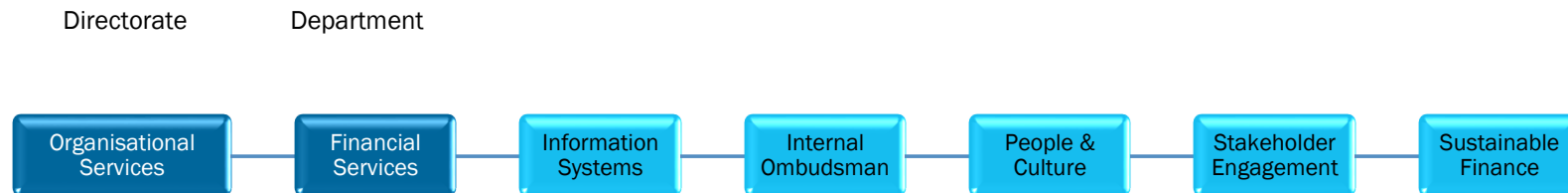
Financial Services – Revenue

Operation Type – Revenue		Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>		4.4.1, 4.4.2 4.5.1	BP-OS-1:12	Operational Revenue	\$ 767,000	\$ 141,725
Revenue Administration Revenue Processing Property Data Management Rates Debt Management				Operational Expenditure	\$ 1,238,872	\$ 271,518
<b>Key Performance Indicators</b>						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Rates	Outstanding rates as a percentage of rates levied, prior to six monthly rates billing.	< 5% Bi-annually	1 <sup>st</sup> & 3rd Quarters	3.79%	✓	Rates debt owing before the half-yearly Rates Billing is currently the lowest in the Council's history.

Operation Type – Strategic Supply		Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter	
<b>Core Programs/Services Areas</b>		4.2.2, 4.5.2 4.7.2	BP-OS-1:13-14	Operational Revenue	\$ 475,575	\$	108,358
Procurement				Operational Expenditure	\$ 1,051,605	\$	228,613
<b>Key Performance Indicators</b>							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Spend under Management	Percentage of spend under management <i>Notes: Management of expenditure through a defined procurement process (involves competitive sourcing and record-keeping of analytical data for future use).</i>	> 60%		63%	✓	Strategic Supply along with internal stakeholders have made a number of market approaches that have driven the percentage up. This is mainly in the area of pre- qualified suppliers.	

Financial Services - Accounts Payable

Operation Type – Accounts Payable		Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter	
<b>Core Programs/Services Areas</b>		4.2.2, 4.3.2 4.4.1, 4.4.2	BP-OS-1:16	Operational Revenue	\$ 0	\$	0
Invoices & Payments Corporate Purchase Cards				Operational Expenditure	\$ 313,357	\$	64,792
<b>Key Performance Indicators</b>							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Creditor Invoices	Number of payments outside of terms (i.e. process all creditor invoices and credit notes and payments to ensure creditors are paid within Council's payment terms).	< 90		45	✓	Number of invoices paid short is dependent upon council staff returning invoices to accounts to effect payment and the prompt follow up by Accounts Payable staff. This quarter's figure is well under target. This could be in part, to it being a quieter quarter, following end of financial year, and also to the increase in the use of Corporate Purchase Cards.	





Operation Type – Customer Service		Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter	
<b>Core Programs/Services Areas</b>		4.4.1, 4.4.2	BP-OS-1:15	Operational Revenue	\$ 0	\$ 0	
Customer Service				Operational Expenditure	\$ 1,649,120	\$ 361,486	
Disaster Management Support							
<b>Key Performance Indicators</b>							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Call Centre – Call Management	Percentage of calls processed within allocated timeframes.	90%		96%	✓	Service delivery from within Council's first point of contact has exceeded targets, delivering a responsive quality service.	
Customer Request Management (CRM)	Percentage of CRMs overdue across council in relations to the timeframes assigned.	< 15%		12%	✓	Service delivery has exceeded KPI targets, delivering a customer focused service to our community.	

