



# BUILDING *a better* FUTURE



2016 - 2017 4th 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. The *Works for Queensland* State Government funding initiative has enabled a significant number of projects to be added to our capital renewal program this quarter.

## Organisational Structure



Operation Type - Development	Corporate Outcomes	Risk Id.	3rd Quarter Budget	4th Quarter Actuals
<b>Core Programs/Services Areas:</b>	1.1 & 1.2	BP-IP: 6-9		
Community & Internal Customer Service			Operational Revenue	\$ 1,604,059
Development Assessment			Operational Expenditure	\$ 4,449,922
Development Compliance			Capital Revenue	\$ 2,998,200
Strategic Planning – Policy Development and Implementation			Capital Expenditure	\$ 0

Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Community & Internal Customer Services - Planning Searches	Percentage planning searches are issued within statutory and corporate time frames. <i>Notes: Number of searches is also recorded.</i>	90%		100%	✓	181 Building Compliance Searches; 3 Limited Planning Certificates and 1 Standard Planning Certificate were issued for 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%		33%	✓	25 applications out of a total of 74 were decided within 10 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%		92%	✓	68 applications out of a total of 74 were decided within 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%		3%	✓	2 requests for negotiated decision were decided in 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%	✓	110 complaints were received for the quarter, with 72 compliance letters; 19 Show Cause Notices; 10 Enforcements Notices; and 3 Penalty Infringement Notices issued for the same period.
Policy Development & Implementation	CBD Master Plan finalised and adopted for the Bundaberg region		30 June 2017	95%	✓	The executive summary was completed and is awaiting submission to graphic designers for production.
Policy Development & Implementation	Local Government Infrastructure Plan finalised and adopted for the Bundaberg region.		30 June 2017	85%	✓	Work completed this quarter includes finalization of the drafting process, completion of the financial analysis and preparation of scheme amendments. Report to be presented to Council on 18 July to seek approval to submit LGIP to State.

Operation Type – Major Projects	Corporate Outcomes	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
Strategic Project Planning	2.1, 2.2 & 2.3	BP-IP-2:9-11	Operational Revenue	\$ 2,617,004	\$ 2,404,981
Project Governance			Operational Expenditure	\$ 70,957	\$ 70,957
Project Delivery			Internal Recoveries	\$ 1,271,097	\$ 1,185,010
			Capital Revenue	\$ 3,747,181	\$ 4,747,360
			Capital Expenditure	\$ 15,498,776	\$ 14,446,457

**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%		79.2%	✓	Major Projects are exceeding the Recoveries target.

Project Management	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Multiplex (Stage1)	\$ 11,196,276	\$ 10,976,088	★	Practical completion has been achieved – currently in defect period.
Multiplex (Stage 2) with \$7.5M 2017/18 to complete the \$32M project	\$ 3,100,000	\$ 3,067,763	○	Construction underway.
Bundaberg Recreational Precinct – Water and Grey Water upgrades	\$ 150,000	\$ 148,860	✓	Construction complete
Bundaberg City Riverside Masterplan	\$ 0	\$ 0	○	Currently in development phase.
Bundaberg CBD Parklets	\$ 2,500	\$ 2,500	○	Project has been suspended indefinitely.
Development of Future Strategic Projects - Investigation, Planning & Design	\$ 100,000	\$ 0	○	Currently in development phase.
<a href="#">Purchase of Queensland Rail, 25 A Quay Street – Investment Property</a>	\$ 400,000	\$ 0	○	Economic Development finalising purchase.
<a href="#">Bundaberg CBD Revitalisation</a>	\$ 200,000	\$ 61,681	○	Design tender to be awarded 17 August.
<a href="#">Burnett Heads CBD Revitalisation</a>	\$ 350,000	\$ 162,003	○	Design completion by end July.
<a href="#">East Bundaberg Tourism Precinct</a>	\$ 0	\$ 5,652	○	Design underway

**Roads & Drainage**

Operation Type – Roads & Drainage	Corporate Outcomes	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Projects &amp; Programs- Footpaths &amp; Network Pathways</b>	2.3.1	BP-IP-3:7-8	Operational Revenue	\$ 0	\$ 0
			Operational Expenditure	\$ 1,311,921	\$ 1,278,808
			Capital Revenue	\$ 1,385,526	\$ 1,394,526
			Capital Expenditure	\$ 2,748,449	\$ 2,017,037

Projects - Footpaths & Network Pathways	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Causeway Drive, Bargara – Hughes Road to Woongarra Scenic Drive	\$ 141,129	\$ 143,280	★	Project is complete.
Avoca Street, Bundaberg – O’Connell St to existing path	\$ 270,000	\$ 282,652	★	Project is complete.

Projects - Footpaths & Network Pathways	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Hughes Road, Bargara – Causeway Drive to Childcare Centre	\$ 84,180	\$ 84,180	★	Project is complete.
FE Walker Street, Bundaberg	\$ 446,000	\$ 319,975	○	Work in Progress. July completion
Moore Park Road, Moore Park Beach – Murdochs Road	\$ 78,933	\$ 78,983	★	Project is complete.
Baldwin Swamp – Princess Street to Que Hee Street	\$ 268,443	\$ 268,444	★	Project is complete.
Eastgate Street / Scotland Street	\$ 42,000	\$ 56,579	★	Project is complete.
Bolewski Street, Avoca – Takalvan Street to Johnston Street	\$ 67,107	\$ 67,386	★	Project is complete.
Crescent Street, Childers	\$ 17,909	\$ 17,909	★	Project is complete.
Esplanade Bargara Install pathway lighting Walley st to Schuhcraft Drive	\$ 60,000	\$ 0	○	Solar lights on order coming from overseas. To be installed in 2017- 18
Avoca Street, Millbank – White Street to Payne Street	\$ 3,584	\$ 3,584	★	Project complete.
Baldwin Swamp - Que Hee Street to Bundaberg Ring Road	\$ 55,000	\$ 8,620	○	Preconstruction. Project programmed for construction 2017 - 18.
Baldwin Swamp – Footbridge	\$ 82,000	\$ 80,908	★	Project completed.
Burnett Heads State School	\$ 25,329	\$ 25,330	★	Project complete.
Norville State School	\$ 56,000	\$ 66,904	★	Project complete.
Thabeban State School	\$ 19,444	\$ 19,444	★	Project complete.
Booyal State School	\$ 8,315	\$ 8,315	★	Project complete.
Preconstruction Planning - Pathways	\$ 10,000	\$ 0	✓	This is a program budget now complete.
Maryborough Street – Bourbong St to Woongarra st	\$ 60,000	\$ 58,554	★	Project complete.
Works for QLD – Sylvan Drive, Moore Park	\$ 0	\$ 5,553	✓	(Works for Queensland) W4Q now programmed for construction 2017-18. Contract awarded.
Works for QLD – Whalley Street, Bargara	\$ 0	\$ 11,673	✓	W4Q now programmed for construction 2017-18. Contract awarded.
Works for QLD – Tanner Street, Bargara	\$ 0	\$ 7,697	✓	W4Q now programmed for construction 2017-18. Contract awarded.
Works for QLD – Croft Street, Bargara	\$ 0	\$ 1,031	✓	W4Q now programmed for construction 2017-18. Contract awarded.
Works for QLD – See Street, Bargara	\$ 0	\$ 129	✓	W4Q now programmed for construction 2017-18. Contract awarded.
Works for QLD – Clark Street, Bargara	\$ 0	\$ 1,959	✓	W4Q now programmed for construction 2017-18. Contract awarded.
Works for QLD – Dear Street, Gin Gin	\$ 20,000	\$ 34,652	★	Project complete.
Works for QLD – Burnett Street, Bundaberg South	\$ 20,000	\$ 568	✓	W4Q now programmed for construction 2017-18. Contract awarded.
Works for QLD – Adams Street, Bundaberg West	\$ 80,000	\$ 4,047	✓	W4Q now programmed for construction 2017-18. Contract awarded.
Works for QLD – Crofton Street, Bundaberg West	\$ 35,000	\$ 5,309	✓	W4Q now programmed for construction 2017-18. Contract awarded.

\*Note: Works for Queensland 3<sup>rd</sup> quarter forecasts were based on original submissions in February. Budget adjustments will be made in the 1<sup>st</sup> Quarter Revisions.

Projects - Footpaths & Network Pathways	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Works for QLD – Bingera Street, Bundaberg West	\$ 15,000	\$ 23,049	★	Project complete.
Works for QLD – Johnston Street, Millbank	\$ 120,000	\$ 82,259	✓	Work in progress
Works for QLD – Duffy Street, Millbank	\$ 70,000	\$ 6,857	✓	Works for Queensland (W4Q) now programmed for construction 2017-18. Contract awarded.
Works for QLD – Elliott Heads Road & McCarthy Street Avenell Heights	\$ 14,000	\$ 0	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Avenell St/Dunn Street, Avenell Heights	\$ 120,000	\$ 139,729	★	Project complete.
Works for QLD – Watsons Road, Bargara	\$ 85,000	\$ 2,966	✓	W4Q now programmed for construction 2017-18. Contract awarded.
Works for QLD – Innes Park Road, Innes Park	\$ 180,000	\$ 6,619	✓	W4Q now programmed for construction 2017-18. Contract awarded.
Works for QLD – Queen Street, Bundaberg North	\$ 115,000	\$ 1,963	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Sylvan Drive, Moore Park	\$ 0	\$ 1,427	✓	W4Q now programmed for construction 2017-18. Contract awarded.
Works for QLD – Barolin Esplanade, Coral Cove	\$ 0	\$ 2,069	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Mulgrave Street, Gin Gin Footpath Rehab	\$ 80,000	\$ 80,048	★	Project complete.

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\*Note: Works for Queensland 3<sup>rd</sup> quarter forecasts were based on original submissions in February. Budget adjustments will be made in the 1<sup>st</sup> Quarter Revisions.

Operation Type – Roads & Drainage	Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	
<b>Projects &amp; Programs - Roads</b>	2.3.1	BP-IP-3:7-8	Operational Revenue	\$ 3,645,268	\$ 4,638,855
			Operational Expenditure	\$ 35,994,207	\$ 35,781,403
			Capital Revenue	\$ 10,296,357	\$ 9,565,679
			Capital Expenditure	\$ 23,346,123	\$ 20,658,718

Projects - Roads	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Kay McDuff Drive – extension	\$ 1,000,000	\$ 978,889	★	Project complete.
Winfield Road, Winfield – widening	\$ 1,150,000	\$ 1,019,902	★	Project complete.
New Monduran Bridge	\$ 2,200,000	\$ 2,019,789	✓	Work in progress. Day Labour to complete in July.
Eggmolesse Street - upgrade	\$ 2,200,000	\$ 2,110,859	🚫	Work in Progress \$700,000 work to be completed in 2017-18.
Walla Street Bridge – Saltwater Creek bridge rehabilitation	\$ 49,978	\$ 49,978	★	Project complete.
Wawoon Road, Woongarra – realignment – Wallace Road end	\$ 75,801	\$ 75,801	★	Project complete.
Presslers Road, Rubyanna – shoulder sealing – Bargara Road to 2 lane section	\$ 283,950	\$ 283,950	★	Project is complete.
44 Martins Road, Gooburrum - increase culvert size	\$ 54,306	\$ 54,306	★	Project is complete
Church Street, Horton – extension of gravel road	\$ 20,244	\$ 20,244	★	Project is complete.
Carnarvon Court, Branyan – construct cul-de-sac	\$ 31,088	\$ 31,088	★	Project is complete.
Moore Street, Elliott Heads – upgrade and widen sealed section between Welch Street and Esplanade	\$ 122,597	\$ 122,597	★	Project is complete.
Wonbah Road, Gaeta – seal steep grade sections	\$ 75,000	\$ 73,501	★	Project is complete.
Verge sealing Program: Que Hee, Normanby Square, De Gunst Moncrieff, Targo and Bates Streets seal verges	\$ 0	\$ 0	✓	This is a program budget work order. Revised Budget Request submitted to reduce current budget to \$0.00 and reprovision budget to approved project work orders.
Ann Street, East Bundaberg – verge sealing	\$ 42,552	\$ 42,553	★	Project is complete.
Voss Road, Elliott – seal unsealed section between Isis Hwy and previous road upgrade	\$ 195,773	\$ 195,773	★	Project is complete.
Zielke Avenue, Kalkie - upgrade cross drainage	\$ 63,000	\$ 61,499	★	Project is complete.
Various Stop/Give Way Intersection Safety Improvements	\$ 15,000	\$ 19,954	★	Project is complete.
Soblusky Street, Avenell Heights – verge sealing – Dunn Road to Avenell Street	\$ 44,271	\$ 44,271	★	Project is complete.
Bauer Street, Bargara - shared zone – See St to Esplanade	\$ 30,000	\$ 20,042	★	Project is complete.
Winfield Road, Winfield – sealing - Rocky Point Road turnoff to Winfield Boat Ramp	\$ 701,000	\$ 708,480	★	Project is complete.
Street Light Installation	\$ 0	\$ 0	✓	This is a program budget work order. Revised Budget Request submitted to decrease current budget to \$1,000,000 and reprovision to approved project work orders.

