



BUILDING *a better* FUTURE



2016 - 2017 2nd 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. Projects written in blue are either 1) carry-over projects from last financial year, and budgeted in the 1st quarter revision; or 2) projects that are part of a budgeted capital renewal program that are now allocated to specific projects.

Infrastructure & Planning

Development

Operation Type - Development	Strategic Links	Risk Id.	Budget		2 nd Quarter	
Core Programs/Services Areas:	2.1.4, 2.3.1	BP-IP: 6-9	Operational Revenue	\$	1,930,000	\$ 828,234
Community & Internal Customer Service	4.4.1, 4.6.2		Operational Expenditure	\$	4,424,676	\$ 2,248,272
Development Assessment			Capital Revenue	\$	2,998,200	\$ 1,866,703
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%		99.5%		243 Building searches; 7 Limited Planning Certificates; 1 Standard Planning Certificate, and 10 Full 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%		27%		25 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%		74%		69 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%		2%		2 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%		135 complaints were received this quarter: 72 compliance letters; 25 Show Cause Notices; 22 Enforcement Notices, and 2 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	90% complete	✓	The final implementation plan was completed during the quarter. The Master Plan only needs updating to include outcomes from Councillor feedback on implementation.
Policy Development & Implementation	Local Government Infrastructure Plan finalised and adopted for the Bundaberg region.		30 June 2017	65% complete	✓	The plans for trunk infrastructure were completed during the quarter and given to Integran. The process of populating the Schedule of Works was commenced by the consultant.

Major Projects

Operation Type – Major Projects	Strategic Links	Risk Id.	Budget		2 nd Quarter
Strategic Project Planning	2.3.1	BP-IP-2:9-11	Operational Revenue	\$ 0	\$ 0
Project Governance			Operational Expenditure	\$ 3,020,029	\$ 1,014,849
Project Delivery			Internal Recoveries	\$ 1,523,341	\$ 583,439
			Capital Revenue	\$ 1,972,181	\$ 1,199,497
			Capital Expenditure	\$ 17,250,000	\$ 10,294,901

Key Performance Indicator

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Recoveries Work hour recovery from Capital Works	Percentage of recoveries as a proportion of operational work hours.	75%		85.8%	✓	Current recoveries are exceeding the target.

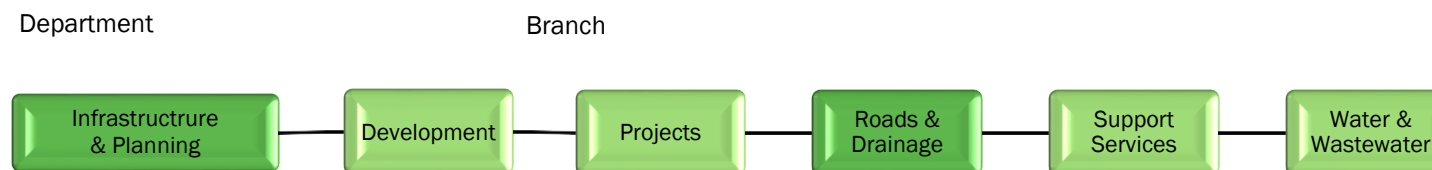
Project Management	Budget	Actuals 2 nd Quarter	Status	Comment
Multiplex (Stage1)	\$ 11,700,000	\$ 10,199,556	✓	Construction nearing completion. Forecast to complete end January 2017.
Multiplex (Stage 2) with \$7.5M 2017/18 to complete the \$32M project	\$ 5,000,000	\$ 88,993	✓	Principal Contractor appointed December 2017. Construction to commence February 2017.
Bundaberg Recreational Precinct	\$ 150,000	\$ 6,551	✓	Design underway.
Bundaberg Riverside	\$ 150,000	\$ 0	✓	Procurement underway (CBD).
Bundaberg CBD Parklets	\$ 150,000	\$ 2,500	✓	Design complete.
Development of Future Strategic Projects- investigation, Planning & Design	\$ 100,000	\$ 0	✓	Design underway.

Building a better future



Operation Type – Roads & Drainage	Strategic Links	Risk Id.	Budget		2 nd Quarter
Projects & Programs- Footpaths & Network Pathways	2.3.1	BP-IP-3:7-8	Operational Revenue	\$ 0	\$ 0
			Operational Expenditure	\$ 1,361,921	\$ 649,218
			Capital Revenue	\$ 225,419	\$ 68,578
			Capital Expenditure	\$ 1,815,838	\$ 576,327
Projects - Footpaths & Network Pathways	Revised Budget	Actuals 2 nd 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	\$ 17,306	○	Not yet commenced. Part of contract awarded to Christensen Industries.	
Avoca Street, Bundaberg	\$ 333,000	\$ 34,321	○	Not yet commenced. Part of contract awarded to Christensen Industries.	
Hughes Road, Bargara	\$ 87,000	\$ 83,943	★	Project is complete.	
FE Walker Street	\$ 446,000	\$ 9,048	○	Not yet commenced. Separate Pathway contract project. To commence April 2017.	
Moore Park Road	\$ 105,000	\$ 17,986	○	Commenced. Part of contract awarded to Christensen Industries.	
Baldwin Swamp	\$ 352,000	\$ 267,538	✓	Project is practically complete. We are proposing to amend this project to \$275,000. This budget decrease funds the installation of Baldwin Swamp pathways.	
Eastgate Street / Scotland Street	\$ 42,000	\$ 1,679	○	Not yet commenced. Project programmed for construction in March 17 with Blackspot project.	
Bolewski Street - cemetery footpaths	\$ 50,000	\$ 10,028	○	Project is complete – awaiting final contractor payment . We are proposing to amend this project to \$60,000.	
Crescent Street	\$ 30,000	\$ 17,909	○	Practically complete. Project is awaiting financial completion. We are proposing to amend this project to \$20,000.	
Avoca Street Concrete Pathway		\$ 3,584	○	Project completed.	
Baldwin Swamp - Que Hee to Ring Road	\$ 16,500	\$ 6,589	○	Preconstruction. Project programmed for construction 2017/18.	
Baldwin Swamp pathway	\$	\$ 75,933	○	Project completed. These works were funded by the Baldwin Swamp project listed above. We are proposing to amend this project to \$77,000.	
Burnett Heads State School	\$ 24,000	\$ 3,328	○	Project complete. Part of contract awarded to Christensen Industries.	
Norville State school pathway	\$ 35,000	\$ 300	○	Not yet commenced. Part of contract awarded to Christensen Industries.	
Thabeban State School pathway	\$ 16,000	\$ 19,444	○	Project complete. We are proposing to amend this budget to \$20,000.	
Booyal State School Pathway Link	\$ 15,338	\$ 8,315	○	Project complete.	

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Operation Type – Roads & Drainage	Strategic Links	Risk Id.	Budget		2 nd Quarter
Projects & Programs - Roads	2.3.1	BP-IP-3:7-8	Operational Revenue	\$ 2,719,750	\$ 1,233,932
			Operational Expenditure	\$ 34,541,395	\$ 17,248,480
			Capital Revenue	\$ 9,217,327	\$ 2,990,745
			Capital Expenditure	\$ 24,335,000	\$ 3,973,095
Projects - Roads	Budget	Actuals 2 nd Quarter	Status	Comment	
Kay McDuff Drive/Johanna Boulevard to Bundaberg Ring Road	\$ 2,600,000	\$ 10,069	○	Contract has been awarded to Berajondo. Construction will commence January 2017.	
Winfield Road (Staged Upgrade)	\$ 1,150,000	\$ 7,240	○	Tender called conjunction with projects in the Rehabilitation Program. Tender closes 17 January. Construction due to commence March 2017.	
New Monduran Bridge	\$ 3,120,000	\$ 1,422,614	✓	Delivery. Contract project is on schedule.	
Eggmolesse Street - New Road	\$ 2,800,000	\$ 66,501	○	Contract has been awarded to DevCon. Construction due to commence January 2017.	
Walla Street Bridge	\$ 50,000	\$ 49,978	★	Project is complete.	
Wawoon Road Minor realignment works	\$ 59,000	\$ 75,801	★	Project is complete. Additional works undertaken (roads sealing).	
Presslers Road shoulder sealing to 2 lanes	\$ 315,000	\$ 283,950	★	Project is complete.	
Martins Road - increase culvert	\$ 55,000	\$ 54,169	★	Project is complete	
Church Street – extension of gravel	\$ 30,000	\$ 20,245	★	Project is complete.	
Carnarvon Court – Cul-de-sac	\$ 30,000	\$ 31,088	★	Project is complete.	
Moore Street Elliott Heads –widen between Welsh street and Esplanade	\$ 120,000	\$ 122,594	★	Project is complete.	
Wonbah Road, Gaeta Seal steep sections	\$ 50,000	\$ 497	○	Not yet commenced. Project programmed for construction January 2017.	
Verge sealing Program: Que Hee, Normanby Square, De Gunst Moncrieff, Targo and Bates Streets seal verges	\$ 50,000	\$ 686	○	Not yet commenced. Targo St project programmed for construction January 2017.	
Ann Street, east Bundaberg Seal verge for school	\$ 50,000	\$ 42,553	★	Project is complete.	
Voss Road, Elliott Seal to Isis H'way	\$ 350,000	\$ 195,773	○	Project is complete – significant savings achieved.	
Zielke Avenue, Kalkie cross drainage improvements	\$ 25,000	\$ 40,453	○	Project is currently being delivered. We are proposing to amend this project to \$60,000 due to service relocation requirements and final design indicating box culverts (in lieu of pipes) to be utilised.	
Various Intersection Safety Improvements “Give Way” “Stop”	\$ 15,000	\$ 0	○	Programmed for construction June 2017, awaiting outcome of Blackspot submission.	
Soblusky Street, Avenell Heights Verge sealing at park	\$ 55,000	\$ 44,272	★	Project is complete.	
Bauer Street, Bargara Shared zone	\$ 30,000	\$ 0	○	Not yet commenced. Project programmed for construction 17 March.	
Winfield Road, Sealing from Rocky Point Rd to Boat Ramp	\$ 750,000	\$ 158,793	✓	Project is currently being delivered.	
Street Light Installation	\$ 50,000	\$ 0	○	Not yet commenced. Project programmed for construction May 2017.	
Road Rehabilitation	\$ 4,895,000	\$ 0	○	Not yet commenced. This is a program budget work order. We are proposing to reduce this program to \$4,655,000 to offset projects allocated (refer projects in blue below).	
Road Resurfacing	\$ 4,030,343	\$ 3,765	○	Asphalt resurfacing 2016/17. Project programmed for construction Feb 2017.	
		\$ 21,302	○	Bitumen Resurfacing Program 2016/17. Contract awarded to Boral – end March 2017.	
		\$ 451,000	✓	Gravel Resheeting. Work underway by council teams.	