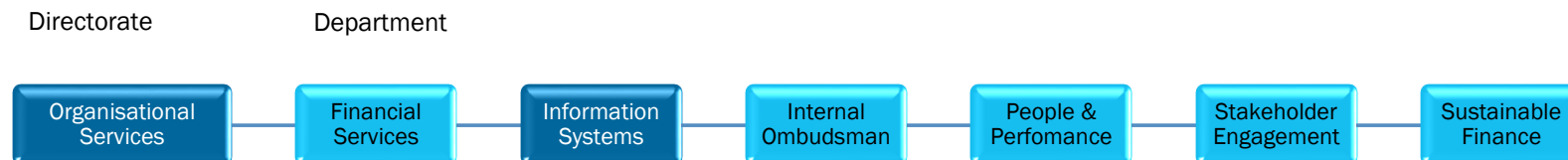
Information Systems

Operation Type – Information Systems		Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter	
<b>Core Programs/Services Areas</b>		2.3.1, 4.4.1 4.5.1, 4.5.3	BP-OS-2:5-8	Operational Revenue	\$ 5,259	\$ 139	
Information Technology Infrastructure & Support				Operational Expenditure	\$ 6,821,397	\$ 1,894,621	
Corporate Applications				Capital Revenue	\$ 0	\$ 0	
GIS Services & Support Records Management				Capital Expenditure	\$ 4,780,909	\$ 158,321	
<b>Key Performance Indicators</b>							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Support Requests	Number of Support Requests completed.	Trend		1798	↗	Expected quarterly result for support requests completed based upon current trends.	
<i>*Please Note: Information Systems are currently undergoing a review of internal processes and will develop a suite of new operational Key Performance Indicators</i>							



Discover our Innovation

Projects – Information Systems Intangible Assets and Plant & Equipment	Original Budget	Actuals 1st Quarter	Status	Comment
Corporate Applications - Core System Replacement Project Total Project \$6.1M	\$ 4,210,000	\$ 0	✓	In Progress. First project Enterprise Asset Management open market tender closed 11 <sup>th</sup> October. Tender Responses currently being evaluated.
GIS Management - Aerial Photography	\$ 30,000	\$ 0	✓	Department of Natural Resources & Mines will be conducting high resolution imagery over the city and Bargara coastal strip this year.
Infrastructure & Operations - Internal CCTV Maintenance and Upgrade	\$ 50,000	\$ 8,065	✓	In Progress. Revised Budget Request has been submitted to reproviseion \$19,534 from 2016 into 2017. Work to be completed during the year. Not yet started
Infrastructure & Operations - Core Network Upgrade	\$ 400,000	\$ 0	✓	In Progress. Work to be completed during the year. Not yet started.
CCTV network Upgrade - Safe Night Precinct CBD Precinct	\$ 90,909	\$ 52,885	✓	In Progress. 1 camera site remaining. Delays with Ergon & Pole installation.
2 Communication Towers Gin Gin & Cedars Road	\$ 0	\$ 3,429	✓	In Progress. Budget overspend from previous year. Revised Budget Request will be submitted for Quarter 2 Budget Review. Minor works to be completed at Gin Gin Service Centre and Reservoir – estimated completion end of October.
Microwave Links	\$ 0	\$ 89,924	✓	In Progress. Revised Budget Request has been submitted to reproviseion \$97,638 from 2016 into 2017. Procurement complete and PO issued.
Network link Childers Sewerage treatment plant - plant component	\$ 0	\$ 1,534	✓	Completed. Revised Budget Request has been submitted to reproviseion \$19,397 from 2016 into 2017. Project completed.
Network link Childers Sewerage treatment plant - Building component	\$ 0	\$ 2,047	✓	Completed. Revised Budget Request has been submitted to reproviseion \$8,600 from 2016 into 2017. Project completed.
Surge protection – Operations Centre	\$ 0	\$ 436	✓	In Progress. Revised Budget Request has been submitted to reproviseion 15,140 from 2016 into 2017. Scheduled for completion by end of Q2 Hardware ordered and received – estimated completion end of October.