Projects - Roads	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Road Rehabilitation	\$ 1,000,000	\$ 0	✓	This is a program budget work order. Revised Budget Request submitted to decrease current budget to \$1,000,000 and re-provision to approved project work orders.
Road Resurfacing	\$ 295,066	\$ 0	✓	This is a program budget work order. Revised Budget Request submitted to decrease current budget to \$295,066 and re-provision to approved project work orders.
Sprayed Bitumen Resurfacing Program	\$ 1,411,000	\$ 1,380,073	★	Project is complete.
Asphalt Rejuvenation Program	\$ 450,000	\$ 469,073	★	Project is complete.
QS5 Bituminous Micro-surfacing Program	\$ 600,000	\$ 573,477	★	Project is complete.
Asphalt Resurfacing Program	\$ 750,000	\$ 775,622	★	Project is complete.
Preconstruction Planning - Roads	\$ 200,000	\$ 0	✓	This is a program budget work order. Revised Budget Request submitted to decrease current budget to \$200,000 and re-provision to approved project work orders.
BLACKSPOT - 2016/2017 Commercial Street/Production Street/Brickworks Circuit - Intersection Safety Improvements	\$ 80,000	\$ 71,131	★	Project is complete.
BLACKSPOT - 2016/2017 Scotland Street/Eastgate Street - Intersection Safety Improvements	\$ 50,000	\$ 38,887	○	Project deferred to 2017-18. Re design for B Doubles. Black Spot funded
BLACKSPOT - 2016/2017 Walla Street and George Street - Intersection Safety Improvements	\$ 390,000	\$ 219,451	○	Work in progress. July completion
Avoca Street & Branyan Drive - On-Road Cycle Lanes - feasibility investigations	\$ 42,269	\$ 42,269	★	Project is complete.
Avoca Street & Branyan Drive - On-Road Cycle Lane improvements - various between Takalvan Street & Dittmann Road	\$ 550,000	\$ 141,260	○	Not yet commenced. Project is programmed for construction April - June 2017. Revised Budget Request submitted to increase current budget to \$550,000.
Creek Crossing Upgrades - Various	\$ 0	\$ 0	✓	This is a program budget work order. Revised Budget Request submitted to decrease current budget to \$0.00 and re-provision to approved project work orders.
Bus Stop and Shelter Upgrades	\$ 0	\$ 0	✓	This is a program budget work order. Revised Budget Request submitted to decrease current budget to \$0.00 and re-provision to approved project work orders.
McLean Street, Bundaberg - Long distance coach stop	\$ 41,539	\$ 41,539	★	Project is complete.
Crescent Street, Childers - Long distance coach stop	\$ 30,000	\$ 27,973	★	Project is complete.
Hughes Road extension	\$ 3,523	\$ 3,523	★	Project is complete.
River Road, Bungadoo	\$ 22,016	\$ 22,016	★	Project is complete.
Tramway Road, Farnsfield - sealing	\$ 52,905	\$ 52,905	★	Project is complete.
Clayton Road, Alloway - re-grade table drain	\$ 15,660	\$ 15,660	★	Project is complete.
Hodges Road, Isis Central - sealing	\$ 20,575	\$ 20,575	★	Project is complete.



Projects - Roads	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Hermans Gully bridge, Bucca Road - refurbishment	\$ 18,307	\$ 18,307	★	Project is complete.
Milden Street, Gin Gin - construct Children's Crossing	\$ 38,225	\$ 38,225	★	Project is complete.
Dawson Street, Bundaberg East - kerb and channel	\$ 96,894	\$ 96,894	★	Project is complete.
Settlement Road bridge - rehabilitation	\$ 99,635	\$ 99,635	★	Project is complete.
TIDS - Bundaberg Central school Childrens crossing in Woondooma Street	\$ 35,000	\$ 27,571	★	Project is complete.
Jealous Road - B-Double parking handstand	\$ 48,290	\$ 48,290	★	Project is complete.
Thygesen Street Neighbourhood - kerb and channel	\$ 139,596	\$ 139,596	★	Project is complete.
Goodnight Road - timber culvert replacement	\$ 58,016	\$ 58,016	★	Project is complete.
Mahogany Creek Road Elliott Rehabilitation	\$ 670,000	\$ 684,984	★	Project is complete.
Sheehans Road Calavos Rehabilitation	\$ 185,000	\$ 164,264	★	Project is complete.
Gravel Resheeting - Guppys Road, Eureka	\$ 2,411	\$ 2,411	★	Project is complete.
Gravel Resheeting - Luckes Road, Bucca	\$ -5,594	\$ -5,595	★	Project is complete.
Gravel Resheeting - Adies Road, Bucca	\$ -3,985	\$ -3,985	★	Project is complete.
Gravel Resheeting - Monduran Road, Waterloo	\$ 13,453	\$ 13,453	★	Project is complete.
Gravel Resheeting - Albany Street, Tirroan	\$ 1,059	\$ 1,059	★	Project is complete.
Gravel Resheeting - Manning Street, Gin Gin	\$ 7,473	\$ 7,473	★	Project is complete.
Gravel Resheeting - Wonbah Road (W17683)	\$ 90,000	\$ 51,706	★	Project is complete. Part of re-sheeting program - budget was nominal amount.
Gravel Resheeting - Wonbah Road (W17684)	\$ 90,000	\$ 50,610	★	Project is complete. Part of re-sheeting program - budget was nominal amount.
Gravel Resheeting - Wonbah Avenue	\$ 40,500	\$ 50,150	★	Project is complete.
Gravel Resheeting - Chavasse Drive	\$ 60,750	\$ 16,197	★	Project is complete.
Gravel Resheeting - Duckpond Road	\$ 25,795	\$ 33,916	★	Project is complete.
Gravel Resheeting - Moolboolaman Road	\$ 40,467	\$ 51,046	★	Project is complete.
Gravel Resheeting - Heidkes Road	\$ 89,994	\$ 88,974	★	Project is complete.
Gravel Resheeting - Settlement Road	\$ 38,205	\$ 38,205	★	Project is complete.
Gravel Resheeting - Knudsens Road	\$ 35,097	\$ 35,096	★	Project is complete.
Gravel Resheeting - Creeveys Road	\$ 29,172	\$ 28,662	★	Project is complete.
Gravel Resheeting - Abington Road	\$ 31,851	\$ 31,851	★	Project is complete.

Projects - Roads	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Gravel Resheeting – LaRocco’s Road	\$ 34,255	\$ 34,254	★	Project is complete.
Gravel Resheeting – Gillens Creek Road (W17696)	\$ 18,757	\$ 18,756	★	Project is complete.
Gravel Resheeting – Gillens Creek Road (W17697)	\$ 17,060	\$ 17,059	★	Project is complete.
Gravel Resheeting – Gillens Creek Road (W17698)	\$ 52,303	\$ 52,303	★	Project is complete.
Gravel Resheeting – Phillips Road	\$ 42,333	\$ 42,333	★	Project is complete.
Gravel Resheeting – Jones Road	\$ 38,684	\$ 38,683	★	Project is complete.
Gravel Resheeting – Adies Road	\$ 42,248	\$ 42,247	★	Project is complete.
Gravel Resheeting – Monduran Road	\$ 85,710	\$ 85,710	★	Project is complete.
Avenell Street, Avenell Heights – road rehabilitation	\$ 49,743	\$ 49,998	★	Project is complete.
Weschels Road, South Isis – shoulder rehabilitation	\$ -3,597	\$ -3,597	★	Project is complete.
Patersons Road, Bundaberg North – construction of gravel pavement.	\$ 35,000	\$ 2,250	★	Project is complete. Discussed with Council – no further work proposed.
Targo Street, Bundaberg – seal road verges	\$ 78,000	\$ 77,903	★	Project is complete.
Flagstone Road, Avondale – creek crossing upgrade	\$ 18,553	\$ 18,553	★	Project is complete.
Creek Crossing Upgrades Wonbah Road Floodway	\$ 35,000	\$ 41,971	★	Project is complete.
Fairydale Bridge, Welcome Creek – bridge refurbishment	\$ 160,000	\$ 175,553	★	Project is complete. Bridge refurbishment nominal budget amount provided.
Foster Drive, Bundaberg North – rehabilitation works	\$ 49,212	\$ 49,465	★	Project is complete.
Priebe Street, Kalkie – rehabilitation works	\$ 59,366	\$ 59,671	★	Project is complete.
Cunnington Street, Bundaberg East – rehabilitation works	\$ 136,782	\$ 137,484	★	Project is complete.
Leivesley Street, Bundaberg East – rehabilitation works	\$ 121,706	\$ 122,331	★	Project is complete.
Gooburrum Road Welcome Creek CH7300 to Ch 10,000	\$ 520,000	\$ 788,140	★	Project is complete. Rehabilitation project – scope changed to include widening.
Windermere Road – culvert upgrade	\$ 200,000	\$ 129,186	🕒	Work programmed 2017-18. Culverts on site.
Moore Street Elliott Heads – Rehabilitation Works	\$ 90,000	\$ 64,371	★	Project is complete (savings in material and time).
Welsh Street Elliott Heads - Rehabilitation Works	\$ 80,000	\$ 78,665	★	Project is complete.