Roads Preconstruction - Planning & Design	\$ 825,628	\$ 2,422	○	Not yet commenced. This is a program budget work order.
BLACKSPOT - 2016/2017 Commercial Street/Production Street - Intersection Safety Improvements - Preconstruction Planning	\$ 90,000	\$ 3,593	○	Not yet commenced. Project programmed for construction Feb 2017.
BLACKSPOT - 2016/2017 Scotland Street/Eastgate Street - Intersection Safety Improvements - Preconstruction Planning	\$ 410,000	\$ 19,234	○	Not yet commenced. Project programmed for construction March 2017
BLACKSPOT - 2016/2017 Walla Street and George Street - Safety Improvements to Roundabout - Preconstruction Planning	\$ 390,000	\$ 12,444	○	Not yet commenced. Project programmed for construction Feb 2017
Avoca Street – On road cycle path improvements:	\$ 44,000	\$ 42,269	★	Project is complete.
Avoca Street on road cycle path improvements	\$ 444,375	\$ 14,469	○	Not yet commenced. Project to carry over to 2017/18. Commence May 2017.
Creek Crossing Upgrades	\$ 50,000	\$ 18,553	✓	Program. Flagstone Creek complete. Another project to be proposed.
Bus Stop and Shelter Upgrades	\$ 15,000	\$ 3,758	✓	Part of program. Additional bus stop after others.
McLean Street, Bundaberg - Long distance coach stop	\$ 35,000	\$ 12,492	✓	In progress. Bus Shelter to be installed.
Crescent Street, Childers - Long distance coach stop	\$ 35,000	\$ 0	○	Not yet commenced. Project programmed for construction before June 2017.
Hughes Road extension	\$ 3,523	\$ 3,523	★	Complete. Carry over project from last financial year. Invoices received late and tidy-up finalisation of various 2015 -2016 projects.
River Road Bungadoo	\$ 10,000	\$ 22,016	○	Project is complete.
Tramway Rd Farnsfield	\$ 50,000	\$ 52,905	★	Project is complete.
Clayton Road Alloway	\$ 20,000	\$ 15,660	★	Project is complete.
Hodges Road Isis	\$ 18,000	\$ 20,575	★	Project is complete.
Hermans Gully bridge	\$ 13,000	\$ 18,307	○	Project is practically complete awaiting financial completion. We are proposing to amend this project to \$20,000.
Crossing in Mildren Street Gin Gin	\$ 30,000	\$ 38,225	○	Project is complete.
Dawson Street Bundaberg East K & C	\$ 75,000	\$ 95,343	○	Project is complete – costs exceeded due to work more difficult than originally anticipated.
Settlement Road bridge rehabilitation	\$ 0	\$ 154,630	○	Project is complete. We are proposing to amend this project to \$157,000 (allocation in rehabilitation program budget).
Jealous Road B - Double Parking	\$ 70,000	\$ 43,267	○	Project is practically complete awaiting financial completion. We are proposing to amend this project to \$55,000
Thygesen Street K & C	\$ 0	\$ 136,561	○	Project is practically complete awaiting financial completion. We are proposing to amend this project to \$150,000 (allocation in rehabilitation program budget)
Goodnight timber culvert replacement	\$ 0	\$ 47,144	○	Project is complete (allocation in rehabilitation program budget).

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Operation Type – Roads & Drainage	Strategic Links	Risk Id.	Budget		2 nd Quarter
Projects & Programs - Stormwater Drainage	2.3.1	BP-IP-3:7-8	Operational Revenue	\$ 0	\$ 0
			Operational Expenditure	\$ 5,915,128	\$ 3,000,184
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 4,107,000	\$ 1,384,628

Projects – Stormwater Drainage	Budget	Actuals 2 nd Quarter	Status	Comment
Thabeban Drainage	\$ 1,369,000	\$ 741,076	✓	Stages 1B and 2A complete. Funding is available for share with QAS on Wylie St connection.
Sharon Drainage	\$ 145,000	\$ 0	○	Project has been reprogrammed into subsequent financial year. TMR approvals and easement acquisitions.
Keptock Drainage	\$ 120,000	\$ 10,441	○	Not yet commenced. Project is programed for construction March 2017.
Clayton Road Drainage	\$ 250,000	\$ 18,795	○	Not yet commenced. Project is programed for construction May 2017.
Bundaberg Port Drainage	\$ 450,000	\$ 183,591	○	Project is complete. We are proposing to amend this project to \$190,000 – final stage of project (complete project budget \$2 million)
One Mile Road	\$ 77,000	\$ 48,504	○	Project is currently being delivered. We are proposing to amend this project to \$55,000
Langbeckers Road	\$ 100,000	\$ 4,749	○	Not yet commenced. Project is programed for construction May 2017.
Chards Road	\$ 125,000	\$ 116,564	★	Project is complete.
Thornhill Street	\$ 96,000	\$ 95,689	★	Project is complete.
Clayton Road drainage diversion under rail	\$ 50,000	\$ 1,480	○	Not yet commenced. Project is programed for construction Feb 2017.
Innes Park Reid Cres	\$ 150,000	\$ 12,404	○	Not yet commenced. Project is programed for construction Feb 2017.
Esplanade - See Street, Bargara	\$ 40,000	\$ 1,918	○	Not yet commenced. Project is programed for construction Feb 2017.
Aquarius Drive	\$ 105,000	\$ 95,849	★	Project is complete. We are proposing to amend this project to \$97,000
Hampson Development Woodgate	\$ 63,000	\$ 0	○	Infrastructure Agreement payments complete. We are proposing to amend this project to \$57,294
Campbell Street Gin Gin	\$ 50,000	\$ 23,059	○	Campbell Street Gin Gin Preconstruction. Project funded from program budget.
Heathwood Crescent Qunaba	\$ 30,000	\$ 6,365	○	Heathwood Crescent Qunaba. Preconstruction. Project funded from program budget.
McCoys Creek Scour Protection	\$ 0	\$ 23,902	○	Project is complete. We are proposing to amend this project to \$23,902 (allocated in minor projects budget).

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Operation Type – Roads & Drainage	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	2.3.1	BP-IP-1:6-9	Operational Revenue	\$ 0	\$ 0
Operations Management			Operational Expenditure	\$ 2,855,909	\$ 1,300,726
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

Key Performance Indicators

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%		+13%	✗	Outstanding defects total is 12,563, which is an increase of 1800 from the previous quarter. The peak increase is due to more defect recordings, which were due to a concerted effort on pathways (880 defects) and a drop in completed defects due to the Christmas holidays.
Response to complaints and community requests for works and advice	Percentage of CRMs completed within allocated time periods.	80%		81%	✓	A total of 1,926 tasks were completed for the Roads and Drainage Group during the 2nd quarter, with an average processing time of 7 days per task.

Operation Type – Roads & Drainage	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	2.3.1	BP-IP-1:6-9	Operational Revenue	\$ 3,500	\$ 3,503
Planning & Group Management			Operational Expenditure	\$ 2,452,931	\$ 1,051,532
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

Key Performance Indicators

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	67%	✓	The Draft Roads & Pathway 3 Year Capex program has been discussed with Council on 11 October 2016 and 12 December 2016 and informal approval has been received. It is proposed to discuss the Drainage 3 Year Capex with Council 23 January 2017.

Operation Type – Roads & Drainage	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	2.3.1	BP-IP-1:6-9	Operational Revenue	\$ 3,450,000	\$ 1,330,836
Main Roads & Recoverable Works			Operational Expenditure	\$ 3,258,214	\$ 1,396,247
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

Operation Type – Asset Maintenance	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	4.4.1, 2.3.1	BP-IP- 4:17-19	Operational Revenue	\$ 0	\$ 0
Maintenance Advice, Planning & Design			Operational Expenditure	\$ 3,873,067	\$ 1,782,129
Maintenance Delivery			Internal Recoveries	\$ 3,200,000	\$ 1,253,725
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 50,000	\$ 0

Key Performance Indicators							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Advice, Planning and Design	Percentage of internal client survey results satisfactory or above.	75%		89.5%	✓	Overall 89.5% of customer satisfaction. Received from 50% of surveys sent. 6 surveys returned resulting 34% very good, 53% good, 11.5% average and 1.5% poor.	
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.	Trend		43.9%	↗	Total scheduled tasks were 1495 with 657 tickets being Priority 1 & 2. Work resulted from adverse weather conditions, identified from scheduled inspections and unscheduled reactive work e.g. Thabeban WWTP	
Maintenance Delivery - Requested Maintenance	Percentage of Priority 1 & 2 work tickets raised against the number of works completed.	95%		89.4%	○	Total of 657 Priority 1 & 2 scheduled work tickets, with 588 completed. Completion of work is dependent on supplier parts required for activity.	

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

Operation Type – Group Management	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	2.3.1, 4.5.2	BP-IP- 4:14-27	Operational Revenue	\$ 0	\$ 0
Administration & Management Support Services			Operational Expenditure	\$ 694,778	\$ 290,858



Building a better future

Operation Type – Asset Management	Strategic Links	Risk Id.	Budget		2nd Quarter	
Core Programs/Services Areas	2.3.4, 4.5.2	BP-IP- 4:14-16	Operational Revenue	\$	0	\$ 0
Asset Management - Strategy & Support			Operational Expenditure	\$	588,101	\$ 276,884
			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, Stormwater and Water & wastewater (Active) Infrastructure classes are being undertaken in the 2016 -2017 financial year.	100% 4 th quarter	June 2017	40%	✓	Valuer for Water and Wastewater (Active) has completed site inspections and is preparing the draft report. Onsite methodology workshop has been completed. Valuer for Transport and Stormwater Categories has completed the onsite methodology workshop and is currently undertaking review of the unit rates for the categories.
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 th quarter	June 2017	85%	✓	All 6 Category Asset Management Plans have been revised and are currently being reviewed for approval. Long-term Asset Management Plan and Asset Management Strategy are available for Executive review. Asset Management Policy has been formally adopted by Council 13th December 2016.
Asset Management - Sustainable Management	Reconciliation of assets and infrastructure against long-term sustainability: End of financial year reconciliation process completed.	100% 4 th quarter	June 2017	50%	✓	Internal Capex and all Donated assets in June 2016 and the period to the end of October has been processed. Remaining processing periods are end of February, end of April and end of May.