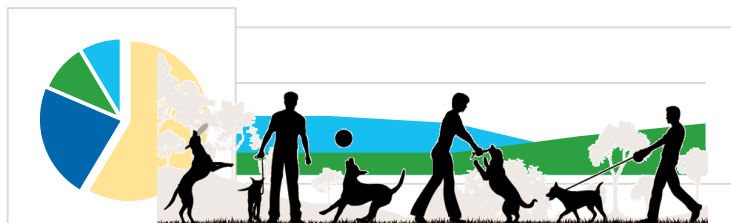
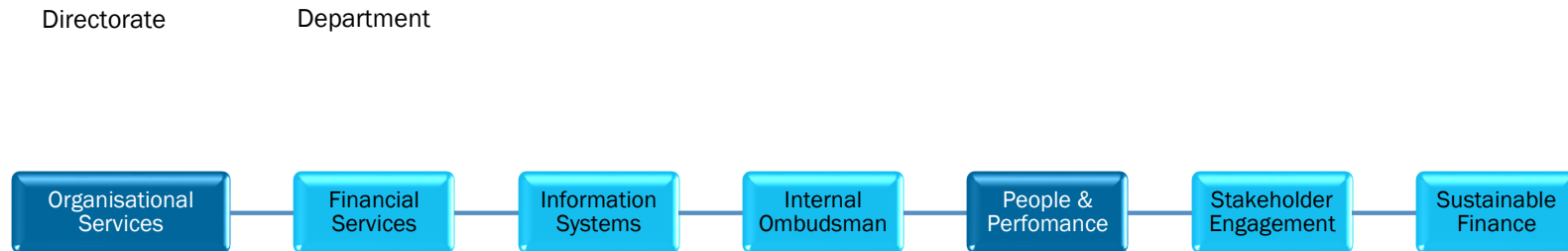


Operation Type – Internal Ombudsman		Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>		4.2.2, 4.6.2 4.7.3	BP-OS-3:8-9	Operational Revenue	\$ 10,500	\$ 7,457
Corporate Governance				Operational Expenditure	\$ 2,428,885	\$ 1,780,136
Statutory Requirements				Capital Revenue	\$ 0	\$ 0
Insurance				Capital Expenditure	\$ 0	\$ 0
Risk Management						
Property & Leasing						
Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Administrative Reviews	Number of Administrative Reviews received and processed within applicable timeframes. <i>Notes: Reviews include Complaints Management Process and Ombudsman / Office of the Information Commissioner Reviews and Crime and Corruption Commission</i>	Trend		8	✓	8 administrative reviews were received and processed within applicable timeframes.
Right to Information (RTI)	Percentage of RTI and Privacy Applications received and processed within applicable timeframes. <i>Notes: The number of Applications is also recorded in the Comments to provide trend information.</i>	90%		100%	✓	6 Right to Information applications were processed within timeframes.
Right to Information and Privacy Training	Percentage of staff trained in Right to Information (RTI) and Information Privacy (IP) processes and procedures	90%		98.5%	✓	447 of 454 eligible employees have completed Right to Information and Information Privacy training.
Insurance	Percentage of insurance claims processed (submitted) within timeframes (i.e. General Insurance and Public Liability Claims). <i>Notes: The number of Applications is also recorded in the Comments to provide trend information</i>	95%		100%	✓	13 Insurance Claims were processed within timeframes.
Risk Management	Percentage of open risk compared to total risks each quarter (i.e. number of open risks compared to closed risks, shown as a percentage)	< 25%		18.4%	✓	A total of 1452 risks have been identified across Council. 1185 have been closed. 267 risks remain open this quarter, equating to 18.4%.

Discover our Teamwork



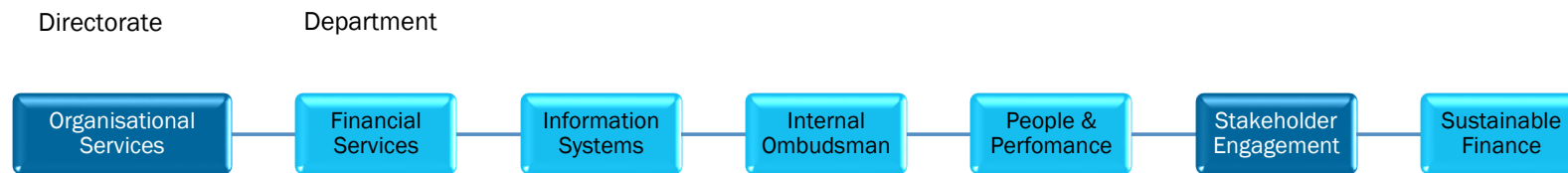
Operation Type – Human Resource Management		Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>		4.3.2, 4.7.1	BP-OS-4:8-9-10	Operational Revenue	\$ 57,500	\$ 0
Recruitment		4.7.2, 4.7.3		Operational Expenditure	\$ 848,198	\$ 174,570
Training & Development				Capital Revenue	\$ 0	\$ 0
Payroll				Capital Expenditure	\$ 0	\$ 0
Employee Relations & Community Relations						
Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Training & Development	Percentage of staff satisfaction with training.	90%		88%	✓	42 staff participated in 6 training programs. The average satisfaction needs to improve by 2% for the remainder of 16/17 which is achievable.
Community Relations/Support	Number of Community Support activities undertaken (e.g. work experience, traineeships, apprenticeships, scholarships, and cadetships)	50 Annually			✓	This KPI will be reported in the 4 <sup>th</sup> Quarter.