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Projects - Roads	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Darlington Street Calavos - Rehabilitation Works	\$ 70,000	\$ 76,607	★	Project is complete.
Hawe Street Electra - Rehabilitation Works	\$ 120,000	\$ 0	○	Road rehabilitation work now programmed 2017-18.
Church Road South Kolan - Rehabilitation Works	\$ 75,000	\$ 0	○	Road rehabilitation work now programmed 2017-18.
High School Road Gin Gin - Rehabilitation Works	\$ 175,000	\$ 186,164	★	Project is complete.
May Street Gin Gin - Rehabilitation Works	\$ 60,000	\$ 73,324	★	Project is complete.
Mellvilles Road Maroondan - Rehabilitation Works	\$ 40,000	\$ 38,747	★	Project is complete.
Zeilke Ave Kalkie - Rehabilitation Works	\$ 140,000	\$ 0	○	Road rehabilitation work now programmed 2017-18.
Bushes Road Avondale - Rehabilitation Works	\$ 55,000	\$ 82,187	★	Project is complete. Rehabilitation project – increased pavement required.
Voss Road North Gregory - Rehabilitation Works	\$ 30,000	\$ 13,306	★	Project is complete. Rehabilitation project – less pavement required,
Yandaran Road Yandaran - Rehabilitation Works	\$ 305,000	\$ 303,951	★	Project is complete.
St Kilda Road Tirroan - Rehabilitation Works	\$ 140,000	\$ 0	○	Road rehabilitation work now programmed 2017-18.
Main Street Yandaran - Rehabilitation Works	\$ 75,000	\$ 52,947	★	Project is complete. Rehabilitation project – less pavement required.
Baillies Road Moore Park beach - Rehabilitation Works	\$ 115,000	\$ 98,517	★	Project is complete. Rehabilitation project – less pavement required.
Currawong Farms Road Wallaville - Rehabilitation Works	\$ 190,000	\$ 0	○	Road rehabilitation work now programmed 2017-18.
Booyan Boat ramp road Moore park Beach - Rehabilitation Works	\$ 8,500	\$ 10,246	★	Project is complete.
Tantitha Road Gooburru - Rehabilitation Works	\$ 0	\$ 3,760	○	Preconstruction. Work programmed 2017-18
Rowlands Road Burnett Heads - Rehabilitation	\$ 70,000	\$ 53,073	★	Project is complete. Rehabilitation project – less pavement required,
Branyan Road – cross drainage upgrade	\$ 500,000	\$ 74,070	○	Work in progress. August completion.
Sunset Avenue, Woodgate – rehabilitation works	\$ 26,442	\$ 29,042	★	Project is complete.
Barazzas and New Farm Road – cross road box culvert	\$ 18,665	\$ 18,666	★	Project is complete.
Mulgrave Street, Gin Gin – footpath rehabilitation – Dear Street to Mildren Street	\$ 38,225	\$ 38,225	★	Project is complete.
Monduran Road, Monduran – upgrade to approach road	\$ 550,000	\$ 461,012	○	Work is practically complete. Crew to finish Contract work in July.
Purchase of safety equipment – Trimble Tablet with radio and SCS900 SW	\$ 13,625	\$ 13,625	★	Project is complete.
Dahls Road, Woongarra – bitumen reseal	\$ 15,110	\$ 15,111	★	Project is complete.
Turtle Trail pedestrian bridge No 4 - refurbishment	\$ 160	\$ 160	★	Project is complete.
Smiths Creek Bridge, Bucca Road - refurbishment	\$ 6,702	\$ 6,702	★	Project is complete.

Projects - Roads	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
St Patricks Catholic School – improve crossing	\$ 18,537	\$ 18,538	★	Project is complete.
Morgan/Broadhurst Streets, Childers – intersection improvements	\$ 12,361	\$ 12,362	★	Project is complete.
BLACKSPOT – Woondooma St/Tantitha Street – intersection safety improvements	\$ 1,389	\$ 1,390	✓	Preconstruction. Work programmed in 2017-18.
BLACKSPOT – Woondooma Street/Targo Street – intersection safety improvements	\$ 990	\$ 990	✓	Preconstruction. Work programmed in 2017-18.
BLACKSPOT – Hummock Road/Windermere Road – intersection safety improvements	\$ 615	\$ 614	★	Project is complete.
Works for QLD – Mullers Road, Avondale – bitumen seal	\$ 118,000	\$ 84,349	★	Project is complete (savings in material and time).
Works for QLD – Sharon Boat Ramp Road and access, Sharon – reseal and rehabilitate	\$ 37,000	\$ 320	✓	Works for Queensland W4Q now programmed for construction 2017-18.
Works for QLD – Stocks Road, Apple Tree Creek – bus route upgrade to bitumen seal 950m missing link	\$ 65,000	\$ 124,893	★	Project is complete. Project increased to pick up McKeys Rd intersection and extra gravel necessary throughout.
Works for QLD – Bingera/Woondooma intersection, Bundaberg West – verge sealing	\$ 120,000	\$ 736	✓	W4Q)now programmed for construction 2017-18.
Works for QLD – McDonalds Road – North Isis – sealing	\$ 90,000	\$ 10,082	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Cran Lane, Childers – seal road 190m	\$ 37,000	\$ 1,249	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Stockyard Road, North Isis - widening	\$ 45,000	\$ 113	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Webbs Road, Redridge - sealing	\$ 110,000	\$ 83,722	★	Project is complete (savings in material and time).
Works for QLD – Bootharh Road, Horton – upgrade intersection to bitumen seal	\$ 45,000	\$ 2,152	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Woodgate Esplanade, Woodgate – seal car park area – kerb and channel	\$ 0	\$ 1,062	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Starkey and Lund Streets, Invicta - sealing	\$ 0	\$ 934	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Mills Street, Invicta – seal road	\$ 0	\$ 626	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Bungadoo Road, Bungadoo - sealing	\$ 67,000	\$ 1,321	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Christensens Road, Booyal – GATT seal	\$ 48,000	\$ 853	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Bussey Street Bargara – Resurface	\$ 0	\$ 536	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Bingera Street/Crofton Street – verge sealing	\$ 130,000	\$ 778	✓	Works for Queensland (W4Q) now programmed for construction 2017-18.
Works for QLD – Duffy Street Burnett Heads – upgrade	\$ 0	\$ 496	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Johnston Road, Millbank – Road widening	\$ 0	\$ 4,918	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Johnston Road, millbank – verge sealing	\$ 0	\$ 375	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Gahans Road, Kalkie – upgrade	\$ 0	\$ 28,909	✓	Preconstruction costs. Project is programmed for construction 2017-18.
Works for Qld – Nelson Street Norville	\$ 27,000	\$ 20,152	★	Project is complete.

Projects - Roads	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Works for QLD – Avenell Street, Avenell Heights – verge sealing – Barolin Street to Hort Street	\$ 40,000	\$ 69,899	★	Project is complete - more material required.
Works for Qld – Jacobsen Street Norville	\$ 54,000	\$ 43,024	★	Project is complete - less material required.
Works for Qld – Garland Street Norville	\$ 110,000	\$ 363	✓	W4Q now programmed for construction 2017-18.
Works for Qld – Stedman Street Norville	\$ 165,000	\$ 450	✓	W4Q now programmed for construction 2017-18.
Works for Qld – Ritchie Street Norville	\$ 0	\$ 779	✓	W4Q now programmed for construction 2017-18.
Works for Qld – Lester Street Norville	\$ 0	\$ 263	✓	W4Q now programmed for construction 2017-18.
Works for QLD – Avenell Street, Avenell Heights – verge sealing	\$ 78,000	\$ 52,760	★	Project is complete – less material required.
Works for QLD – Water Street, Walkervale – verge sealing – McCracken Street towards Alice Street	\$ 20,000	\$ 33,677	★	Project is complete – more pavement required.
Works for QLD – Targo Street, Walkervale – verge sealing – Hurst Street to corner	\$ 55,000	\$ 54,346	★	Project is complete.
Works for QLD – Dunn Street, Avenell Heights – verge sealing – Gibson Street to 82 Dunn Street	\$ 88,000	\$ 66,122	★	Project is complete– less material required.
Works for QLD – Cullen Street, Walkervale – verge sealing – Hurst St to McCracken Street	\$ 22,000	\$ 31,858	★	Project is complete.
Works for QLD – McCracken Street, Walkervale – verge sealing – Cullen Street to 40 McCracken Street (southern side)	\$ 35,000	\$ 41,621	★	Project is complete.
Works for QLD – McCracken Street, Walkervale – verge sealing – Cullen Stret to 33 McCracken Street (northern side)	\$ 35,000	\$ 26,249	★	Project is complete.
Works for QLD – Price Street & Horseshoe drive Kensington – road rehab	\$ 300,000	\$ 611,909	★	Project is complete. – Project projected to be completed over 16-17 and 17-18 - was completed in 16-17.
Works for QLD – Fitzgerald Street/Eggmolesse Street – construct roundabout	\$ 200,000	\$ 97,524	✓	Preconstruction. Work programmed 2017-18.
Culvert Rehabilitation – Wallaville Goondoon Road, ch .54 Bungadoo	\$ 0	\$ 166,876	★	Project is complete -from Road Rehabilitation Program budget.
Culvert Rehabilitation – Snake creek Road Bungadoo	\$ 0	\$ 57,825	★	Project is complete -from Road Rehabilitation Program budget.
Culvert Rehabilitation – Walla Road Morganville	\$ 0	\$ 60,190	★	Project is complete -from Road Rehabilitation Program budget.
Culvert Rehabilitation – Ten mile Road Sharon	\$ 0	\$ 77,846	★	Project is complete -from Road Rehabilitation Program budget.
Culvert Rehabilitation – Arcadia Drive Branyan	\$ 0	\$ 96,562	★	Project is complete -from Road Rehabilitation Program budget.
Culvert Rehabilitation – Wallaville Goondoon Road, ch .23	\$ 0	\$ 24,289	★	Project is complete -from Road Rehabilitation Program budget.

\*Note: Works for Queensland 3<sup>rd</sup> quarter forecasts were based on original submissions in February. Budget adjustments will be made in the 1<sup>st</sup> Quarter Revisions.

Projects - Roads	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Culvert Rehabilitation – Wallaville Goondoon Road, ch .3 Bungadoo	\$ 0	\$ 63,011	★	Project is complete -from Road Rehabilitation Program budget.
Culvert Rehabilitation – Wallaville Goondoon Road, ch .68 Bungadoo	\$ 0	\$ 46,035	★	Project is complete -from Road Rehabilitation Program budget.
Culvert Rehabilitation – Wallaville Goondoon Road, ch .88 Bungadoo	\$ 0	\$ 75,143	★	Project is complete -from Road Rehabilitation Program budget.
Culvert Rehabilitation – Wallaville Goondoon Road, ch 1.11 Bungadoo	\$ 0	\$ 69,775	★	Project is complete -from Road Rehabilitation Program budget.
Culvert Rehabilitation – Marshall Ave Maroondan	\$ 0	\$ 74,936	★	Project is complete -from Road Rehabilitation Program budget.
Culvert Rehabilitation – Halford Drive Maroondan	\$ 0	\$ 64,659	★	Project is complete -from Road Rehabilitation Program budget.
Culvert Rehabilitation – Walker Street Bundaberg West ch 3.676	\$ 0	\$ 94,748	★	Project is complete -from Road Rehabilitation Program budget.
Gavin Street – Bundaberg North Bus shelter	\$ 18,500	\$ 14,196	★	Project is complete.
Thabeban Rd / Fitzgerald street upgrade intersection	\$ 25,000	\$ 4,800	🚧	Preconstruction funding submission.
Culvert Rehabilitation – Walla road Timber bridge	\$ 38,000	\$ 38,656	★	Project is complete.
Bridge replacement Winfield Road – middle Creek	\$ 0	\$ 7,500	✓	Preconstruction funding submission.
Bridge replacement Winfield Road – Possum Creek	\$ 0	\$ 7,500	✓	Preconstruction funding submission.
Gravel Resheeting Haylocks Road – Pine Creek	\$ 0	\$ 59,758	★	Project is complete - from Road Resurfacing Program Budget.
Gravel Resheeting Rainbows Road Childers	\$ 0	\$ 34,309	★	Project is complete - from Road Resurfacing Program Budget.
Gravel Resheeting Woodward Road Branyan	\$ 0	\$ 51,235	★	Project is complete - from Road Resurfacing Program Budget.
Gravel Resheeting Bones Road – Moore Park Beach	\$ 0	\$ 59,103	★	Project is complete - from Road Resurfacing Program Budget.
Gravel Resheeting Monduran Road Monduran	\$ 0	\$ 67,465	★	Project is complete - from Road Resurfacing Program Budget.
Culvert Rehabilitation – Wonbah Road Wonbah Ch 1.490	\$ 0	\$ 74,238	★	Project is complete - from Road Resurfacing Program Budget.
Culvert Rehabilitation – East River Pines Drive Delan	\$ 0	\$ 109,525	★	Project is complete - from Road Resurfacing Program Budget.
Culvert Rehabilitation – Wonbah Road Wonbah Ch 2.070	\$ 0	\$ 53,563	★	Project is complete - from Road Resurfacing Program Budget.
Culvert Rehabilitation – Broadmeadows Road Mooboolaman ch .170	\$ 0	\$ 86,927	★	Project is complete - from Road Resurfacing Program Budget.
Culvert Rehabilitation – Broadmeadows Road Mooboolaman ch 2,020	\$ 0	\$ 74,793	★	Project is complete - from Road Resurfacing Program Budget.
Culvert Rehabilitation – Snake creek Road Bungadoo NDRRA	\$ 0	\$ 3,945	✓	Preconstruction funding submission.