Operation Type – Design Services	Strategic Links	Risk Id.	Budget		2nd Quarter	
Core Programs/Services Areas	4.5.2, 2.3.1	BP-IP- 4:20-24	Operational Revenue	\$	500	\$ 250
Design Services			Operational Expenditure	\$	1,825,189	\$ 718,672
			Internal Recoveries	\$	921,788	\$ 448,155
			Capital Revenue	\$	0	\$ 0
			Capital Expenditure	\$	0	\$ 0

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		74%	✓	All projects are on track for completion (3 involve easement acquisition negotiations which may affect delivery). An additional 14 projects were received during 2nd quarter of which 4 are completed.
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.	Budget		2 nd Quarter
Core Programs/Services Areas	2.3.1	BP-IP- 4:14-27	Operational Revenue	\$ 8,268	\$ 15,058
Projects – Depot Buildings, Roads, Footpaths & Bridges Infrastructure			Operational Expenditure	\$ 1,174,235	\$ 481,434
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 166,000	\$ 107,532
Projects - Depots	Budget	Actuals 2 nd Quarter	Status	Comment	
Childers Depot	\$ 60,000	\$ 30,822	✓	Commenced 2nd quarter with completion 3rd quarter.	
Heales Road Depot	\$ 45,000	\$ 30,023	✓	Work has commenced 2nd quarter. Completion expected 3rd quarter.	
Gin Gin Depot – Rolling Gate	\$ 40,000	\$ 34,629	★	Completed end of December 2016.	
Kalkie Depot – Pavement & Seal	\$ 21,000	\$ 0	○	Planned 3 rd quarter.	
Kalkie depot – Remodeling	\$ 0	\$ 1,232	✓	Carry-over 2015-2016 (budget being transferred from Roads & Drainage recurrent).	
Kalkie Depot Install Solar Panels	\$ 12,416	\$ 10,826	✓	Work completed. Carry over from 2015-2016	

Operation Type – Fleet Management	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	2.3.4, 4.5.2	BP-IP- 4:25-27	Operational Revenue	\$ 409,859	\$ 232,418
Fleet Management	4.4.1		Operational Expenditure	\$ 13,875,258	\$ 5,975,798
			Internal Recoveries	\$ 15,000,000	\$ 7,566,464
			Capital Revenue	\$ 817,000	\$ 284,026
			Capital Expenditure	\$ 4,561,983	\$ 2,452,498

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 96.8% 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%		91%	✓	User group utilisation in the 2nd quarter was 91.29%. Utilisation is made up of Heavy Vehicles and Yellow Plant. (Yellow Plant: 84.56%. Heavy Vehicle: 98.03% Average: 87.33%)
Acquisition & Disposal	Percentage the annual plant replacement program has been committed by the end of the 3 rd quarter.	95% Annual		92% YTD	✓	92% of the annual plant replacement program has been delivered and committed.
Internal client satisfaction	Percentage of internal client survey results satisfactory or above.	75%		93.9%	✓	93.9% 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.	Budget		2 nd Quarter
Core Programs/Services Areas	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 612,000	\$ 250,281
Water – Support Services			Operational Expenditure	\$ 342,000	\$ 69,836

Operation Type – Water	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 0	\$ 0
Water – Group Management			Operational Expenditure	\$ 1,312,000	\$ 560,281

Operation Type – Water	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 384,000	\$ 203,547
Laboratory Services				\$ 385,000	
			Operational Expenditure		\$ 192,220

Operation Type – Water	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 27,887,356	\$ 14,640,868
Water Services - Water treatment & delivery systems			Operational Expenditure	\$ 15,176,334	\$ 7,423,549
			Dividend & tax to General	\$ 9,184,691	\$ 4,592,345
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 3,982,745	\$ 1,596,295
			Loan Redemption	\$ 278,000	\$ 132,372

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Drinking water microbiological compliance	Percentage drinking water is compliant. <i>Notes:</i> 98% is the minimum percentage required to be compliant with Qld. Government Standards.	98%		100%	✓	Nil exceedances for the quarter.
Reportable incidences	Number of reportable incidents.	< 3		0	✓	No new incidents this quarter. There is one ongoing 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:</i> 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.	Trend		377 litres per day L/P/D	↗	Previous quarter's average water usage was 293 L/P/D. This quarter has trended upwards. This reflects an increase in consumption due to the change in season and typically warmer weather.
Water usage vs. allocation	Water usage as a percentage of allocation for Bundaberg Region.	< 95%		65.7%	✓	Water Usage is 65.7% of available allocation for this quarter.
Water Supply Systems	Water main leaks: Number of water main leaks per 100km (indicative of infrastructure).	<20		0.8	✓	8 water main leaks/breaks occurred across the region during the quarter. Total length of water main is 910km. This equates to 0.8 leaks/breaks per 100km, which is within the quarterly target.

Projects –Water Infrastructure & Plant and Equipment	Budget	Actuals 2 nd Quarter	Status	Comment
Water - Capital Plant & Equipment - Region Wide	\$ 95,000	\$ 24,499	✓	In progress, on track and within budget.
Gregory River Water Treatment Plant - future investigations	\$ 100,000	\$ 4,644	○	Not commenced. Planning and concept development is in progress.
Gin Gin Water Treatment Plant minor upgrades	\$ 369,000	\$ 147,901	✓	In progress. Project is on track and on budget.
Port Bundaberg – Water main	\$ 500,000	\$ 360,068	✓	In progress. Project is on track and on budget.
Mellifont Street Water Pump Station –to Kalkie WTP	\$ 650,000	\$ 28,092	✓	In progress. Project is on track and on budget.
Branyan Water treatment Automation Stage 2	\$ 58,945	\$ 41,902	✓	In progress. Project is on track and on budget.
Kalkie Water Treatment Plant Water quality upgrade	\$ 100,000	\$ 4,761	○	In progress. Concept planning and project development underway.
SCADA Regional Telemetry – Regional areas	\$ 630,000	\$ 21,964	✓	SCADA Regional Telemetry Renewal Bundaberg. In progress, on track and on budget.
		\$ 176,579	✓	SCADA Regional Telemetry Renewal Childers. In progress. Project is on track and on budget.
		\$ 253,428	✓	SCADA Regional telemetry renewal Gin Gin. In progress. Project is on track and on budget.
Eggmolsse Street - Trunk water main	\$ 200,000	\$ 10,255	○	In progress. Project is on track and on budget.
Wallaville Water treatment & storage renewals	\$ 29,800	\$ 7,610	✓	In progress. Project is on track and on budget.
Water Reticulation Renewals - Region Wide	\$ 704,000	\$ 29,694	★	Water Reticulation Thabeban Street. Project has been completed.
		\$ 298,578	✓	Water Hydrant restorations Bundaberg. In progress. Project is continuous over the year and is on budget.
		\$ 3,689	★	Takalvan Street water control valve. Project has been completed in the 1st quarter.
		\$ 79,721	○	Water Hydrant restorations Kalkie. In progress. Budget has been approved under the Water Reticulation Renewals. Project is continuous over the year and is on budget
		\$ 5,869	○	Replacement Pipework - Langbeckers. In progress. Project is on track and on budget.
Water Treatment and Storage Renewals - Region Wide	\$ 266,800	\$ 10,308	✓	Gregory River Treatment Plant replace 6 air valves. In progress. Project is on track and on budget.
		\$ 25,730	✓	Gregory River Treatment Plant replace sluice valve. Project is on track and on budget.
		\$ 3,689	★	Takalvan Street water control valve. Project has been completed in the 1 st quarter.
		\$ 6,890	✓	Wallaville replace water tower pipework. In progress. Project is on track and on budget.
		\$ 570	✓	Williams Street reservoir replace external ladder. In progress. Project is to be undertaken by external contractors.
		\$ 6,422	★	Wallaville New Blue eye chlorine analyser. Project has been completed.
		\$ 34,162	★	Williams Street reservoir enhance central support column. Project completed.
		\$ 5,253	○	Bourbong Street Water tower - Solar red warning light for helicopters. Project complete.
		\$ 9,647	○	Manning Street Gin Gin. Project completed.
		\$ 7,236	○	Murdochs Road Treatment Plant - Replace Clearwater Sump Pumps. In progress. Project is on track and on budget.
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.

Operation Type - Wastewater	Strategic Links	Risk Id.	Budget		2nd Quarter
Core Programs/Services Areas Wastewater - Group Management	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 1,360,500	\$ 0
			Operational Expenditure	\$ 0	\$ 594,769
Core Programs/Services Areas Wastewater - Support Services	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 936,000	\$ 451,447
			Operational Expenditure	\$ 505,000	\$ 238,232
Core Programs/Services Areas Laboratory Services	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 320,000	\$ 93,625
			Operational Expenditure	\$ 324,000	\$ 157,764
Core Programs/Services Areas Wastewater Services - Wastewater Schemes collection treatment and disposal systems	2.3.1	BP-IP- 5:17-18	Operational Revenue	\$ 27,570,180	\$ 13,904,323
			Operational Expenditure	\$ 15,308,299	\$ 7,276,373
			Dividend & tax to General	\$ 7,829,831	\$ 3,914,916
			Capital Revenue	\$ 5,000,000	\$ 1,279,696
			Capital Expenditure	\$ 45,521,000	\$ 10,692,995
			Loan Redemption	\$ 1,662,000	\$ 569,348

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Reportable incidences	Number of reportable incidents.	< 3		21	✘	21 breaches of our Environmental Authorities occurred this quarter. These breaches were at the Childers, Bargara, Coral Cove, East Bundaberg, Woodgate and Gin Gin WWTP's. Ten (10) of these twenty-one (21) breaches are of a minor nature and have been resolved with DEHP. The remaining eleven (11) breaches relate to exceedance of effluent limits.
Sewer main blockages	Number of sewer main blockages per 100km.	< 30		1.9	✔	13 sewer main blockages occurred across the region during this period. The total length of sewerage main is 680km. This equates to 1.9 blockages per 100km, which is within the quarterly target.

Department

Branch



Projects - Sewage Infrastructure	Budget	Actuals 2 nd Quarter	Status	Comment
Wastewater - Capital Plant & Equipment - Region Wide	\$ 20,247	\$ 81,643	✗	In progress.
Rubyanna Wastewater Treatment Plant – Design & Construct - Total project estimated cost \$71M	\$ 32,966,000	\$ 5,794,435	✓	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	\$ 88,804	✓	In progress. Project on track.
Rubyanna Wastewater Treatment Plant - River Outfall	\$ 5,205,000	\$ 3,376,254	✓	In progress. Project on track and on Budget. Contract has been awarded. Cashflows will 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	\$ 1,305,000	\$ 463,597	✓	In progress. Project on track and on budget. The remaining budget to be transferred to Coral Coast Sewer work order due to Capitalisation Requirements.
Hughes Road/Blain Street, Bargara Mains upgrade	\$ 600,000	\$ 198,314	✓	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	\$ 62,318	✓	In progress. Project on track and on budget.
Woodgate Vacuum Sewer Extension	\$ 1,300,000	\$ 26,128	○	Currently at Tender phase - Tender will close on 14 February 2017.
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	\$ 21,156	✓	In progress. Project on track and on budget.
Sewage Pump Station Renewals - Region Wide	\$ 350,000	\$ 3,406	★	Sewer Pump Renewals - McLucas Street. Complete.
		\$ 3,070	★	Miller Street Bargara sewer pump station upgrade. Complete.
		\$ 6,184	★	Barolin Esplanade Bargara sewer pump station switchboard upgrade. Complete.
		\$ 2,195	★	Causeway drive Bargara Sewer pump station switchboard upgrade. Complete.
		\$ 6,225	✓	Sewer Pump Station renewals Thompsons Road. In progress. Project on track and on budget.
		\$ 7,584	✓	Sewer Pump Station renewals Moodies Road. In progress. Project on track and on budget.
SCADA Upgrades – Sewage Pump Stations - Bundaberg	\$ 672,500	\$ 332,927	✓	Coastal Sewer Pump Stations - (SCADA Upgrades) In progress. Project on track and on budget.
		\$ 42,490	★	Rising main replacement Woongarra Scenic drive Bargara. Complete.
		\$ 7,747	✓	Wastewater Reticulation renewals Childers raise buried manholes. In progress. Project on track and on budget.
		\$ 111	✓	Wastewater Reticulation renewals Woodgate replace vacuum valve. In progress. Project on track and on budget.
		\$ 392	✓	Wastewater Reticulation renewals Woodgate replace vacuum valve. In progress. Project on track and on budget.
		\$ 11,583	✓	Wastewater Reticulation renewals Childers Flow meter replacement. In progress. Project is on track and on budget.
		\$ 25,843	✓	Wastewater Reticulation renewals Woodgate Extension of irrigation. In progress. 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. Project is on track and on budget.
Woongarra Scenic Drive Sewerage Pump Station - Odour reduction	\$ 75,000	\$ 0	○	Not commenced.