Discover our Lifestyle

Operation Type – Workplace Health & Safety		Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b> Workplace Health & Safety		4.7.3	BP-OS-4:8	Operational Revenue	\$ 4,366	\$ 0
				Operational Expenditure	\$ 1,033,733	\$ 230,890
				Capital Revenue	\$ 0	\$ 0
				Capital Expenditure	\$ 0	\$ 0
Key Performance Indicators			<b>*Note: Unless otherwise indicated, WHS KPIs Targets are Annual - Reported Quarterly YTD</b>			
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
WHS Management	Days Lost - Number of days leave taken as a result of injury.	< 588		209	✓	The number of days taken as a result of injury has increased significantly due to a number of injuries which require staff to remain off work for treatment. Overall, the result is within the target parameters.
WHS Management	Lost Time Injuries - Number of people injured requiring leave of duties.	< 24		10	✓	Council continues to focus on recovery at work and actively supports staff who have been injured to return to work as soon as possible after injury.
WHS Management	Hazard Inspections – Percentage of inspections carried out on time	100% Quarterly		86.25%	⦿	The number of inspections was down for the 1 <sup>st</sup> quarter due to staff being on annual leave and high work priorities at the beginning of the financial year. Inspection have been rescheduled for the 2 <sup>nd</sup> quarter.
WHS Management	Lost Time Injury Frequency Rate (LTFR) - Number of injuries per number of hours worked (all employees across whole organisation).	<17.9		31.15%	✓	The LTIFR has increased significantly this quarter due to higher than usual lost time injuries. These injuries resulted from manual task activities (lifting, carrying, push / pull) and are consistent with 1 <sup>st</sup> quarter reporting from previous years. The percentage is within tolerances.
WHS Management	Notifiable incidents - Number of notifiable incidents. <i>Notes: Upper tolerance &lt; 4.</i>	0		1	✓	One unfortunate incident occurred - measures have been implemented to ensure a reoccurrence does not occur.
WHS Management	Training & Development- Staff satisfaction - Percentage of satisfaction with training.	80%		86%	✓	Staff rate the training on 7 areas (Trainers knowledge and subject matter; Trainers course presentation; effectiveness of method of instruction; Effectiveness of course materials; Organisation of course materials; Extent to which the objectives of the course were met, and the overall value). Each area is rated between 1 and 6: 1 being Exceptional and 6 being unsatisfactory. On average staff rated each area at 1.6 resulting in a 86% staff satisfaction for the quarter.
WHS Management	Reported Incidents: Percentage of reported incidents investigated.	80%		100%	✓	All known workplace incidents are reported and investigated.
WHS Management	Return to Work Programs: Percentage of successful return to work programs. i.e. staff member has returned to normal duties	90%		100%	✓	All staff have returned to their substantive positions and are undertaking their normal work duties. 1 staff member remains off work and is expected to return to work after treatment.

Operation Type – Stakeholder Engagement		Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>		4.1.1, 4.3.2	BP-OS-5:7-8	Operational Revenue	\$ 0	\$ 0
Community & Council Communications		4.3.1, 4.3.2		Operational Expenditure	\$ 458,768	\$ 96,720
Media & Marketing		4.6.1		Capital Revenue	\$ 0	\$ 0
				Capital Expenditure	\$ 0	\$ 0
Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Media Communications - Representing and communicating the interests of regional stakeholders	Number of media releases including releases, statements and web-site posts.	150		174	✓	The Media and Marketing Team produced a high number of media releases during the last quarter in relation to initiatives undertaken by the new Council and the 2016-17 Budget. The local print media published 100 per cent of Budget material provided.
Social Media Engagement	Number of views, includes: Twitter, Facebook and YouTube.	250,000		404,232	✓	The Media and Marketing Team has produced an increased amount of online videos and interactive posts in the last quarter in response to the new council's increased focus on digital communications.