Operation Type – Roads & Drainage	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
Projects & Programs - Stormwater Drainage	2.3.1	BP-IP-3:7-8	Operational Revenue	\$ 0	\$ 0
			Operational Expenditure	\$ 6,347,254	\$ 6,083,483
			Capital Revenue	\$ 120,000	\$ 120,000
			Capital Expenditure	\$ 3,308,911	\$ 2,455,824

Projects – Stormwater Drainage	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Thabeban Drainage – Stage 1B	\$ 436,643	\$ 436,643	★	Project is complete.
Thabeban Drainage – Stage 2	\$ 446,697	\$ 446,697	★	Project is complete.
Sharon Drainage	\$ 0	\$ 0	○	Project deferred. No practical solution to date.
Keponck Drainage – upgrade – realign existing culverts	\$ 120,000	\$ 12,405	○	Project held up awaiting easement agreement.
Clayton Road Drainage improvements	\$ 200,000	\$ 110,719	○	Work in progress. July completion.
Bundaberg Port Drainage Scheme – Stage 8 (Final Stage)	\$ 185,810	\$ 185,810	★	Project is complete.
One Mile Road, Bundaberg North – drainage improvements	\$ 56,142	\$ 56,142	★	Project is complete.
Langbeckers Road, Thabeban – drainage protection works	\$ 5,000	\$ 4,934	○	Project deferred. Easement acquisitions progressing
Chards Road, Avenell Heights – drain stabilisation	\$ 116,564	\$ 116,564	★	Project is complete.
Thornhill Street, Bundaberg North – construct concrete invert and mower crossings along drain	\$ 95,689	\$ 95,689	★	Project is complete
Clayton Road – drainage diversion under cane rail crossing	\$ 68,037	\$ 78,398	★	Project is complete
Innes Park drainage improvement scheme – Tara St and Reid Crescent	\$ 250,000	\$ 359,251	★	Project is complete. Rock excavation and more concrete used in batters.
Esplanade - See Street, Bargara – mid block drainage extension – associated with development at 24 See St	\$ 64,000	\$ 64,318	★	Project is complete.
Aquarius Drive, Bargara – drainage improvements	\$ 100,194	\$ 100,194	★	Project is complete.
<a href="#">Peggs Road Oakwood</a>	\$ 50,000	\$ 25,405	○	Preconstruction. No practical solution to date.
<a href="#">Hampson Development, Woodgate – development contribution</a>	\$ 0	\$ 57,295	✘	Project is complete. Was going to be shifted to non-capital but not necessary.
<a href="#">Campbell Street, Gin Gin – drainage upgrade</a>	\$ 150,000	\$ 83,453	✓	Preconstruction costs. Proposed project 2017-18.
<a href="#">Heathwood Cresnet, Qunaba – drainage – preliminary planning</a>	\$ 6,365	\$ 0	✓	Preconstruction costs. Project is programed for construction in 2018-19.
<a href="#">McCoys Creek Scour Protection</a>	\$ 23,902	\$ 23,902	★	Project is complete.
<a href="#">Thabeban Drainage – Stage 3</a>	\$ 700,000	\$ 51,877	○	Preconstruction costs. Construction to be shared with Queensland Ambulance Service (QAS) now in 2017-18.
<a href="#">Fairydale, Moore Park – tide gate drain</a>	\$ 40,000	\$ 25,189	○	Work in progress

Projects – Stormwater Drainage	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Peggs Road, Oakwood – drainage improvements	\$ 0	\$ 0	○	Preconstruction. No practical solution to date.
14 Harbour Esplanade, Burnett Heads – drainage improvements	\$ -132	\$ -132	★	Project is complete.
Adam Street, Burnett Heads – scour protection	\$ 35,000	\$ 11,343	○	Work in progress. July completion.
West Bundaberg Drainage Upgrade	\$ 0	\$ 0	○	Preconstruction.
Kentucky Bluegrass Estate – installation of crossroad drainage culverts	\$ 54,000	\$ 62,629	★	All 2016/17 projects complete.
37 Hanbury Street, Bundaberg North – open drain remove rail formation	\$ 15,000	\$ 7,636	★	Project is complete.
Zielke Avenue, Kalkie – underground drainage	\$ 10,000	\$ 5,352	○	Preconstruction costs. Project is programmed for construction in 2017-18.
Preconstruction Planning – Stormwater Drainage	\$ 45,000	\$ 0	✓	This is a program budget. Revised Budget Request submitted to decrease current budget to \$45,000 and reallocate to approve project work orders.
Cross and Gillen Street Bundaberg East – drainage work culvert	\$ 35,000	\$ 34,113	★	Project is complete.

Notes: Projects written in blue are either 1) carry-over projects from last financial year, and budgeted in the quarterly revision; or 2) projects that are part of a budgeted capital renewal program that are now allocated to specific projects. The Works for Queensland State Government funding initiative has added a significant number of projects to be included in our capital renewal program this year, these have to be completed by Nov 2017.

\*Note: Works for Queensland 3<sup>rd</sup> quarter forecasts were based on original submissions in February. Budget adjustments will be made in the 1<sup>st</sup> Quarter Revisions.



Operation Type – Roads & Drainage	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b> Operations Management	2.3.1	BP-IP-1:6-9	Operational Revenue	\$ 0	\$ 0
			Operational Expenditure	\$ 2,805,909	\$ 2,761,766
			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%		24%	✗	Outstanding defects trending higher over the 12 month period, with defects not completed in the last quarter increasing by 853.
Response to complaints and community requests for works and advice	Percentage of CRMs completed within allocated time periods.	80%		73%	✓	The number of CRM tasks closed in the last quarter totaled 2,962, an increase of 16% over the previous quarter. (Note: Lower Tolerance is 70%).

Operation Type – Roads & Drainage	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b> Planning & Group Management	2.3.1	BP-IP-1:6-9	Operational Revenue	\$ 3,500	\$ 7,944
			Operational Expenditure	\$ 2,313,454	\$ 2,277,260
			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	100%	✓	The 3 Year Capex was discussed with Council on 13 March 2017, and although not formally adopted, it has been accepted, and we are progressing delivery, in particular, projects included in the 2017/18 budget.

Operation Type – Roads & Drainage	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	2.3.1	BP-IP-1:6-9	Operational Revenue	\$ 3,370,000	\$ 3,500,858
Main Roads & Recoverable Works			Operational Expenditure	\$ 3,258,194	\$ 3,669,283
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

**Key Performance Indicators**

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Road Maintenance Performance Contract (RMPC) Claims	RMPC Claims are within target expenditure provided for programmed expenditure, as provided by Department of Transport & Main Roads for- Schedule 1 (Bruce Highway).	80%		99%	✓	Target expenditure on Schedule 1 is right on target and well managed this financial year. Additional \$136,000 was allocated on top of the original budget \$624,000
	- Schedule 2 (State Controlled Roads)	80%		100%	✓	Target expenditure on Schedule 2 is on target. Additional \$409,000 was allocated on top of the original budget of \$1.827M.

Operation Type – Asset Maintenance	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	4.4.1, 2.3.1	BP-IP- 4:17-19	Operational Revenue	\$ 0	\$ 0
Maintenance Advice, Planning & Design			Operational Expenditure	\$ 3,673,018	\$ 3,715,091
Maintenance Delivery			Internal Recoveries	\$ 2,700,000	\$ 2,642,817
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 50,000	\$ 18,251

**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%		90%	✓	Overall 90% of customer satisfaction received from 60% of surveys returned.
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		47.2%	↘	Total scheduled tasks were 1447 with 648 (47.2%) work tickets being Priority 1 & 2. Trend of increasing reactive tasks over the last 4 quarters (36%, 44%, 46%, 47%). Reviews underway with client areas regarding timeliness and increased preventative maintenance.
Maintenance Delivery - Requested Maintenance	Percentage of Priority 1 & 2 work tickets raised against the number of works completed.	95%		90.4%	★	Total of 648 Priority 1 & 2 scheduled work tickets, with 620 (90.4%) completed, which is an increase in completed – 6% improvement in quarter 3. (Note: Lower Tolerance is 90%).

Projects- Support Services	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Causeway, Bargara –Pedestrian Handrail	\$ 50,000	\$ 18,251	✓	Part 1 – AMS Project- Upstream Grate completed 3 <sup>rd</sup> quarter. Part 2 –Handrail component was transferred to Road and Drainage during the 4 <sup>th</sup> quarter. R&D deferred project to 2017-18 for road area safety review and re-scoping.

Operation Type – Asset Management	Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget		4 <sup>th</sup> Quarter Actuals		
<b>Core Programs/Services Areas</b> Asset Management - Strategy & Support	2.3.4, 4.5.2	BP-IP- 4:14-16	Operational Revenue	\$	0	\$	0
			Operational Expenditure	\$	542,101	\$	530,991
			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 <sup>th</sup> quarter	June 2017	100%	✓	Water and Wastewater (Active) and Transport and Stormwater categories revaluations completed for inclusion in the 2016 -2017 Annual Financial Report.
Strategic Implementation - Review Corporate Asset Management Framework	Percentage the review of Asset Management documents has been completed. <i>Notes:</i> Documents include Council's <i>Asset Management Policy</i> and <i>Asset Management Strategy</i> , as well as Council's multiple Asset Management Plans.	100% 4 <sup>th</sup> quarter	June 2017	100%	✓	Asset Management Policy adopted by Council 2016. Long-term Asset Management Plan 2017 - 2026 adopted 14 March 2017.
Asset Management - Sustainable Management	Reconciliation of assets and infrastructure against long-term sustainability: End of financial year reconciliation process completed.	100% 4 <sup>th</sup> quarter	June 2017	100%	✓	Internal capital expenditure and all donated assets for 2016 -17 processed and recognised to general ledger.

Operation Type – Group Management	Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget		4 <sup>th</sup> Quarter Actuals		
<b>Core Programs/Services Areas</b> Administration & Management Support Services	2.3.1, 4.5.2	BP-IP- 4:14-27	Operational Revenue	\$	0	\$	0
			Operational Expenditure	\$	642,438	\$	598,387

Operation Type – Design Services	Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget		4 <sup>th</sup> Quarter Actuals		
<b>Core Programs/Services Areas</b> Design Services	4.5.2, 2.3.1	BP-IP- 4:20-24	Operational Revenue	\$	250	\$	29,186
			Operational Expenditure	\$	1,438,574	\$	1,463,652
			Internal Recoveries	\$	760,000	\$	927,962
			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 and utilization of Design support at key points in Capital Works projects.	100% Bi-annually		100%	✓	Revised client area programs completed. Work for Queensland 1 - 75% completed with 25% at comment and sign-off stage (W4Q designs additional to adopted program). Water and Wastewater all projects completed.
Technical Advice - Provision of quality technical advice across Council	Percentage of internal client survey results satisfactory or above.	75%		100%	✓	All surveys returned satisfactory and above.