Port Sewage Infrastructure Gravity & Electrical	\$ 780,000	\$ 53,442	○	In progress. Project on track and on budget.
Coral Cove Pebble beach drive New Pump Station	\$ 0	\$ 102,703	○	In progress. Project on track and on budget. Budget to be reallocated from Deering Place (new Work Order due to Capitalisation requirements).

Infrastructure & Planning

Water & Wastewater

Operation Type – Wastewater Support & Recoverable Works	Strategic Links	Risk Id.	Budget		2nd Quarter
Core Programs/Services Areas	2.3.1	BP-IP- 5:17-18	Operational Revenue	\$ 1,202,500	\$ 601,146
Plumbing Services			Operational Expenditure	\$ 616,750	\$ 276,227
Trade Waste			Capital Revenue	\$ 0	
Strategic Planning			Capital Expenditure	\$ 0	

Key Performance Indicators

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%		97%	✓	138 applications from a total of 142 were assessed within the 10 day period, which is up from previous quarter's approval rate of 82%. The improvement has resulted from a continual improvement to current work practices and resources that have enabled staff to focus in this area. There was also 9 fast track plumbing applications, all 9 were assessed within 5 days.
Plumbing Services - Inquiries	Number of inquiries.	Trend		2001	↗	This quarter is very similar to the last quarter, only down from 2030 to 2001 inquiries. This takes in all Plumbing, Trade waste, Backflow, and Notice to Service Provider inquiries.
Plumbing Services - Inspections	Number of inspections (i.e. ensuring compliance with building codes).	Trend		753	↗	Last quarter's inspections totalled 812. The trend has slightly decreased from the previous quarter.
Trade Waste	Trade Waste Register: Number of trade waste generators added to Council's Register).	Trend		30	↗	The trend in new generators is decreasing within the BRC areas when compared to the previous quarter (66). 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 plateau over subsequent quarters.
Trade Waste	Back-flow Prevention: Number of back-flow prevention devices added to council's Back-flow Register.	Trend		12	↗	This quarter's result is consistent with the previous quarter (17) 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		4	↗	Customer complaints in the previous quarter were 11, this trend is down due to reasonably dry weather conditions this quarter.

Building a better future

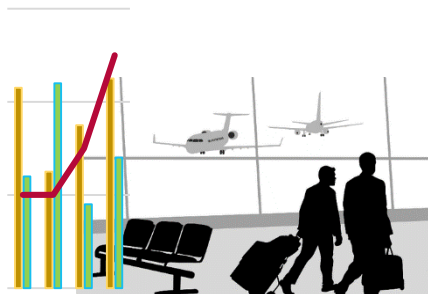


Operation Type - Airport			Budget		2 nd Quarter
Core Programs/Services Areas	3.2.2	BP-CE-1:9-10	Operational Revenue	\$ 5,250,948	\$ 2,900,481
Airport Services			Operational Expenditure	\$ 5,038,406	\$ 2,504,445
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 136,210	\$ 116,261
			Loan Redemption	\$ 1,333,000	\$ 634,718

Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Airport Services	Number of passengers processed through Bundaberg Regional Airport terminal.	30,000		45,493	✓	Passenger numbers have risen by 5% in comparison to the same quarter last year. The total pax numbers for the 2016 year was 172,482 which is an increase of 13,853 on 2015 and an overall percentage increase of 8.7%.
Airport Services	Number of services delivered.	380		488	✓	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.

Projects- Airport	Budget	Actuals 2 nd Quarter	Status	Comment
Airport Solar Project	\$ 94,210	\$ 74,261	○	Project is expected to be completed by the end of February.
Airport Passenger Screening Machine	\$ 42,000	\$ 42,000	○	Project is now complete.

Notes: Projects written in blue are either 1) carry-over projects from last financial year, and budgeted in the 1st quarter revision; or 2) projects that are part of a budgeted capital renewal program that are now allocated to specific projects.



Building a better future

Operation Type – Tourism	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	3.1.2	BP-CE-1:9-10	Operational Revenue	\$ 242,500	\$ 116,869
Tourism Development & Services			Operational Expenditure	\$ 2,106,098	\$ 969,262
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 40,000	\$ 0
			Loan Redemption	\$ 124,000	\$ 58,326

Key Performance Indicators

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		✓	BNBT are scheduled to provide their 6 monthly Progress Report to Council in February 2017.

Projects- Hall of Aviation	Budget	Actuals 2 nd Quarter	Status	Comment
Refit to accommodate Bert Hinkler's car	\$ 40,000	\$ 0	○	Concept plans and quotes have now been finalised. It is anticipated that construction of the exhibit will be completed by March 2017.

Operation Type – Commercial Business & Economic Development	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	3.1.1, 3.2.2	BP-CE-1:9-10	Operational Revenue	\$ 78,000	\$ 56,950
Business Networks & Partnerships	3.3.1, 3.3.2		Operational Expenditure	\$ 802,188	\$ 414,767
Economic Development Strategy	3.4.2, 4.3.2		Capital Revenue	\$ 0	\$ 0
Clean Energy Strategy			Capital Expenditure	\$ 400,000	\$ 0

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Economic Development Strategy (EDS)	Percentage EDS priorities have been implemented. Notes: EDS is a 10 year blueprint for sustainable economic growth	100%		50%	✓	A full report of all economic development initiatives was delivered to the Business Bundaberg Advisory Committee in December. Successful activities held in the 2nd quarter included: <ul style="list-style-type: none"> the successful staging of the WBB Regional Growth Forum and 'Bundy 4 Breakfast' economic development forum; a civic delegation to Setsu Port Trade Development Group; WBB Resource Group meeting; GoDigitalQld and the ongoing startup Bundaberg meet and greets; Silver sponsorship of The Generator a new co-working hub located in the Bundaberg Post Office; support for the feasibility of a bio-energy hub to be located on the old East Bundaberg WWTP site; receipt of the strategic directions paper for the old Bundaberg showground site; and final approvals for Council to acquire 2 surplus parcels of land from Qld. Rail adjacent to the PCD site.

Operation Type – Commercial Business & Economic Development

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Economic Growth	Gross Regional Product: Percentage growth in our region's Gross Regional Product.	2%		2.1%	✓	The Gross Regional Product for 2015-16 improved significantly from a negative base the previous year. This was good news and the result for Bundaberg at 2.1% compared favorably with the State growth figure of 2% for the same period.
Employment Rate	Unemployment rate for the Bundaberg region. Notes: Target 6.5 % is equal to Qld. unemployment rate.	< 6.5%		9.5%	○	The annually adjusted unemployment rate in the Wide Bay Region as provided by the Australian Bureau of Statistics as at November 2016 shows the rate has decreased by 1.0 percentage points from the November figure in 2015. The unemployment rate remains significantly higher than the average for Queensland at 6.1%, which is the aspirational target listed in our Economic Development Strategy.
Export Growth	Value of goods exported from the Bundaberg Region.	\$1.8B		\$1.2B	✓	Exports from the region are measured on an annual basis and while the aspirational goal was not met in 2016-17, we acknowledge it did grow by a further \$100M from the past year and 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		14	✓	Again this quarter was a busy period for business meetings and support including the Regional Economic Growth forum on 6 October and the Bundy 4 Breakfast forum on 13 Dec.
Support to existing business	Number of direct contacts with existing businesses, providing information and referrals.	30		33	✓	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 th quarter.

Projects- Com. Business & Ec. Development	Budget	Actuals 2 nd Quarter	Status	Comment
Land purchase- River front master plan facilitation	\$ 400,000	\$ 0	○	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 has now proceeded to purchase the 2 QR parcels of land with the contract to be finalised in the 3 rd quarter. The budget for this purchase has been revised to \$400,000.

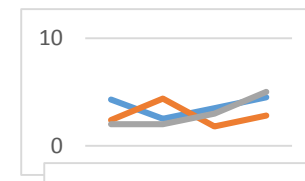
Operation Type - Community Care	Strategic Links	Risk Id.	Budget		2nd Quarter
Core Programs/Services Areas	1.1.5, 1.2.1	BP-CE-2:7	Operational Revenue	\$ 2,745,282	\$ 1,410,156
Home Support & Community Care Services	1.3.1, 1.3.2		Operational Expenditure	\$ 3,384,876	\$ 1,577,632
Children & Family Support Programs			Capital Revenue	\$ 0	\$ 0
Senior's Housing			Capital Expenditure	\$ 30,000	\$ 0
			Loan Redemption	\$ 31,000	\$ 15,271

Key Performance Indicators

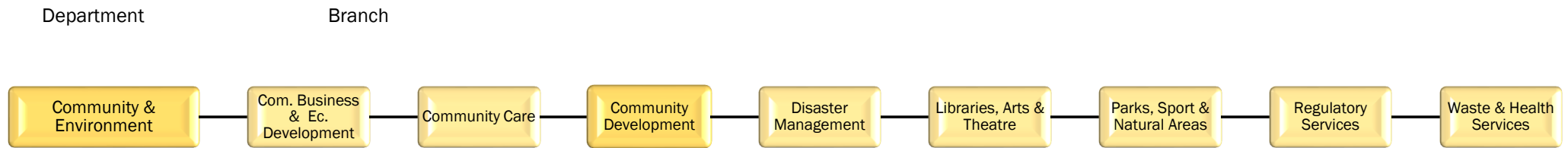
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Home Support & Community Care Services	Percentage services are demonstrating compliance with standards and meeting funding targets.	98% Annually		45%	✓	All obligations are being met under each of the funding areas, both the Commonwealth and State. Some capacity exists in some programs for both under and over 65's.
Children & Family Support Programs	Percentage programs are demonstrating compliance with standards and meeting funding targets.	98% Annually		50%	✓	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		50%	✓	Occupancy rates are at full capacity. All obligations under standards and service agreements are being met.