Discover our people



Operation Type – Sustainable Finance	Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b> Financial Planning, Reporting & Forecasting Corporate Planning & Reporting Performance Management Systems & Document Management Audits & Accreditation	4.2.2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 5,100,000	\$ 1,253,454
	4.5.1, 4.5.2		Operational Expenditure	\$ 749,886	\$ 176,633
	4.6.2, 4.7.3		Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Loan indebtedness	Loan indebtedness does not exceed 60% of Gross Operating Expenses.	< 60% Average over 5 years			✓	To be reported 4 <sup>th</sup> quarter.
Operating Surplus	Ratio is between 0 and 15% of total operating revenue for whole of council	5% Average over 5 years			✓	To be reported 4 <sup>th</sup> quarter.
Asset Sustainability Ratio	The capital expenditure on replacement assets is greater than 90% of depreciation	100% Average over 5 years			✓	To be reported 4 <sup>th</sup> quarter.
Own Source Revenue	Own source revenue as a percentage of total recurrent revenue	Trend			✓	To be reported 4 <sup>th</sup> quarter.
Own Source Revenue	Own source revenue per head of regional population	Trend			✓	To be reported 4 <sup>th</sup> quarter.
Internal Quality Audits	Coordinate and conduct Internal Quality Audits: Number of Internal Quality Audits.	7 Annually		2 YTD	✓	2 audits have been undertaken and finalised this quarter 1. 0085 Contractor Management 2. 161707 Evaluation of Technical Competence – Conductivity Determination. The audit of Contractor Management was carried over from the 2015 - 2016 financial year audit plan. The Quality Auditor has recently appointed an IMS Support Officer to assist with the maintenance and administration of the Integrated Management System (IMS).

Internal Audits

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Internal Audits	Coordinate and conduct Internal Audits: Number of Internal Quality Audits.	7 Annually		1 YTD	○	This quarter there were two audits scheduled to be completed, which included an audit of Corporate Purchase Cards and a Cash Handling, Banking and Receipting Audit of the Moore Park Beach Holiday Park. The Corporate Purchase Card Audit was completed, however, due to another matter being referred to the Internal Audit office, timelines were extended for the audit of the Moore Park Beach Holiday Park.

Operation Type – General Rates & Charges	Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>	4.2 2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 75,569,500	\$ 37,541,425
General Rate	4.5.1, 4.5.2		Discounts & pensioner remission	\$ 7,209,000	\$ 3,630,017
Valuation Services	4.6.2, 4.7.3		Operational Expenditure	\$ 745,000	\$ 368,299
Discount & pensioner remissions					

On Costs NCP & Overheads

Operation Type – General Rates & Charges	Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>	4.2 2, 4.4.3	BP-OS-6:7-8	Payroll Oncost Recoveries	\$ 21,810,000	\$ 5,017,413
On Costs	4.5.1, 4.5.2		Payroll Oncost Expenses	\$ 21,489,347	\$ 3,731,418
NCP Recoveries – Dividends tax	4.6.2, 4.7.3		NCP Dividend & tax recoveries	\$ 19,209,517	\$ 4,802,379
Corporate Overhead Recoveries			Corporate overhead recoveries	\$ 15,845,479	\$ 3,961,370

Executive Services

Operation Type – CEO's office	Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>	4.2 2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 49,497	\$ 0
Council Administration	4.5.1, 4.5.2		Operational Expenditure	\$ 978,394	\$ 245,516
Deputations and	4.6.2, 4.7.3		Capital Revenue	\$ 0	\$ 0
Civic receptions and events			Capital Expenditure	\$ 0	\$ 0

Operation Type – Office of Mayor and Councillors	Strategic Links	Risk Id.	Original Budget		1 <sup>st</sup> Quarter
<b>Core Programs/Services Areas</b>	4.2 2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 0	\$ 0
Council Strategies	4.5.1, 4.5.2		Operational Expenditure	\$ 1,301,702	\$ 302,301
Deputations and Government relations	4.6.2, 4.7.3		Capital Revenue	\$ 0	\$ 0
Civic receptions and events			Capital Expenditure	\$ 0	\$ 0



**BUNDABERG**  
REGIONAL COUNCIL

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