Operation Type - Depot Operations	Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget		4 <sup>th</sup> Quarter Actuals	
<b>Core Programs/Services Areas</b>	2.3.1	BP-IP- 4:14-27	Operational Revenue	\$ 23,823	\$	23,539
<b>Projects</b> - Depot Buildings, Roads, Footpaths & Bridges Infrastructure			Operational Expenditure	\$ 1,145,601	\$	1,052,857
			Capital Revenue	\$ 0	\$	0
			Capital Expenditure	\$ 226,706	\$	215,114
Projects - Depots			3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Childers Depot - pave, seal and construct retaining wall			\$ 60,000	\$ 56,840	★	Completed 4 <sup>th</sup> Quarter - saving on adjusted seal.
Heales Road Depot - new rolling gate			\$ 45,000	\$ 46,030	★	Completed 4 <sup>th</sup> Quarter.
Gin Gin Depot - new rolling gate			\$ 40,000	\$ 38,415	★	Completed 3 <sup>rd</sup> Quarter.
Kalkie Depot - repair failed pavement and seal			\$ 21,000	\$ 22,676	★	Completed 4 <sup>th</sup> Quarter.
Kalkie Depot - design and construct remodel			\$ 50,000	\$ 40,327	★	Completed 4 <sup>th</sup> Quarter - client scope change.
Kalkie Depot - installation of solar panels			\$ 10,706	\$ 10,826	★	Work completed 2015 -16. Distribution of costs between multiple solar projects.

Operation Type - Fleet Management	Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget		4 <sup>th</sup> Quarter Actuals	
<b>Core Programs/Services Areas</b>	2.3.4, 4.5.2	BP-IP- 4:25-27	Operational Revenue	\$ 400,000	\$	473,111
Fleet Management	4.4.1		Operational Expenditure	\$ 12,798,858	\$	12,364,357
			Internal Recoveries	\$ 15,000,000	\$	14,589,427
			Capital Revenue	\$ 825,000	\$	730,390
			Capital Expenditure	\$ 4,322,983	\$	4,163,809

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%		98 %	✓	Consistent with quarters 1, 2 & 3. 97% each previous quarter.
Utilization of plant, vehicle and equipment	Percentage user departments have met minimum utilization target. <i>Notes: Average of yellow plant and heavy vehicles for period.</i>	90%		85.61%	✓	Within tolerance range. Overall for year 85% - 87%. (Yellow plant 72% -85%; heavy vehicles 91% -100%)
Acquisition & Disposal	Percentage the annual plant replacement program has been committed by the end of the 3 <sup>rd</sup> quarter.	95% Annual		96.88%	✓	96.88% delivered and committed end of 3 <sup>rd</sup> quarter.
Internal client satisfaction	Percentage of internal client survey results satisfactory or above. <i>Notes: Based on light vehicle preventative maintenance.</i>	75%		97.4%	✓	97.4% of client surveys returned results of satisfactory or above for 4 <sup>th</sup> quarter.

Operation Type - Water	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 470,000	\$ 522,494
Water - Support Services			Operational Expenditure	\$ 285,000	\$ 317,307

Operation Type - Water	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 0	\$ 0
Water - Group Management			Operational Expenditure	\$ 1,177,393	\$ 1,165,572

Operation Type - Water	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 675,000	\$ 640,912
Water - Recoverable Works			Operational Expenditure	\$ 420,000	\$ 405,105

Operation Type - Water	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 386,000	\$ 445,870
Laboratory Services			Operational Expenditure	\$ 385,000	\$ 414,966

Operation Type - Water	Strategic Links	Risk Id.	Budget	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 28,606,356	\$ 28,636,314
Water Services - Water treatment & delivery systems			Operational Expenditure	\$ 17,340,390	\$ 16,801,231
			Dividend & tax to General	\$ 9,056,428	\$ 9,056,428
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 3,412,918	\$ 2,998,937
			Loan Redemption	\$ 278,000	\$ 268,496

**Key Performance Indicators**

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Drinking water microbiological compliance	Percentage drinking water is compliant. <i>Notes: 98% is the minimum percentage required to be compliant with Qld. Government Standards.</i>	98%		100%	✓	Nil exceedances for the quarter.
Reportable incidences	Number of reportable incidents.	< 3		0	✓	No new incidents this quarter. Two incidents are ongoing from previous quarters: <ul style="list-style-type: none"> <li>• Gregory River WSA - Total Trihalomethanes (TTHM).</li> <li>• Gooburrum WSA - Nitrate (remains under a watching brief with the Regulator).</li> </ul>

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Water usage	Water usage per population for Bundaberg Region. <i>Notes: Total water usage for bore and surface water divided by population divided by number of days in a month. Levels above 350L suggests indiscriminate usage.</i>	Trend		315 litres per day /L/P/D		Previous quarter's average water usage was 401 L/P/D. This quarter has trended downwards as a result of significant rainfall late March and May.
Water usage vs. allocation	Water usage as a percentage of allocation for Bundaberg Region.	< 95%		54.2%		Water usage is 54.2% of available allocation for this quarter.
Water Supply Systems	Water main leaks: Number of water main leaks per 100km (indicative of infrastructure).	<20		1.42		13 water main leaks/breaks occurred across the region during the quarter. Total length of water mains is 917km. The rate of failures remain under target.

Projects –Water Infrastructure & Plant and Equipment	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Gregory River Water Treatment Plant – upgrade	\$ 100,000	\$ 27,392		Water Infrastructure Plant - Funds have been re-provisioned in 2017-18 budget to continue project. Currently in detailed design and documentation phase.
Gin Gin Water Treatment Plant – upgrade	\$ 369,000	\$ 414,223		Project completed. Over expenditure was primarily due to additional costs in constructing sludge drying beds, and extra costs for dewatering the raw water pump station in Gin Gin Creek.
*Port Bundaberg – trunk water infrastructure	\$ 360,000	\$ 361,301		Project completed.
Mellifont Street Water Pump Station –to Kalkie WTP	\$ 480,000	\$ 435,875		Project practically completed. Control coding and As-constructed documentation are outstanding. Funds have been re-provisioned in 2017-18 budget to complete project.
Branyan WTP – Automation Stage 2	\$ 58,945	\$ 43,273		WIP. Project is practically completed apart from the finalisation of As-constructed documentation. Funds have been carried forward into 2017-18 budget.
Kalkie Water Treatment Plant – water quality upgrade	\$ 100,000	\$ 27,301		WIP. Funds have been re-provisioned in 2017-18 budget to continue project. Currently in detailed design and documentation phase.
SCADA Regional Telemetry Renewal – Budget WO	\$ 3,262	\$ 3,262		Budget allowance only. For identified projects, funds have been transferred to separate WO's.
SCADA Regional Telemetry Renewal – Bundaberg	\$ 38,011	\$ 39,871		Project completed.
SCADA Regional Telemetry Renewal – Childers	\$ 350,000	\$ 359,041		Project completed.
SCADA Regional Telemetry Renewal – Gin Gin	\$ 210,000	\$ 197,617		Project completed.
Eggmolesse Street – trunk water main	\$ 200,000	\$ 200,504		Project is funded over 2016-17 and 2017-18 budgets. Funding contribution for 2016-17 budget has been completed.
<a href="#">Water Reticulation Renewal – Thabeban Street, Bundaberg – water main replacement</a>	\$ 29,694	\$ 29,694		Project completed.
Water Reticulation Renewal – water service restoration – Bundaberg (hydrant renewals, valve replacement & main fitting replacement)	\$ 515,000	\$ 528,046		2016-17 program completed. 168 defective hydrants were replaced.

Projects – Water Infrastructure & Plant and Equipment	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Water Reticulation Renewal – water service restoration – Kalkie (hydrant renewals, valve replacement & main fitting replacement)	\$ 110,000	\$ 109,145	★	2016-17 program completed. 45 defective hydrants were replaced.
Water Reticulation Renewal – replace pipe service from corner Goodwood and Langbeckers Road	\$ 25,000	\$ 38,196	○	Design completed. Construction works to be funded in future budget.
Water Reticulation Renewal – new Pressure Reducing Valve (PRV) to Burnett Heads	\$ 25,000	\$ 0	○	Project has been deferred, pending a holistic evaluation of all of Council's Pressure Reduction Valves (PRVs). Funding for this project has been re-provisioned in 2017-18 budget.
Water Reticulation Renewal – install scour point in existing main at Schleger Street	\$ 7,000	\$ 0	○	Project has been deferred, pending a holistic evaluation of all of Council's PRVs. Funding for this project has been re-provisioned in 2017-18 budget.
Water Reticulation Renewal – install scour point in existing main at Burnett Heads Roads	\$ 7,000	\$ 0	○	Project has been deferred, pending a holistic evaluation of all of Council's PRVs. Funding for this project has been re-provisioned in 2017-18 budget.
Water Reticulation Renewal – water service restoration – Childers (hydrant renewals, valve replacement & main fitting replacement)	\$ 15,000	\$ 0	○	Project was not able to be delivered in 2016-17. Funds have been re-provisioned in 2017-18 budget.
Water Treatment and Storage Renewals – Budget Work Order	\$ 21,500	\$ 0	○	Budget allowance only. For identified projects, funds have been transferred to separate Work Orders.
Gregory River WTP – replace six original air valves	\$ 25,000	\$ 23,512	★	Project completed.
Gregory River WTP – replace sluice valves	\$ 30,000	\$ 28,341	★	Project completed.
Takalvan Street water control valve station – relocate station and pipework from road reserve	\$ 3,689	\$ 3,689	★	Project completed.
Wallaville WTP – replace water tower pipework	\$ 29,800	\$ 8,400	○	Work in progress (WIP). Balance of funds have been re-provisioned in 2017-18 budget to complete project. Anticipate completion by September 2017.
Williams Street Reservoir – replace external ladder and cage and upgrade internal ladder to stainless steel	\$ 15,000	\$ 10,445	★	Project completed.
Wallaville WTP – purchase of new blue eye chlorine analyser	\$ 6,500	\$ 6,422	★	Project completed.
Williams Street Reservoir – enhance integrity of central support column to make it safe	\$ 34,162	\$ 34,162	★	Project completed.
Bourbong Street Water Tower – installation of red solar powered warning lights to assist Helicopters landing at the Base Hospital	\$ 5,000	\$ 5,253	★	Project completed.
Manning Street Tower – treat rust & corrosion on the tower	\$ 10,000	\$ 9,929	★	Project completed.
Murdochs Road WTP – replace Clearwater sump pumps	\$ 11,000	\$ 11,659	★	Project completed.
Burnett Downs WTP – replace inlet that was destroyed in flood	\$ 30,000	\$ 447	○	WIP. Balance of funds have been re-provisioned in 2017-18 budget to complete project.
Kalkie WTP – design & install valves in lagoon drains to stop leaks	\$ 5,000	\$ 2,761	★	Project completed.
Branyan WTP – renewal of discharge valves for No 1 & 2 pumps	\$ 13,500	\$ 0	○	Project has been deferred and incorporated into a larger project in 2017-18 to replace the raw water pumps and pipework at the Branyan WTP.

Projects –Water Infrastructure & Plant and Equipment	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Innes Park rechlorination flow meters	\$ 18,000	\$ 18,025	★	Project completed.
Port Road rechlorination station flow meters	\$ 17,000	\$ 14,277	★	Project completed.
*Port Bundaberg Water Supply	\$ 50,000	\$ 179	✓	*Refer Port Sewerage Infrastructure – Gravity reticulation system project. The balance of this project was funded from the above sewerage project (\$50k).
Water - Smart Water Trial	\$ 50,000	\$ 456	○	Work in progress. Project has been extended to include the development of a Strategic Business case to enable investment decision to be made.
Water - Capital Plant & Equipment - Region Wide	\$ 58,400	\$ 0	✓	Budget allowance only. For identified projects, funds have been transferred to separate Work Orders. See below.
Water Capital P&E – purchase new pressure logging equipment	\$ 6,500	\$ 6,380	★	Project completed.
Water Capital P&E - purchase ultrasonic overhead power line measurement device	\$ 0	\$ 0	✓	Project has been removed and the equipment is no longer required.
Water Capital P&E – purchase IC CO2 suppressor for central laboratory	\$ 9,000	\$ 8,544	★	Project completed.
Water Capital P&E – purchase recycled pallet racking system	\$ 13,000	\$ 13,825	★	Project completed.
Plant & Equipment – Purchase of Spectrophotometer - Kalkie	\$ 8,000	\$ 6,941	★	Project completed.
Vecellious Rd Upgrade Scada	\$ 13,000	\$ 12,908	★	Project completed.
Plant & Equipment – pipe Racking System	\$ \$4,500	\$ 4,005	★	Project completed.
Plant & Equipment – Triple site Mobile Water main pressure monitoring kit	\$ 6,380	\$ 6,380	★	Project completed.