Projects- Community Care	Budget	Actuals 2nd Quarter	Status	Comment
Margaret Olsen Place - Bathroom upgrades	\$ 30,000	\$ 0	✓	Near completion. Payment in process.

Building a better future



Operation Type - Community Development		Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas		1.1.5, 1.2.1	BP-CE-3:8-9	Operational Revenue	\$ 3,184,989	\$ 1,568,895
Community Development		1.3.1, 1.3.2		Operational Expenditure	\$ 10,722,258	\$ 5,456,043
Youth Development		1.5.1		Capital Revenue	\$ 0	\$ 0
Community Events				Loan redemption	\$ 38,000	\$ 18,744
Community & Council Facilities				Capital Expenditure	\$ 2,458,000	\$ 1,388,262
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 activities: 1. Stress Connections Program graduation for Youth Justice 2. Get Ready Go Digital Project launch 3. Mental Health Week Twiddle Muffs Project 4. Aussie Bush Dance Social Inclusion Week activity 5. NDIS preparedness actions.
Community Events	Number of iconic and community events held.	30		9	✓	New Year's Eve Spectacular, Outdoor Movies Nights Bundaberg, Gin Gin & Childers, Lighthouse Festival, Staff Xmas Function, Pageant of Lights, CRUSH Festival, Carols by Candlelight (Bundaberg).

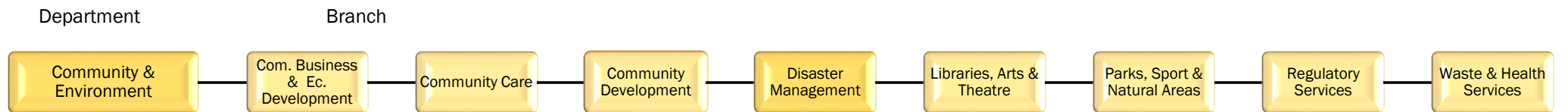


Building a better future

Projects - Community Development – Projects, Plant & Equipment	Budget	Actuals 2 nd Quarter	Status	Comment
Burnett Heads 'Lighthouse' Holiday Park	\$ 35,000	\$ 0		Design to commence January 2017.
Civic Centre - new scissor lift	\$ 4,419	\$ 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. Procurement commencing February 17. New budget \$70,000
Wallaville Hall Roof - Replacement Roof	\$ 30,000	\$ 0		Project to be completed in 2017/2018. Funds transferred to Kolan RSL Hall
School of Arts Roof Replacement	\$ 40,000	\$ 0		Project removed. Project is being postponed until 2018/2019. Funds to be transferred to Childers Swimming Pool Filter Replacement.
Bundaberg Administration Centre - Air conditioner renewal program	\$ 80,000	\$ 315		Not started. Scheduled with Executive Services to be undertaken March 2017.
Elliott Heads Holiday Park - Upgrade Existing Amenities Block	\$ 1,105,210	\$ 818,076		Demolition of old amenities has commenced.
Elliott Heads Holiday park - BBQ Shelter Replacement	\$ 49,500	\$ 0		Not started. Preliminary design work is being undertaken.
Gin Gin Swimming Pool - Amenities Refurbishment	\$ 465,517	\$ 467,748		Project complete.
Miara Foreshore - Rockwall only	\$ 250,000	\$ 0		Major Projects anticipates that this project will commence in April 2017.
Moore Park Caravan Park - Effluent Treatment and Disposal Area Upgrade	\$ 95,000	\$ 0		Project scope has been obtained. Procurement to commence January 2017 for design, not expected to be completed until June 2017.
Moore Park Holiday Park - Electrical Upgrade of Existing Powerheads	\$ 0	\$ 0		Project removed. Funds to be transferred to the Childers Swimming Pool Filter Replacement.
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	\$ 12,081	\$ 12,081		Project complete.
Norville Park Olympic Pool - Fixed Shaded seating roof replacement	\$ 35,000	\$ 31,115		Project complete.
Norville Park Olympic Pool - Amenities Block Refurbishment	\$ 10,000	\$ 10,513		Project complete.
Bundaberg Showgrounds - Replace part of roof Walker Street Craft Centre	\$ 12,000	\$ 11,764		Project completed.
Bundaberg Recreational Precinct - Purchase of grandstands	\$ 90,000	\$ 23,454		Construction has commenced offsite.
Bundaberg Recreational Precinct - New Toilet Block	\$ 240,000	\$ 4,500		10% complete, design is being finalised. Funding received for 40% of project cost being \$144,000.
Bundaberg Recreational Precinct - Upgrade to Municipal Band Hall	\$ 40,000	\$ 0		80% complete. Hall has been moved to site and is being re-stumped. Project transferred to Operational Budget.

Operation Type – Disaster Management	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	1.1.3, 1.1.4	BP-CE-4:10-11	Operational Revenue	\$ 35,000	\$ 36,964
Prevention Strategies	2.3.4, 4.1.1,		Operational Expenditure	\$ 984,259	\$ 411,063
Disaster Management Plans	4.3.2		Capital Revenue	\$ 0	\$ 0
Programs & Partnerships - S.E.S			Capital Expenditure	\$ 0	\$ 4,469

Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Disaster Preparedness - Programs & Partnerships	Number of Local Disaster Management Group meetings held.	3 Annually		2	✓	Local Disaster Management Group (LDMG) meetings were held in July and December. Council is a leading facilitator within the Group and at meetings. Additionally, LDMG sub-group meetings were held at Gin Gin and Childers in December.



Operation Type - Libraries	Strategic Links	Risk Id.	Budget		2nd Quarter
Core Programs/Services Areas	1.1.1, 1.1.5	BP-CE-5:11-12	Operational Revenue	\$ 560,110	\$ 240,886
Resources & Facilities	1.2.1, 1.3.1		Operational Expenditure	\$ 2,953,447	\$ 1,457,669
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	\$ 249,000	\$ 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		69,126	✓	69126 patrons visited our libraries this quarter. Branches were closed from Dec 24-31 st .
Community Services	Digital literacy - Number of participants in our Digital Literacy programs.	100		19	✗	This quarter does not include results from December as programs run up to the end of November, and start again in February. Attendance at previously popular sessions for tablets (iPad and Android) has fallen significantly in 2016 indicating a much lower need in the community for these sessions. The Library conducted a survey of customers in Oct/Nov 2016 to help determine what sessions our patrons may be interested in. A new program has been developed for 2017 which includes some of these suggestions and moves away from the previous format. Patrons will also have the option to book for one-on-one assistance.
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		3075	✓	A very busy quarter was reflected in the high number of participants attending our programs. Programs included the Dads Read outreach activities; First Five workshops and pop up libraries; weekly programs and Author events; the Spineless Social Club book/movie night; Board Games evening; ABC Radio Christmas live broadcast, 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		342	✓	A lower number of images were donated this quarter, but engagement with community posting these images to our Facebook page has resulted in a reach of up to 36,000 people for some images. Result is still within target tolerances.
Creative Regions	Community Partnerships: Number of people attending Bundaberg Regional Council funded projects and programs facilitated by Creative Regions	Trend reported biannually		19, 894	↗	The Crush festival was restructured to become a 10 day fully curated program of events. Over 19,000 people attended events over the period, 44% being from outside the region. The total economic value of the festival is estimated at \$4,207,531 (Council's Local Impact Tool). Other key events for this period included WriteFest, Bundaberg in Voice, Tag and Release and the North Bundaberg suburb blitz place activation.



Projects- Libraries	Budget	Actuals 2 nd Quarter	Status	Comment
Radio Frequency Identification (RFID)	\$ 249,000	\$ 9,100	✓	Main library stock conversion 90% complete. Childers and Gin Gin libraries to be converted February and March 2017. April will see installation of RFID hardware with 'go live' late April/early May 2017.

Operation Type – Moncrieff Entertainment Centre	Strategic Links	Risk Id.	Budget	2 nd Quarter
Core Programs/Services Areas	1.1.1, 1.2.1	BP-CE-5:11-12	Operational Revenue	\$ 554,386
Resources & Facilities	1.2.2, 1.4.2		Operational Expenditure	\$ 1,431,466
Cinema & Theatre Programs	1.4.3, 1.6.2		Capital Revenue	\$
Community Programs & Partnerships			Capital Expenditure	\$ 162
Cultural Events				

Key Performance Indicators

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		15,190	✓	This quarter includes 10 days of complete shut down for air conditioning replacement in the auditorium.
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 rd Age (U3A), National Aboriginal and Islander Day Observance Committee (NAIDOC), seniors, disabled and disadvantaged members of our local community	25		17	✓	Includes a range of school events and dance school concerts. A feature this quarter was the partnership with Queensland Symphony Orchestra; The Australian Voices, and Bundaberg Orpheus Singers in presenting Handel's Messiah to a sell-out show on 15 December.

Projects- Moncrieff	Budget	Actuals 2 nd Quarter	Status	Comment
Moncrieff Theatre – Replace Air-conditioner	\$150,000	\$ 153,284	★	The new air conditioner has been installed and is fully operational.



Operation Type – Arts	Strategic Links	Risk Id.	Budget		2nd Quarter
Core Programs/Services Areas	1.3.1, 1.4.1	BP-CE-5:11-12	Operational Revenue	\$ 77,590	\$ 57,162
Resources & Facilities – Galleries	1.4.2, 1.4.3		Operational Expenditure	\$ 2,167,423	\$ 946,616
Exhibition & Arts Programs & Services	1.6.1, 1.6.2		Capital Revenue	\$ 0	\$ 0
Community & Stakeholder Partnerships			Capital Expenditure	\$ 37,000	\$ 21,862
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		10,361	✓	BRAG: 6,320, CHARTS: 3,113 Outreach: 928. Exhibitions during this quarter proved popular. The Many Story Treehouse exhibition and associated public programs captured hundreds of families and schools. #Tag and Release and Outcasts and Other Kind exhibitions involved local artists who were well supported by the community. The annual high school exhibition Emerge was also popular with schools, students and their families. The Galleries additionally offered a wide range of public programs, on and off site, which contributed to increased visitation.
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		2,987	✓	Target exceeded. The Many Story Treehouse public programs were extremely well attended by children and their families. Large numbers of school children visited the high school Emerge exhibition. A range of puppetry workshops were delivered to schools by the Dead Puppets Society, and the Gallery contributed to Social Inclusion Week.
Community & Stakeholder Partnerships	Number of strategic partnerships purposefully maintained or developed (with the aim of generating greater community involvement and more meaningful participation).	12		29	✓	Target exceeded. The Galleries worked with 12 new partners this quarter and continued maintaining partnerships with 20 others. Some of these included: Lismore Regional Art Gallery; OceanFest; Gidarjil; Bundaberg Broadcasters; Central Queensland University; Museum and Gallery Services Queensland; Dead Puppet Society; Arts Queensland; Bundaberg Radiology; City of Bundaberg Drum Corps; Spinal Injuries Australia; Childers Arts Council, and Riverfeast.
Cultural Identity & Heritage	Number of Culture & Identity projects/programs delivered.	4		10	✓	Target exceeded. Comprises 4 exhibitions at BRAG, 4 at CHARTS and 2 community projects including the community public art project at Barolin Nature Reserve and Social Inclusion Week.