Notes: Projects written in blue are either 1) carry-over projects from last financial year, and budgeted in the quarterly revision; or 2) projects that are part of a budgeted capital renewal program that are now allocated to specific projects. The Works for Queensland State Government funding initiative has added a significant number of projects to be included in our capital renewal program this year, these have to





Operation Type - Wastewater	Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget		4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 0	\$ 0
Wastewater - Group Management			Operational Expenditure	\$ 1,232,029	\$ 1,198,833

Operation Type - Wastewater	Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget		4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 266,500	\$ 295,203
Wastewater - Recoverable Works			Operational Expenditure	\$ 111,750	\$ 82,591

Operation Type - Wastewater	Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget		4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 320,000	\$ 219,001
Laboratory Services			Operational Expenditure	\$ 324,000	\$ 279,366

Operation Type - Wastewater	Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget		4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	2.3.1	BP-IP- 5:17-18	Operational Revenue	\$ 28,390,368	\$ 28,439,879
Wastewater Services - Wastewater Schemes collection treatment and disposal systems			Operational Expenditure	\$ 17,750,471	\$ 17,504,766
			Dividend & tax to General	\$ 6,941,129	\$ 6,941,129
			Capital Revenue	\$ 2,545,898	\$ 1,693,339
			Capital Expenditure	\$ 31,096,959	\$ 28,766,148
			Loan Redemption	\$ 1,200,000	\$ 1,151,716

**Key Performance Indicators**

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Reportable incidences	Number of reportable incidents.	< 3		13		13 breaches of EA conditions occurred this quarter. Breaches were at Woodgate, Coral Cove, East Bundaberg and Bargara. Staff continue to work with DEHP and it is anticipated that the quarterly target will be achieved upon completion of a number of improvement measures and license amendments.
Sewer main blockages	Number of sewer main blockages per 100km.	< 30		2.94		20 sewerage main blockages occurred during this period. The total length of sewerage main is 680km. The rate of failures remain under target.

Projects - Sewage Infrastructure	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Wastewater - Capital Plant & Equipment – Budget WO	\$ 27,347	\$ 0	✓	This is a Budget WO only and as replacement works are required this will be transferred to those works.
Wastewater Capital P&E – purchase new Ion Chromatography system – central laboratory	\$ 46,000	\$ 45,885	★	Project completed.
Wastewater Capital P&E – purchase new core bore machine	\$ 6,900	\$ 6,890	★	Project completed.
Wastewater Capital P&E – sewer camera – RIGID SeeSnake CS6 Max 45148 & SeeSnake rM200 42353 series unit	\$ 9,753	\$ 9,753	★	Project completed.
Rubyanna Wastewater Treatment Plant – Design & Construct - Total project estimated cost \$71M	\$ 21,700,000	\$ 20,777,222	○	Wastewater Infrastructure and Plant. Project is 3 months behind schedule which has resulted in an adjustment to overall cashflows. Project cashflows are being monitored closely in line with the progress of the project.
Rubyanna Wastewater Treatment Plant – Project Administration	\$ 200,000	\$ 130,407	○	Wastewater Infrastructure and Plant
Rubyanna Wastewater Treatment Plant - River Outfall	\$ 4,300,000	\$ 4,279,022	★	Project completed.
Deering Place, Innes Park New Pump station Part of the Coral Cove to Bargara Sewer \$3.3M Project	\$ 440,000	\$ 80,461	★	Project practically completed. As-Constructed documentation still to be finalised.
Hughes Road/Blain Street, Bargara Mains upgrade	\$ 650,000	\$ 667,257	★	Project completed.
Bundaberg Airport – Pump Station	\$ 0	\$ 0	✓	Project (\$400k) has been re-provisioned into the 2017-18 budget.
Hartnell Street - Sewerage Pump Station Replace 2 Submersible pumps	\$ 130,000	\$ 118,178	★	Project completed.
Woodgate Vacuum Sewer Extension	\$ 280,000	\$ 35,203	○	Work in progress. Delays with this project have resulted from the developer's commitment to the agreed Infrastructure Agreement. Balance of fund have been re-provisioned into 2017-18 budget. Currently project is in detailed design phase.
Belle Eden Gravity Main Construction	\$ 0	\$ 0	○	Project is on-hold, pending development of the site and subject to developer involvement.
Burnett River Traffic Bridge Replace rising main on bridge	\$ 200,000	\$ 189,278	★	Project completed.
SPS Renewals – Budget Work Order	\$ 36,300	\$ 0	✓	Budget allowance only. For identified projects, funds have been transferred to separate WO's.
SPS Renewals –Various locations – wooden door replacement with aluminium doors	\$ 52,000	\$ 39,101	★	Project completed.
SPS Renewals – Avoca Street / Scott Street	\$ 20,000	\$ 4,941	○	Work in progress (WIP). Balance of funds have been re-provisioned in 2017-18 budget to complete project. Pumps have been ordered with expected completion September 2017.
SPS Renewals – Moodies Road	\$ 65,000	\$ 47,416	○	WIP. Awaiting Ergon connection to new Moodies Rd SPS before project can be finalised. Balance of funds have been re-provisioned in 2017-18 budget.
SPS Woongarra Scenic drive – odour reduction	\$ 75,000	\$ 30,339	○	WIP. Balance of funds have been re-provisioned in 2017-18 budget to complete project. Project is anticipated to be completed by October 2017.
SPS Renewals – Thompson Road	\$ 50,000	\$ 50,743	★	Project completed.
SPS Renewals – Causeway Drive	\$ 2,195	\$ 2,195	★	Project completed.
SPS Renewals – Barolin Esplanade A	\$ 6,184	\$ 6,184	★	Project completed.

Projects - Sewage Infrastructure	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
SPS Renewals – McLucas Street No. 1	\$ 3,406	\$ 3,406	★	Project completed.
SPS Renewals – Miller Street, Bargara A	\$ 3,070	\$ 3,070	★	Project completed.
SCADA Upgrades – Childers SPS	\$ 180,000	\$ 179,569	★	Project completed.
SCADA Upgrades – Gin Gin SPS	\$ 80,000	\$ 53,147	★	Project completed.
SCADA Upgrades – Bargara/Coral Cove SPS	\$ 7,624	\$ 7,624	★	Project completed.
SCADA Upgrades – Aquarius Drive SPS	\$ 40,000	\$ 39,382	★	Project completed.
SCADA Upgrades – Woongarra Scenic Drive C – SPS	\$ 10,000	\$ 3,344	★	Project completed.
SCADA Upgrades – Watsons Road A – SPS	\$ 90,000	\$ 93,097	★	Project completed.
SCADA Upgrades – Fairway Drive SPS	\$ 81,009	\$ 81,009	★	Project completed.
SCADA Upgrades – Emerson Court SPS	\$ 36,143	\$ 38,529	★	Project completed.
SCADA Upgrades – Bisdee Street SPS	\$ 37,628	\$ 37,628	★	Project completed.
SCADA Upgrades – Blain Street SPS	\$ 51,298	\$ 53,601	★	Project completed.
SCADA Upgrades – Baker Finch Drive SPS	\$ 36,378	\$ 36,378	★	Project completed.
WW Reticulation Renewals – Budget WO	\$ 1,000	\$ 0	🕒	Budget allowance only. For identified projects, funds have been transferred to separate Work Orders (WOs).
WW Reticulation Renewals – Childers – raise 6 buried manholes from 150mm to 600mm	\$ 16,000	\$ 10,202	★	Project completed.
WW Reticulation Renewals – Woodgate – replace existing vacuum valves with flovac valves	\$ 15,000	\$ 13,765	★	Project completed.
WW Reticulation Renewals – Bargara – rising main replacement	\$ 40,700	\$ 42,490	★	Project completed.
WW Reticulation Renewals – Millbank – rising main replacement	\$ 0	\$ 0		Project completed. Failed section of rising main has been replaced under maintenance.
WW Reticulation Renewals – Bargara – QWRAP sewer relining	\$ 80,000	\$ 80,717	★	Project completed.
WW Reticulation Renewals – Bundaberg – QWRAP sewer relining	\$ 220,000	\$ 223,815	★	Project completed.
WWTP Renewals (Coastal & Hinterland) – Budget WO	\$ 36,300	\$ 0	✓	Budget allowance only. For identified projects, funds have been transferred to separate WO's.
WWTP Renewals – Childers WWTP – effluent flow meter	\$ 0	\$ 0	✓	Project not required as the existing flow-meter has been modified to achieve acceptable performance. Modifications have been funded from Operations.
WWTP Renewals – Bargara WWTP – replace no. 2 bio-reactor mixer	\$ 10,000	\$ 9,570	★	Project completed.
WWTP Renewals – Bargara WWTP – replace poly dosing facility & HMI	\$ 30,000	\$ 2,972	🕒	Work in progress (WIP). Balance of funds have been re-provisioned in 2017-18 budget to complete project. Materials have been purchased with installation planned for the first quarter of 2017-18 budget.

Projects - Sewage Infrastructure	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
WWTP Renewals – Bargara WWTP – replace poly dosing facility & HMI	\$ 30,000	\$ 2,972	✓	Work in progress (WIP). Balance of funds have been re-provisioned in 2017-18 budget to complete project. Materials have been purchased with installation planned for the first quarter of 2017-18 budget.
WWTP Renewals – Woodgate WWTP – extension of existing irrigation sprinklers	\$ 50,000	\$ 48,936	★	Project completed.
WWTP Renewals – Millbank WWTP – construct and install aluminium dosing facility	\$ 35,800	\$ 9,538	✓	WIP. Balance of funds have been re-provisioned in 2017-18 budget to complete project. Design has been completed with equipment to be procured in October and construction to follow shortly after.
WWTP Renewals – Bargara WWTP – purchase and install flowmeter for recirculation pumps	\$ 25,000	\$ 18,376	★	Project completed.
Port Sewage Infrastructure – gravity reticulation system	\$ 180,000	\$ 276,378	★	Project completed. Over expenditure is primary due to the balance of the Port water project being funded from this sewerage project.
Port Sewerage Infrastructure – Rowlands Road SPS – electrical (switchboard)	\$ 100,000	\$ 64,922	★	Project completed.
Coral Cove Pebble Beach Drive – new pump station, rising main and gravity main	\$ 910,000	\$ 723,741	🕒	WIP. Project substantially complete with only Pebble Beach SPS works outstanding. Balance of funds have been re-provisioned in 2017-18 budget to complete the project.
Coral Cove WWTP – replacement of aeration tank	\$ 8,700	\$ 8,631	★	Project completed
Works 4 Queensland – Thabeban Septage receival system	\$ 120,000	\$ 4,086	✓	WIP. Balance of funds have been re-provisioned in 2017-18 budget to complete the project. Project shall be completed by November 2017
Works 4 Queensland – Thabeban PV System	\$ 100,000	\$ 13,945		WIP. Balance of funds have been re-provisioned in 2017-18 budget to complete the project. Project shall be completed by November 2017. To date earthworks and concrete works have been completed.
Works 4 Queensland – Bargara PV system	\$ 100,000	\$ 9,668	✓	WIP. Balance of funds have been re-provisioned in 2017-18 budget to complete the project. Project shall be completed by November 2017. To date earthworks and concrete works have been completed.
Works 4 Queensland - Millbank PV system	\$ 20,000	\$ 3,412	✓	WIP. Balance of funds have been re-provisioned in 2017-18 budget.
Michel lane SPS Avoca Renewal of Pumps 1 & 2	\$ 38,000	\$ 38,532	★	Project completed.
Elliott Street A Gin Gin Renewal of pumps 1 & 2	\$ 18,000	\$ 14,492	★	Project completed.
Kelly's Road Thabeban Renewal of pumps 1 & 2	\$ 11,000	\$ 130	✓	WIP. Balance of funds have been re-provisioned in 2017-18 budget.
Verdant Siding SPS Thabeban Renewal of pumps 1 & 2	\$ 11,000	\$ 130	✓	WIP. Balance of funds have been re-provisioned in 2017-18 budget.
Auot Sampler – Waste water treatment Plants	\$ 10,000	\$ 8,484	★	Project completed.
Childers WWTP renewal to Blower aerations station No2	\$ 0	\$ 7,678	★	Project completed.
Thabeban WWTP Replace Compressor	\$ 0	\$ 5,461	★	Project completed.
Laboratory – replace Muffle Furnace	\$ 0	\$ 4,877	★	Project completed.

Operation Type – Wastewater Support Services	Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget		4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	2.3.1	BP-IP- 5:17-18	Operational Revenue	\$ 815,000	\$ 802,219
Plumbing Services			Operational Expenditure	\$ 515,000	\$ 448,716
Trade Waste			Capital Revenue	\$ 0	\$ 0
Strategic Planning			Capital Expenditure	\$ 0	\$ 0

**Key Performance Indicators**

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Plumbing Services - Approvals	Percentage of approvals decided within 10 days. Notes: The actual number of approvals will be included in the Comments. This data will allow comparison between general inquiries and approvals.	95%		98%	✓	158 applications out of a total of 162 were assessed within the 10 day period. There has been an increase in the number of plumbing applications this quarter.
Plumbing Services - Inquiries	Number of inquiries (including trade waste and backflow prevention).	Trend		2087	↗	Number of inquiries have increased this quarter.
Plumbing Services - Inspections	Number of inspections (i.e. ensuring compliance with building codes, trade waste and backflow prevention)	Trend		803	↗	Number of inspections have increased for the quarter, reflecting improved market conditions.
Trade Waste	Trade Waste Register: Number of trade waste generators added to Council's Register).	Trend		46	↗	New Trade Waste generators have increased this quarter. Identification of existing trade waste businesses is on-going.
Backflow Prevention	Back-flow Prevention: Number of back-flow prevention devices added to council's Backflow Register.	Trend		47	↗	Registration of new backflow prevention devices has increased this quarter.
Onsite Sewer	On-site Sewer Installations: Number of complaints associated with on-site installations.	Trend		17	↗	Onsite sewer complaints were consistent with previous quarter due to warmer weather conditions.

Operation Type - Airport				3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	3.2.2	BP-CE-1:9-10	Operational Revenue	\$ 5,500,948	\$ 5,612,462
Airport Services			Operational Expenditure	\$ 5,212,194	\$ 5,176,547
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 186,000	\$ 214,630
			Loan Redemption	\$ 1,457,000	\$ 1,410,243

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		43,731	✓	Passenger numbers were almost exactly the same as the previous quarter and also very much in line with the same period in 2016. Overall passenger numbers for 2016 - 17 was 174,119 which was up 4% on the previous Financial Year.
Airport Services	Number of services delivered.	380		490	✓	The number of Regular Passenger Transport (RPT) services has increased in recent years and this actual for the June 2017 quarter is in line with previous quarters.

Projects- Airport	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
<a href="#">Airport Solar Project</a>	\$ 84,000	\$ 86,360	★	The solar panels have been installed and inverter connectivity issues resolved for the public education display to work properly. Final contract payment has now been made.
<a href="#">Airport Passenger Screening Machine</a>	\$ 42,000	\$ 42,000	★	Project is now complete.

Operation Type - Tourism		Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	3.1.2	BP-CE-1:9-10	Operational Revenue	\$ 242,500	\$ 261,710
Tourism Development & Services			Operational Expenditure	\$ 2,067,098	\$ 2,011,208
			Capital Revenue	\$ 33,000	\$ 33,000
			Capital Expenditure	\$ 60,000	\$ 86,271
			Loan Redemption	\$ 124,000	\$ 118,870

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	100%	✓	BNBT delivered their 6 monthly Progress Report to Council in March 2017 as per the Partnership Agreement. The next 6 monthly Progress Report to Council is scheduled for 31 July.

Projects- Hall of Aviation	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Refit to accommodate Bert Hinkler's car	\$ 0	\$ 0		Given pending challenges inherent in moving the car in and out of the hall as proposed, this project will be deferred to 2017-18 to allow further investigations and consultation to be carried out.
<a href="#">Hinkler House roof replacement</a>	\$ 60,000	\$ 60,169		Project completed.
<a href="#">Works 4 Queensland –Café 1928 Botanic Gardens Pathways</a>	\$ 0	\$ 26,102		Project to be completed.

\*Note: Works for Queensland 3<sup>rd</sup> quarter forecasts were based on original submissions in February. Budget adjustments will be made in the 1<sup>st</sup> Quarter Revisions.

Operation Type – Commercial Business & Economic Development	Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	3.1.1, 3.2.2	BP-CE-1:9-10	Operational Revenue	\$ 82,500
Business Networks & Partnerships	3.3.1, 3.3.2		Operational Expenditure	\$ 1,950,188
Economic Development Strategy	3.4.2, 4.3.2		Capital Revenue	\$ 0
Clean Energy Strategy			Capital Expenditure	\$ 0

**Key Performance Indicators**

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Economic Development Strategy (EDS)	Percentage EDS priorities have been implemented. <i>Notes: EDS is a 10 year blueprint for sustainable economic growth</i>	100%		100%		The Economic Development Strategy underpins the work of Council's Economic Development Unit and collaborative partners. Five year targets are set down and are reported to the community each year at the Bundy 4 Breakfast economic development forum.
Economic Growth	Gross Regional Product: Percentage growth in our region's Gross Regional Product.	2%		2.1%		Gross Regional Product is calculated each financial year. 2.1% growth was achieved for the 2015 - 16 years which is comparable with the State regional product achieved by Queensland at 2%.
Investment in business attraction	Number of meetings held with key regional development agencies.	5		17		A high level of activity with our regional development partners including grant funding opportunities for strategic projects. Meetings included Wide Bay Burnett Transport Plan; Bundaberg North Burnett Tourism; Regional Jobs and Investment Packages Briefings; Ex HMAS Tobruk Working Group; Bundaberg Port State Development Area Working Group, and Chamber of Commerce and Industry Queensland updates.
Support to existing business	Number of direct contacts with existing businesses, providing information and referrals.	30		24		Council has a role in assisting individual business where required. Through our media channels we also provide important business information to many thousands more.

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Clean Energy Strategy (CES)	Percentage CES Phase 1 Outcomes have been implemented.	75% By end of FY		75%	✓	<p>Summary of 2016 -17 Achievements:</p> <ul style="list-style-type: none"> <li>• Analysis of Council's electricity consumption and re-negotiated contract under the contestable electricity market has saved Council \$383,198 in the 2016/17 financial year.</li> <li>• Continued savings from four recent solar installations across a number of Council assets account for approximately \$25,000 in reduced electricity costs.</li> <li>• Landfill gas flaring systems operating from Cedars Road and University Drive landfills have reduced Council's overall carbon footprint, which through 31 May 2017 have processed 12,105,963 m<sup>3</sup> of landfill gas, equating to: <ul style="list-style-type: none"> <li>○ 91,974 tonnes of CO<sub>2</sub> equivalent, or greenhouse gas emissions from 19,428 passenger vehicles driven for 1 year.</li> <li>○ Carbon sequestered by 2,383,611 tree seedlings grown for 10 years.</li> </ul> </li> <li>• A collaborative partnership between Council and GreenFleet has seen the completed planting of 90,000 trees on 90 ha of land in the Barolin Nature Reserve, which will sequester 50,000t CO<sub>2</sub> equivalent over the 30 years of the project.</li> <li>• Council has collaborated with a leading biofuels company to secure Queensland Biofutures funding, which will assist in the preparation a feasibility study for development of a Biofutures Park in the Bundaberg Region.</li> <li>• Completion of solar system assessments for three waste water treatment plants, which have led to the confirmed installation of solar systems on the Millbank, Thabeban and Bargara plants. These systems are projected to be commissioned in late 2017 and save approximately \$64,000 in electricity costs per year.</li> <li>• Negotiation of license agreement with Ergon Energy to install two electric vehicle charging stations along the Queensland Electric Super Highway (pending BRC approval).</li> </ul>

Projects- Com. Business & Ec. Development	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Land purchase- River front master plan facilitation	\$ 0	\$ 0	○	This project is currently on hold pending future discussions with the Queensland Government as part of the Advancing our Cities & Regions strategy.



Operation Type - Community Care	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	1.1.5, 1.2.1	BP-CE-2:7	Operational Revenue	\$ 2,745,282	\$ 2,806,088
Home Support & Community Care Services	1.3.1, 1.3.2		Operational Expenditure	\$ 3,444,282	\$ 3,195,326
Children & Family Support Programs			Capital Revenue	\$ 0	\$ 0
Senior's Housing			Capital Expenditure	\$ 30,000	\$ 27,698
			Loan Redemption	\$ 32,000	\$ 31,103

**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		90%	✓	All obligations are being met under each of the funding areas in regard to compliance, both the Commonwealth and State. Some capacity exists in some programs for both under and over 65's community care funded programs.
Children & Family Support Programs	Percentage programs are demonstrating compliance with standards and meeting funding targets.	98% Annually		100%	✓	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. Notes: Council owns and manages 68 Units	98% Annually		100%	✓	Occupancy rates are at near full capacity. All obligations under standards and service agreements are being met.

Projects- Community Care	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Gracie Dixon Respite Centre - Bathroom upgrades	\$ 30,000	\$ 27,698	★	Completed

## Community & Environment

## Community Development

Operation Type – Community Development	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	1.1.5, 1.2.1	BP-CE-3:8-9	Operational Revenue	\$ 3,184,989	\$ 3,268,529
Community Development	1.3.1, 1.3.2		Operational Expenditure	\$ 10,898,806	\$ 10,943,544
Youth Development	1.5.1		Capital Revenue	\$ 809,700	\$ 809,700
Community Events			Loan redemption	\$ 39,000	\$ 38,103
Community & Council Facilities			Capital Expenditure	\$ 2,810,641	\$ 1,974,150

### Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Social Development Action Plan Strategy	Number of Social Actions addressed. Notes: There are 23 Actions are to be implemented over a 5 year period.	23 Annually		22	✓	2 additional Youth Month activities were held this quarter - Youth Summit and Neon Run at Bargara. Flourish Family Fun Day working committees convened for Options Day, Qld. CD Conference, Seniors Expo, NAIDOC week and Child Protection Week.
Community Events	Number of iconic and community events held.	30 Annually		30	✓	ANZAC Day ceremonies at Bundaberg and Gin Gin and a Social Media Workshop was held in the 4 <sup>th</sup> quarter.