Projects- Galleries- Projects & Collection	Budget	Actuals 2nd Quarter	Status	Comment
Bundaberg Regional Art Gallery (BRAG) – New roof critical due to leakages	\$ 25,000	\$ 20,953	★	Project complete.
Bundaberg Regional Art Gallery (BRAG) – Arts Collection	\$ 12,000	\$ 909	✓	The purchase of artwork for the collection is ongoing.

Operation Type – Parks	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	1.2.1, 2.2.2	BP-CE-6a:4	Operational Revenue	\$	60,058
Parks & Open Space Management	2.3.2, 2.3.4		Operational Expenditure	\$	15,325,464
Foreshores & Beaches			Capital Revenue	\$	0
			Capital Expenditure	\$	1,485,000
					605,907

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Parks Maintenance	Meeting agreed service standards. Percentage service levels have been meet.	85%		93%	✓	The standards for the parks maintenance were high this quarter. Increased mowing due to wet, warm weather. Actual service levels are higher than reported. Operator error in using new mobile technology caused some services to not be recorded despite occurring.

Operation Type – Parks – Cemeteries	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	1.2.1, 2.2.2	BP-CE-6a:4	Operational Revenue	\$	380,000
Cemetery Services	2.3.2, 2.3.4		Operational Expenditure	\$	898,694
			Capital Revenue	\$	0
			Capital Expenditure	\$	45,000
					40,689

Projects – Parks – Cemeteries	Budget	Actuals 2 nd Quarter	Status	Comment
Renewal Generic Cemeteries	\$ 10,000	\$ 8,425	★	Bundaberg Cemetery - Old toilet amenities being converted to storage shed – project complete.
New and Upgrade Cemeteries	\$ 20,000	\$ 17,969	★	New shelter adjacent to returned servicemen section Bundaberg Cemetery – project complete.
Cemeteries Roads	\$ 15,000	\$ 14,296	★	Bundaberg Cemetery – Internal roads- project complete.

Operation Type – Water Safety & Boating Facilities	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	1.1.1, 1.1.2	BP-CE-6b:5	Operational Revenue	\$	0
Providing Lifesaving services	1.2.1, 1.2.2		Operational Expenditure	\$	425,630
Boat ramps & jetties			Capital Revenue	\$	0
			Capital Expenditure	\$	0

Key Performance Indicators – Note: KPIs for Water Safety Services currently under consideration.

Projects- Parks - Parks & Project Preparation	Budget	Actuals 2 nd Quarter	Status	Comment
Christensen Park (The Basin) – Road works construction from the Master-plan	\$ 851,078	\$ 271,450	✓	In progress. Amenities, shelters and BBQs completed in December 2016. Funding approval received in October 2016.
Various - New and Upgrade Generic Parks and Open Space	\$	\$ 0	○	Green Avenue Branyan and Burnett Shores Burnett Heads to commence March 2017.
Various - Toilet Block Renewal & Repair	\$ 14,000	\$ 0	○	Toilet Block Renewal Program yet to commence.
Various - Shelters & Building & Shade Cover Renewal	\$ 20,000	\$ 0	○	Shelters & Building Program yet to commence
Various - Playground Renewals	\$ 0	\$ 0		See line items below.
Various - BBQ and Park furniture renewal	\$ 0	\$ 0		See line items below.
Various - Electrical & Lighting renewal	\$ 0	\$ 9,254	★	Install Solar Panels North Depot. Project complete. Carryover project.
		\$ 0	✗	Alexandra Park and Childers Streetscape, expected delivery by AMS December 2016.
Hummock lookout & road renewal	\$ 82,500	\$ 6,785	✓	Concept survey and design complete, consultation complete, vegetation removal completed November 2016. Construction completion expected March 2017.
Woodgate Foreshore Hub - Near Caravan Park	\$ 60,000	\$ 53,115	★	Project completed.
Park infrastructure development - new developer contributed parks	\$ 42,500	\$ 0	○	Ongoing.
Botanical Gardens - Repair Internal Road	\$ 60,000	\$ 1,219	○	Expected delivery by Roads and Drainage 3 rd quarter.
North Depot (Botanical Gardens) - Internal Road Bitumen Sealing	\$ 25,000	\$ 0	○	Expected delivery by Roads and Drainage 3 rd quarter.
Car Park & Internal Park Roads Reseal & Repair	\$ 70,000	\$ 0	○	Monduran Dam Car Park. Expected delivery by Roads and Drainage 3 rd quarter Others ongoing
Footpath Replacement & Repair in Parks	\$ 20,000	\$ 0	○	Footpath in Botanic Gardens under design. Expected completion 4 th quarter.
Pedestrian Bridge Repairs	\$ 30,000	\$ 0	○	Bargara Centre Point Streetscape pedestrian ramp beach access. Expected completion 3 rd quarter.
Oaks beach Toilet Block	\$ 130,000	\$ 3,455	○	Oaks Beach Toilet concept complete, designs and approvals complete, public consultation complete. Expected completion April 2017
Lions Park Shelters	\$ 80,000	\$ 54,110	○	Project completed.
Boreham Park 2 Shelters	\$ 50,000	\$ 52,832	○	Project completed.
Yandaran Sports Oval shelter	\$ 20,000	\$ 12,805	○	Project completed.
Alexandra Park Softfall replacement	\$ 60,000	\$ 3,964	○	Project commenced. Expected completion February 2017.
Ratray Park Playground Equipment	\$ 25,000	\$ 5,303	○	Project completed. Awaiting final invoice.
ANZAC Park Playground relocation	\$ 45,000	\$ 2,475	○	Playground relocation designed and tendered. Expected completion March 2017.
Anzac Park embellishments	\$ 25,000	\$ 0	○	RSL Project yet to commence on hold.

Notes: Projects written in blue are either 1) carry-over projects from last financial year, and budgeted in the 1st quarter revision; or 2) projects that are part of a budgeted capital renewal program that are now allocated to specific projects.

Projects- Parks - Parks & Project Preparation (continued)	Budget	Actuals 2 nd Quarter	Status	Comment
Tall Ships Park Innes park Development	\$ 50,000	\$ 21,110	○	Project complete, awaiting final invoice.
Bucca recreation reserve Shelter	\$ 20,000	\$ 11,508	○	Project completed.
Buxton friendship association	\$ 20,000	\$ 0	○	Project yet to commence.
Alexandra Park Lighting & Electrical upgrades	\$ 40,000	\$ 41,924	○	Project commenced. 90% complete- additional lighting to be purchased by AMS.
Childers Streetscape Lighting upgrades	\$ 16,000	\$ 14,724	○	Project completed.
Nanning Garden Upgrade	\$ 0	\$ 8,748	○	Project commenced, Funding Received December 2016 2 nd quarter Budget Review completed.
Crawford Park BBQ renewal	\$ 10,000	\$ 17,716	○	Project completed.
Bargara centre point beach access ramp	\$ 20,000	\$ 13,129	○	Project completed.
Bundaberg Japanese Gardens	\$ 100,000	\$ 282	○	Project commenced.
Innes Park Playground climbing frame	\$ 20,000	\$ 0	○	Project complete, awaiting invoice.

Operation Type – Natural Resource Management	Strategic Links	Risk Id.	Budget	2 nd Quarter
Core Programs/Services Areas	2.1.1, 2.1.3	BP-CE-6c:7-8	Operational Revenue	\$ 71,750
Land Protection	2.1.4		Operational Expenditure	\$ 1,662,020
Natural Areas Management			Capital Revenue	\$ 0
Coastal Areas Management			Capital Expenditure	\$ 62,500
				\$ 33,610
				\$ 703,922
				\$ 0
				\$ 0

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Natural Areas Operational Plans	Percentage of actions undertaken. Notes: There are a total of 10 Operational Plans for Natural Areas across the Bundaberg region.	75% Annually			✓	To be reported 4 th quarter.
Public Awareness & Education	Number of public awareness and education programs and activities (e.g. field days, community events, brochures, workshops and signage)	8		7	✓	Activities included the following: Newsletter article for Moore Park Beach foreshore tree planting project; Flyer and media coverage for Hummock vegetation removal; Gin Gin Nature Park - flyer, media coverage, 2 public meetings, guided tour and stall at markets; Media responses – Dr Mays Island 2nd Sep, dead magpie geese Botanic Gardens 30th Sep.
Land protection inspection program (weeds).	Number of properties inspected. Notes: It is anticipated that there will be further revision regarding percentage or area measurements for this indicator in 2017.	350		314	✓	Result is within tolerances. 5 Non-Council environmental programs were also supported by the Natural Resource Management in the 2nd quarter.

Projects- Natural Resource Management	Budget	Actuals 2 nd Quarter	Status	Comment
Bridge upgrades Baldwin swamp	\$ 62,500	\$ 0	○	Awaiting quotes. Aiming to deliver in the 3 rd quarter.

Operation Type – Sport	Strategic Links	Risk Id.	Budget		1 st Quarter		
Core Programs/Services Areas	1.1.1, 1.1.2	BP-CE-6b:5	Operational Revenue	\$	0	\$	0
Physical Activity & Preventative Health	1.2.1, 1.2.2		Operational Expenditure	\$	438,696	\$	176,233
Youth Representativeness & Sports Organisations			Capital Revenue	\$	0	\$	0
			Capital Expenditure	\$	0	\$	0

Key Performance Indicators

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		40	✓	Initiatives included the <i>Recreate Newsletter</i> , weekly Enews, promotion and support of key sporting events/ activities/ Queensland funding programs/ Be Active Be Alive provider EOI's.
Youth Representativeness & Sports Organisations	Number of successful grant applications in support of individual sportspeople and sport organisations.	25		36	✓	There were 35 successful <i>Young People in Sport</i> applications and 1 successful application the <i>Sport Championships Funding Program</i> this quarter.

Regulatory Services

Operation Type – Regulatory Services	Strategic Links	Risk Id.	Budget		2 nd Quarter		
Core Programs/Services Areas	1.1.3, 1.2.1	BP-CE-7:5	Operational Revenue	\$	888,213	\$	638,345
Animal Management	4.4.1, 4.6.2		Operational Expenditure	\$	2,294,160	\$	1,131,849
Local Law			Capital Revenue	\$	504,000	\$	168,181
Regulated Parking			Capital Expenditure	\$	2,040,050	\$	1,768,748

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Regulated Parking	SPER: Number of parking infringement notices forwarded to SPER for debt recovery	Trend		215	↗	215 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		8.07%	✓	258 animal management related customer request tasks were overdue at the end of the quarter. 3197 animal management related customer request tasks were received.

Projects - Regulatory Services	Budget	Actuals 2 nd Quarter	Status	Comment
Animal Control - New pound facility \$1.8M Project	\$ 2,040,500	\$ 1,768,748	✓	Expected completion December 2016.

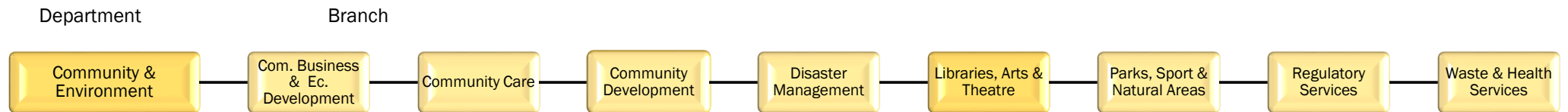
Operation Type – Health Services	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	1.1.2, 1.1.3	BP-CE- 8b:7-11	Operational Revenue	\$ 325,456	\$ 97,725
Food Safety	2.4.3, 4.4.1		Operational Expenditure	\$ 1,143,793	\$ 505,832
Public Health Risks	4.6.1		Capital Revenue	\$ 0	\$ 0
Environmental Nuisances & Pollution			Capital Expenditure	\$ 0	\$ 0
Environmental Health Promotion & Public Education					

Key Performance Indicators						
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 40%		The Alpha Virus Vector Survey commenced in December and will continue until the end of February. The rainwater tank survey throughout Childers was undertaken under an approved inspection program in conjunction with Qld. Health.
Licensing, Assessment & Approvals	Percentage of inspections completed against the anticipated number of inspections for the year.	98%		YTD 35%		Inspections will continue to be completed throughout the financial year with the focus on licensed food business in January and February
Environmental Health Community Education	Number of community education programs and activities delivered to our community	5	Annually Reported YTD	3		Taking the Lead on Litter project commenced in November and will be ongoing throughout this financial year. Council's online food safety and hygiene course has been completed by 796 food handlers this quarter.

Operation Type –Waste Services	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	1.1.3, 1.2.1	BP-CE-8a:7-8	Operational Revenue	\$ 21,207,491	\$ 10,717,865
Waste & Recycling Collections	2.1.1, 2.2.2,		Operational Expenditure	\$ 16,791,435	\$ 7,285,003
Waste Disposal	2.3.2, 4.4.1		Dividend & Tax to General	\$ 1,373,072	\$ 676,537
Material Recovery			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 318,000	\$ 215,634
			Loan Redemption	\$ 442,000	\$ 209,584

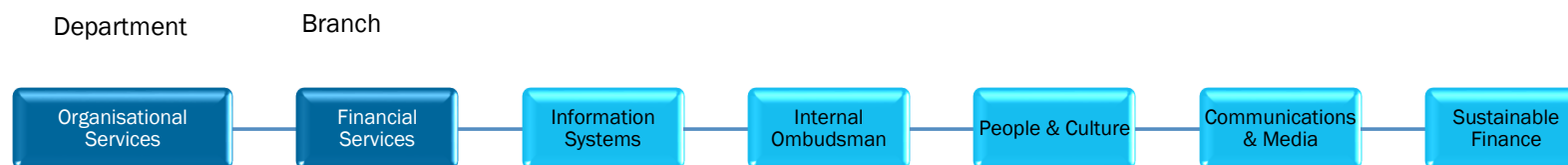
Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Waste Collection	Percentage of customer requests/complaints processed effectively. (currently Department level)	95%		95%		95% of CRMs responded to within the Customer Charter Timelines.
Waste Disposal	Maximise waste being disposed of at our lined landfill site (Cedar Road). (currently Department level)	350000 Tonnes		40000 Tonnes		Collections Waste being disposed of directly. 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	41 YTD		19 Media Articles, 3 Landfill Tours and 19 Material Recovery Facility Tours (with 261 participants) completed year to date.

Projects - Waste Services- Landfill	Budget	Actuals 2 nd 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	\$ 69,656	★	Completed installed and invoice signed off.
Tirroan - Shop Shed	\$ 15,000	\$ 13,636	★	Construction completed.
Bundaberg Regional Landfill (Cedars Rd) - Irrigation Line	\$ 20,000	\$ 10,637	★	Construction completed.
Bundaberg Regional Landfill (Cedars Rd) - Cell 3 - Preliminary Works	\$ 35,000	\$ 7,687	✓	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. Total scope of works are limited to design and tendering process.
Bundaberg (University Drive Landfill Site) - Irrigation Line	\$ 20,000	\$ 8,464	✓	First section completed next stage scheduled for February.
Qunaba Landfill - Extend Roadway to lanfill boundary	\$ 70,000	\$ 71,113	★	Completed.
Interim Capping Qunaba Landfill	\$ 0	\$ 9,950	○	Interim Capping at Qunaba as part of the Capping program has commenced.
Cedars Road landfill Security Fencing	\$ 0	\$ 22,545	○	Fencing works for Cell 3 Cedars Road Landfill has commenced.
Bundaberg Admin Office Design	\$ 0	\$ 1,944	○	These costs will be transferred to operational costs.



Operation Type – Financial Accounting	Strategic Links	Risk Id.	Budget		2 nd Quarter		
Core Programs/Services Areas	2.3.4 , 4.2.2	BP-OS-1:12	Operational Revenue	\$	1,016,000	\$	598,916
Financial Accounting	4.4.1, 4.5.2		Operational Expenditure	\$	2,066,034	\$	892,175
Financial Processes and Statements	4.6.2						
Investment & Debt Management							
Financial Asset Management							

Key Performance Indicators							
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. Notes: Quarterly Targets 1st Quarter- greater than \$30m; 2nd Quarter- greater than \$62 m; 3rd Quarter- \$30m; 4th Quarter- \$52m	> \$52m	end of the financial year	\$95 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	100%	✓	The final audit has been conducted by the Queensland Audit Office. The final certified Financial Statements were presented to the Audit Committee on 25 October.	
Taxation	Taxation requirements completed (includes GST, BAS & Payroll)	100%	by the end of the calendar year	50%	✓	The monthly taxation requirements are being met as per the legislative requirements.	
Investments	Return on monetary investments: Minimum return on investments is 1% Notes: Percentage is calculated above the target cash rate	> 1%		0.99%	✗	Lower tolerance is the same as the target. The Reserve Bank of Australia held the cash rate at 1.50% this quarter. Term deposit interest rates remained fairly strong in comparison, but QTC rates eased to less than 1% over cash rate. Action: Reinvest funds from QTC into Term Deposits if rates are more favorable over the next quarter.	
Financial Asset Management - Overall Condition	Percentage of assets in a satisfactory or higher condition (index less than 7). Excludes asset to be decommissioned. Notes: 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%		96.6%	✗	The number of Assets in unsatisfactory condition has slightly increased by 0.46%. The asset managers are working through their remaining assets to bring into line with future budgets and to review condition data where necessary. Assets are working with Strategic Finance to strengthen the integration between Long Term Asset Management and Budget	



Operation Type – Revenue	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	4.4.1, 4.4.2	BP-OS-1:12	Operational Revenue	\$ 767,000	\$ 380,069
Revenue Administration	4.5.1		Operational Expenditure	\$ 1,238,872	\$ 559,899
Revenue Processing					
Property Data Management					
Rates Debt Management					

Key Performance Indicators

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% reported bi-annually	1 st & 3 rd Quarters	3.79%	✓	Rates debt owing before the half-yearly Rates Billing is currently the lowest in the Council's history.

Billing Date	Period Ending	Rates Owing	Rates Levy	% Owing to Levy
29 July 2016	31 Dec 2016	\$5,530,938	\$145,930,250	3.79%
5 February 2016	30 June 2016	\$5,656,645	\$145,138,441	3.90%
31 July 2015	31 Dec 2015	\$5,780,977	\$139,245,911	4.15%

Financial Services - Strategic Supply

Operation Type – Strategic Supply	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	4.2.2, 4.5.2	BP-OS-1:13-14	Operational Revenue	\$ 485,575	\$ 207,108
Procurement	4.7.2		Operational Expenditure	\$ 1,051,605	\$ 491,999

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Spend under Management	Percentage of spend under management Notes: Management of expenditure through a defined procurement process (involves competitive sourcing and record-keeping of analytical data for future use).	> 60%		65%	✓	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.

Operation Type – Accounts Payable	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	4.2.2, 4.3.2	BP-OS-1:16	Operational Revenue	\$ 0	\$ 0
Invoices & Payments	4.4.1, 4.4.2		Operational Expenditure	\$ 313,357	\$ 149,761
Corporate Purchase Cards					

Key Performance Indicators

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		29	✓	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 is an extremely good result, considering the short turnaround time of 3 weeks for the December month, to have these paid leading up to Christmas, but also reflects the continued increase in the use of Corporate Cards.

Financial Services - Customer Service

Operation Type – Customer Service	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	4.4.1, 4.4.2	BP-OS-1:15	Operational Revenue	\$ 0	\$ 0
Customer Service			Operational Expenditure	\$ 1,649,120	\$ 745,915
Disaster Management Support					

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Call Centre – Call Management	Percentage of calls processed within allocated timeframes.	90%		98%	✓	Daily Call Centre operations delivered high quality service to our customers, exceeding expected standards this quarter.
Customer Request Management (CRM)	Percentage of CRMs overdue across council in relations to the timeframes assigned.	< 15%		19%	✓	All outstanding requests have been communicated to the relevant departments and sections for follow-up. Result is within tolerances The upper tolerance (20%) allows CRM demand to be comparable to available staff for processing requests during high annual leave periods.

Operation Type – Information Systems	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	2.3.1, 4.4.1	BP-OS-2:5-8	Operational Revenue	\$ 3,944	\$ 288
Information Technology Infrastructure & Support	4.5.1, 4.5.3		Operational Expenditure	\$ 7,253,897	\$ 3,565,702
Corporate Applications			Capital Revenue	\$ 0	\$ 0
GIS Services & Support			Capital Expenditure	\$ 4,835,544	\$ 394,722
Records Management					

Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Support Requests	Number of Support Requests completed.	Trend		2213		Expected quarterly result for support requests completed based upon current trends.

*Please Note: Information Systems are currently undergoing a review of internal processes and will develop a suite of new operational Key Performance Indicators

Projects – Information Systems Intangible Assets and Plant & Equipment	Budget	Actuals 2 nd Quarter	Status	Comment
Corporate Applications - Core System Replacement Project Total Project \$6.1M	\$ 4,092,000	\$ 0	✓	In progress. Enterprise Asset Management (EAM) evaluation panel have shortlisted tender responses and product demonstrations are occurring in January.
GIS Management - Aerial Photography	\$ 22,500	\$ 0	○	In progress.
Infrastructure & Operations - Internal CCTV Maintenance and Upgrade	\$ 69,534	\$ 8,960	○	In progress. The new Gin Gin WAN link was a dependency in moving forward.
Infrastructure & Operations - Core Network Upgrade	\$ 400,000	\$ 0	○	Not yet started. Work to be completed during the year.
CCTV network Upgrade - Safe Night Precinct CBD Precinct	\$ 90,909	\$ 68,779	✓	In progress. 1 camera pole left to be completed. Power is now connected with expected commissioning in January.
2 Communication Towers Gin Gin & Cedars Road	\$ 0	\$ 4,035	★	Project completed. Budget request submitted for 2 nd quarter revisions
Microwave Links	\$ 97,638	\$ 275,151	★	Project completed.
Network link Childers Sewerage treatment plant - plant component	\$ 19,397	\$ 13,671	★	Project completed.
Network link Childers Sewerage treatment plant - Building component	\$ 8,600	\$ 2,047	★	Project completed.
Surge protection – Operations Centre	\$ 15,140	\$ 3,021	✓	In progress.
Hummock UPS & cabling	\$ 10,000	\$ 9,058	○	Project completed.
Rugged Tablets	\$ 10,000	\$ 10,000	○	Project completed.

Notes: Projects written in blue are either 1) carry-over projects from last financial year, and budgeted in the 1st quarter revision; or 2) projects that are part of a budgeted capital renewal program that are now allocated to specific projects.



Building a better future

Operation Type – Internal Ombudsman	Strategic Links	Risk Id.	Budget		2nd Quarter
Core Programs/Services Areas	4.2.2, 4.6.2	BP-OS-3:8-9	Operational Revenue	\$ 10,500	\$ 7,796
Corporate Governance	4.7.3		Operational Expenditure	\$ 2,428,885	\$ 1,928,927
Statutory Requirements			Capital Revenue	\$ 0	\$ 0
Insurance			Capital Expenditure	\$ 0	\$ 0
Risk Management					
Property & Leasing					

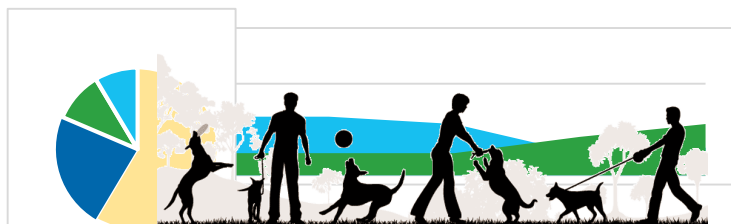
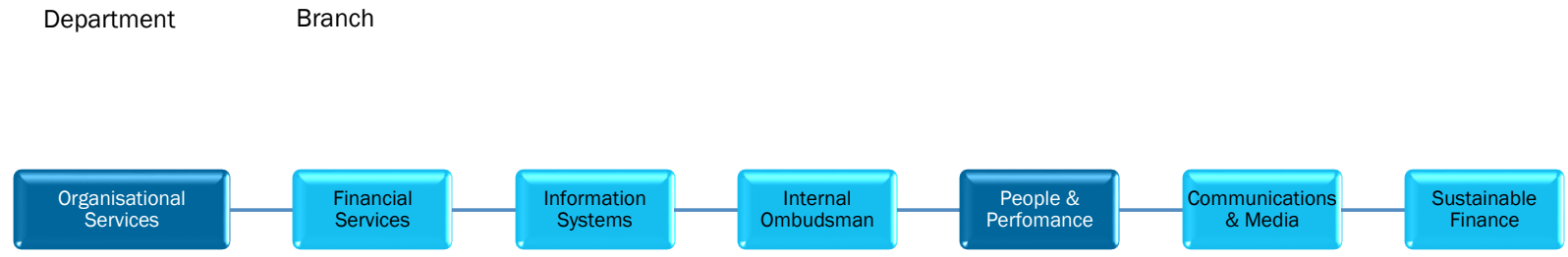
Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Administrative Reviews	Number of Administrative Reviews received and processed within applicable timeframes. <i>Notes: Reviews include Complaints Management Process and Ombudsman / Office of the Information Commissioner Reviews and Crime and Corruption Commission</i>	Trend		4	✓	4 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%		90%	✓	7 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%		98.25%	✓	448 of 456 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%	✓	15 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%		16.9%	✓	A total of 1449 risks have been identified across Council. 1204 have been closed. 245 risks remain open this quarter, equating to 16.9%.

Building a better future



Operation Type – Human Resource Management	Strategic Links	Risk Id.	Budget		2nd Quarter
Core Programs/Services Areas	4.3.2, 4.7.1	BP-OS-4:8-9-10	Operational Revenue	\$ 57,500	\$ 105,000
Recruitment	4.7.2, 4.7.3		Operational Expenditure	\$ 848,198	\$ 377,237
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%		90%	✓	45 staff participated in 7 training programs with an average satisfaction rating of 90%.
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 th quarter.



Building a better future

Operation Type – Workplace Health & Safety	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	4.7.3	BP-OS-4:8	Operational Revenue	\$ 4,366	\$ 0
Workplace Health & Safety			Operational Expenditure	\$ 1,033,733	\$ 515,040
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

Key Performance Indicators

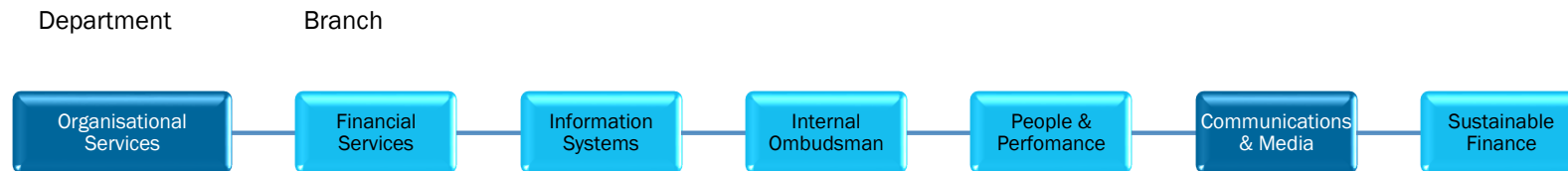
**Note: Unless otherwise indicated, WHS KPIs Targets are Annual - Reported Quarterly YTD*

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
WHS Management	Days Lost - Number of days leave taken as a result of injury.	< 588		218	✓	Only a further 9 days occurred this quarter. The result is now on track for the annual figure to be within the target parameters.
WHS Management	Lost Time Injuries - Number of people injured requiring leave of duties.	< 24		15	✓	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% Annual Reported Quarterly		86%	✗	The number of inspections was down this quarter due to staff availability and focus on an upcoming LGW Audit. Inspections have been rescheduled for the 3 rd quarter. The lower tolerance is 90%.
WHS Management	Lost Time Injury Frequency Rate (LTIFR) - Number of injuries per number of hours worked (all employees across whole organisation).	<17.9		39.85%	✗	The LTIFR has risen marginally this quarter. Injuries resulted from manual task activities (lifting, carrying, push / pull) and 2 significant injuries involving mobile plant. The lower tolerance is 33.4%. All staff who required time off work this quarter have either returned to their normal employment or are participating in rehab programs.
WHS Management	Notifiable incidents - Number of notifiable incidents. Notes: Upper tolerance < 4.	0		1	✓	One unfortunate incident occurred - measures have been implemented to ensure a reoccurrence does not occur. Result is within target tolerances.
WHS Management	Training & Development- Staff satisfaction - Percentage of satisfaction with training.	80%		90%	✓	On track.
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 due to return to work have returned to their substantive positions and are undertaking their normal work duties. 2 staff members remain on suitable duties programs and are expected to return to normal duties after treatment.

Operation Type – Stakeholder Engagement	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	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	\$ 224,635
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		194	✓	Council continues to achieve a high percentage of media releases published in the NewsMail and adapted for media stories for local TV and radio.
Social Media Engagement	Number of views, includes: Twitter, Facebook and YouTube.	250,000		518,301	✓	Council's community engagement through interactive posts via various social media platforms continues to increase.



Operation Type – Sustainable Finance	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	4.2 2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 5,100,000	\$ 2,506,908
Financial Planning, Reporting & Forecasting	4.5.1, 4.5.2		Operational Expenditure	\$ 749,886	\$ 368,276
Corporate Planning & Reporting	4.6.2, 4.7.3		Capital Revenue	\$ 0	\$ 0
Performance Management			Capital Expenditure	\$ 0	\$ 0
Systems & Document Management					
Audits & Accreditation					
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 th 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 th 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 th quarter.
Own Source Revenue	Own source revenue as a percentage of total recurrent revenue	Trend			✓	To be reported 4 th quarter.
Own Source Revenue	Own source revenue per head of regional population	Trend			✓	To be reported 4 th quarter.
Internal Quality Audits	Coordinate and conduct Internal Quality Audits: Number of Internal Quality Audits.	7 Annually		2 YTD	⦿	No additional audits have been completed. Several are due for completion next quarter.

Internal Audits

Operation Type – Internal Audits	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	4.2 2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 0	\$ 0
Audits & Accreditation	4.5.1, 4.5.2		Operational Expenditure	\$ 145,131	\$ 58,036
	4.6.2, 4.7.3		Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Internal Audits	Coordinate and conduct Internal Audits: Number of Internal Quality Audits.	7 Annually		2 YTD	⦿	3 audits were scheduled to be completed YTD this quarter. 2 were completed. A further audit, that was not scheduled, is close to being finalised. The Internal Auditor has continued to receive requests that are in addition to the Annual Internal Audit Plan, and has responded to these in a timely manner.

Organisational Services

General Rates

Operation Type – General Rates & Charges	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	4.2 2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 75,569,500	\$ 37,690,042
General Rate	4.5.1, 4.5.2		Discounts & pensioner remission	\$ 7,209,000	\$ 3,639,770
Valuation Services	4.6.2, 4.7.3		Operational Expenditure	\$ 785,000	\$ 525,957
Discount & pensioner remissions					

On Costs NCP & Overheads

Operation Type – General Rates & Charges	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	4.2 2, 4.4.3	BP-OS-6:7-8	Payroll Oncost Recoveries	\$ 21,810,000	\$ 10,674,923
On Costs	4.5.1, 4.5.2		Payroll Oncost Expenses	\$ 21,489,347	\$ 9,411,077
NCP Recoveries – Dividends tax	4.6.2, 4.7.3		NCP Dividend & tax recoveries	\$ 19,209,517	\$ 9,604,759
Corporate Overhead Recoveries			Corporate overhead recoveries	\$ 15,845,479	\$ 7,922,739

Executive Services

CEO's Office

Operation Type – CEO's office	Strategic Links	Risk Id.	Budget		2 nd Quarter
Core Programs/Services Areas	4.2 2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 49,497	\$ 10,010
Council Administration	4.5.1, 4.5.2		Operational Expenditure	\$ 1,006,514	\$ 562,837
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.	Budget		2 nd Quarter
Core Programs/Services Areas	4.2 2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 0	\$ 46
Council Strategies	4.5.1, 4.5.2		Operational Expenditure	\$ 1,301,702	\$ 673,628
Deputations and Government relations	4.6.2, 4.7.3		Capital Revenue	\$ 0	\$ 0
Civic receptions and events			Capital Expenditure	\$ 0	\$ 0



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