Projects - Community Development – Projects, Plant & Equipment	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Burnett Heads 'Lighthouse' Holiday Park – road upgrade	\$ 45,000	\$ 45,817	★	Project complete.
Civic Centre - new scissor lift	\$ 0	\$ 0	✓	In original adopted Budget. Now transferred to Norville Pool for the capital expense of a new pool cleaner.
Kolan RSL Hall - Replacement Roof	\$ 70,000	\$ 37,853	★	Project complete. Tender came in significantly under what was anticipated.
Wallaville Hall Roof - Replacement Roof	\$ 0	\$ 0	✓	In original adopted Budget. Project is being postponed until 2017/2018. Funds transferred to Kolan RSL Hall.
School of Arts Roof Replacement	\$ 0	\$ 0	✓	In original adopted Budget. 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	\$ 77,550	★	Project complete.
Elliott Heads Holiday Park - Upgrade Existing Amenities Block	\$ 884,266	\$ 884,468	★	Project complete.
Elliott Heads Holiday park - BBQ Shelter Replacement	\$ 0	\$ 1,016	✓	Project rolled into 2017/2018 to be completed with capital funds in 2017- 18.
Gin Gin Swimming Pool - Amenities Refurbishment	\$ 465,517	\$ 467,463	★	Project complete.
Miara Foreshore - Rockwall only	\$ 250,000	\$ 7,719	○	Procurement is in progress. Quotations closed 11 April 2017. Construction delayed due to quotations being higher than expected.
Moore Park Caravan Park - Effluent Treatment and Disposal Area Upgrade	\$ 20,000	\$ 8,120	○	Project to be completed next financial year.
Moore Park Holiday Park - Electrical Upgrade of Existing Powerheads	\$ 0	\$ 0	✓	In original adopted Budget. Funds to be transferred to the Childers Swimming Pool Filter Replacement.
Norville Swimming Pool Refurbishment - Tiles and Edging Upgrade	\$ 0	\$ 0	✓	In original adopted Budget. Budget remaining, will be used in addition to the Works 4 Qld. funding.

Projects - Community Development – Projects, Plant & Equipment	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Norville 1 x Dolphine Pro Expert 2x2 Robotic Pool Cleaner	\$ 12,081	\$ 12,081	★	Project complete.
Norville Park Olympic Pool - Fixed Shaded seating roof replacement	\$ 31,114	\$ 31,115	★	Project complete.
Norville Park Olympic Pool - Amenities Block Refurbishment	\$ 15,663	\$ 15,226	★	Project complete.
Bundaberg Showgrounds - Replace part of roof Walker Street Craft Centre	\$ 12,000	\$ 11,764	★	Project complete.
Bundaberg Recreational Precinct - Purchase of grandstands	\$ 90,000	\$ 28,677	○	Grandstand has been installed. Further work to be undertaken prior to completion.
Bundaberg Recreational Precinct - New Amenities Block	\$ 60,000	\$ 28,017	○	Design finalised. Tenders have been sought. Construction to commence June and be completed by end of August.
Bundaberg Recreational Precinct - Upgrade to Municipal Band Hall	\$ 0	\$ 0		Project complete. Original budget \$40,000 (approximately) transferred to non-capital work order.
<a href="#">Childers Swimming Pool – sand filter system renewal</a>	\$ 5,000	\$ 142,571	★	Project complete. Budget was transferred to 2017-18 financial year. However, contractor completed the project earlier.
<a href="#">Multiplex – Purchase Floor Scrubber for PCYC</a>	\$ 0	\$ 19,573	★	Project complete. Directive of previous CEO based on community request.
<a href="#">Gin Gin Service Centre – Replace Air conditioner</a>	\$ 0	\$ 10,326	★	Project complete. Air conditioner failed in the Kolan Respite Service Centre and required immediate replacement.
<a href="#">Works for QLD – Norville Pool – wet edge to 50 metre pool</a>	\$ 542,000	\$ 72,418	○	Construction commenced. Expected completion August 2017.
<a href="#">Works for QLD – Norville Pool – wet edge to 25 metre pool</a>	\$ 228,000	\$ 72,376	○	Construction commenced. Expected completion August 2017.

## Disaster Management

Operation Type – Disaster Management	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	1.1.3, 1.1.4	BP-CE-4:10-11	Operational Revenue	\$ 94,934	\$ 93,734
Prevention Strategies	2.3.4, 4.1.1,		Operational Expenditure	\$ 958,622	\$ 908,395
Disaster Management Plans	4.3.2		Capital Revenue	\$ 69,000	\$ 62,100
Programs & Partnerships - S.E.S			Capital Expenditure	\$ 115,000	\$ 106,017

### Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Disaster Preparedness - Programs & Partnerships	Number of Local Disaster Management Group (LDMG) meetings held.	3 Annually		4	✓	No LDMG Ordinary Meetings occurred in the final quarter of the 2016-17 financial year. In the 3 <sup>rd</sup> quarter, a Bundaberg Local Disaster Management Group Ordinary Meeting occurred 24 March. Additionally, Extraordinary Meetings of the Executive Group and/or Core Group of the LDMG occurred daily or twice daily 27-31 March, due to Tropical Cyclone Debbie severe weather event. An LDMG Extraordinary Meeting for the full LDMG (Members, Advisors, Observers and invitees) occurred on Thursday 30 March. LDMG meetings were also 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.

Projects - Community Development – Projects, Plant & Equipment	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
SES Moore park beach – new Shed	\$ 0	\$ 2,681	★	Complete
Burnett River Gauge site at Walla - second gas bubble pipe	\$ 70,000	\$ 65,454	○	On track. Project complete but awaiting final invoices and Department of Infrastructure and Local Government and Planning (DILGP) payment.
Childers SES – New shed for flood boat	\$ 20,000	\$ 18,400	★	Complete
Bundaberg SES – Solar Panels	\$ 25,000	\$ 19,545	★	Complete

Operation Type - Libraries	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	1.1.1, 1.1.5	BP-CE-5:11-12	Operational Revenue	\$ 560,110	\$ 570,748
Resources & Facilities	1.2.1, 1.3.1		Operational Expenditure	\$ 3,019,786	\$ 2,839,390
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	\$ 182,661	\$ 208,480

**Key Performance Indicators**

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Resources & Facilities	Library usage - Number of patrons using our libraries.	75,000		71,475	✓	71,475 patrons visited our libraries this quarter. A 7 day closure for the RFID implementation has impacted this figure.
Community Services	Digital literacy - Number of participants in our Digital Literacy programs.	100		114	✓	114 people took part in digital literacy sessions across our library branches. Sessions included basic iPad and Android Tablets, after school and school holiday robotics, and 3D printing. We also offered basic one-on-one assistance to patrons having difficulty navigating library eServices (eBooks, etc.), although numbers for this tend to be decreasing as people become more familiar with the technology.
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>	2,000		3,084	✓	This figure includes library programs conducted in Bundaberg, Childers and Gin Gin branches. Participation from diverse members of the community ranging from babies through to senior citizens. Activities conducted not only within libraries but through outreach in the community. Examples of activities include weekly Baby Time, Toddler Time and Story Time programs; author events; guest speakers; library tours; media events and youth programs.
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		49	✗	A large number of donated images are being assessed for their suitability for inclusion in the Picture Bundaberg database. Facebook posts of Picture Bundaberg images are reaching an average of 6,000 people.
Creative Regions	Community Partnerships: Number of people attending Bundaberg Regional Council funded projects and programs facilitated by Creative Regions	Trend reported biannually		1401	↗	The statistics provided cover January to June 2017 including all Council funded initiatives. From January to June our focus has been the development of the Crush Festival for 2017; funding applications; Circa Crush workshops; the Socially Engaged Theatre Project Elephant in the Room; Bundaberg Arts Network workshops including sculpture and digital storytelling; CBD Storywalk development, and the Culinary Tourism Mural Project. There were 104 activities attended by 1401 people.

Projects- Libraries	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Radio Frequency Identification (RFID)	\$ 182,661	\$ 208,011	★	RFID launched in June. Project successfully completed. Library customers have overwhelmingly responded positively to the changes which makes their library visit easy and efficient and increases one-on-one staff service availability.
<a href="#">Gin Gin Library – new library (preliminary works)</a>	\$ 0	\$ 469	✓	Gin Gin Service & Neighbourhood Centre Project committee finalising concept plans for earliest opportunity of grant funding being made available to Council.

## Community & Environment

## Libraries, Arts & Theatre

Operation Type – Moncrieff Entertainment Centre	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	1.1.1, 1.2.1	BP-CE-5:11-12	Operational Revenue	\$ 670,319	\$ 751,549
Resources & Facilities	1.2.2, 1.4.2		Operational Expenditure	\$ 1,479,244	\$ 1,536,701
Cinema & Theatre Programs	1.4.3, 1.6.2		Capital Revenue	\$ 0	\$ 0
Community Programs & Partnerships			Capital Expenditure	\$ 150,000	\$ 153,284
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		15,535	✓	Live shows continue to drive numbers. Cinema numbers were down this quarter but live events have been very well attended. Highlights include The Very Hungry Caterpillar with 1,883 guests in one day, Bundaberg Festival of Dance with nearly 2,400 attending in a week (many from intrastate locations) and The Wiggles with 1,559 attending in one day. There continues to be very positive community feedback about the programming at the venue in the balance and range of cinema and live events provided to the community.
Community Programs & Partnerships	Number of diverse cultural groups involved with the Moncrieff Theatre community programs and theatre operations. <i>Notes:</i> Community groups include, University of the 3 <sup>rd</sup> Age (U3A), National Aboriginal and Islander Day Observance Committee (NAIDOC), seniors, disabled and disadvantaged members of our local community	25		25	✓	Highlights include the ongoing engagement around NAIDOC Week towards the development of a community production with a range of partners as well as a Combined Churches Association film fundraiser that saw 560 attending for one cinema event and raising substantial funds for the Scripture Union.

Projects- Moncrieff	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	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.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	1.3.1, 1.4.1	BP-CE-5:11-12	Operational Revenue	\$ 73,124	\$ 72,593
Resources & Facilities – Galleries	1.4.2, 1.4.3		Operational Expenditure	\$ 2,183,845	\$ 1,938,705
Exhibition & Arts Programs & Services	1.6.1, 1.6.2		Capital Revenue	\$ 0	\$ 0
Community & Stakeholder Partnerships			Capital Expenditure	\$ 20,381	\$ 20,953
Cultural Identity & Heritage/ Cultural Collections					

Projects- Galleries- Projects & Collection	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Bundaberg Regional Art Gallery (BRAG) – New roof critical due to leakages	\$ 20,381	\$ 20,953	★	Project complete.
Bundaberg Regional Art Gallery (BRAG) – Arts Collection	\$ 0	\$ 0	✓	The purchase of artwork for the collection is ongoing.

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		9,581	✓	BRAG visitation was 5,933, and ChARTS visitation was 3,648. Programming at BRAG was well attended, especially the Mumma's Nest Twilight Markets with 1,053 visitors, The Very Hungry Caterpillar activities for children and the ongoing Craft Crowd Workshops. ChARTS recorded a 39% increase in visitor numbers for April due to visits by large numbers of families over the long weekends and school holiday period. In May CHARTS held its largest Saturday exhibition opening to date with 65 people in attendance at local artist Terri Lewis's opening. June saw a 15% increase in visitors due to tourists from the southern states visiting, with an 8% increase in the number of interstate visitors.
Programs & Event	Number of participants in Arts and Culture programs. <i>Notes:</i> 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.	300		5,408	✓	5,408 people participated in public programs and community arts programs across BRAG and CHARTS. Of these people; 2,539 were aged 0 - 12 years 514 were aged 13 - 17 years 2,355 were aged 18+ years 233 visitors identified as Culturally and Linguistically Diverse (CALD), and 122 people with a disability. 134 programs were run at BRAG and CHARTS. 26 were delivered as outreach activities. 22 loans of Gallery and Museum Education Kits. 26 activities were guided, 84 were self-guided tours by groups. 6 exhibition openings. 2 Artist Talk events. 29 Workshops. 1 Community presentation. 2 Arts and Dementia Tours. School Holiday Programs.
Community & Stakeholder Partnerships	Number of strategic partnerships purposefully maintained or developed (with the aim of generating greater community involvement and more meaningful participation).	12		25	✓	Of these 5 were new and the remaining were ongoing partnerships. The new partnerships involved working with Cordalba State School for the Childers Festival; Red Collar Rescue for the 2018 Chinese New Year Festiva; working with C & K Childcare showcasing the Council Art Collection; Spinners and Weavers for the One Million Stars to End Violence international project, and re-connecting with the Baldwin Swamp Art Group.
Cultural Identity & Heritage	Number of Culture & Identity projects/programs delivered.	4		9	✓	Of the 9 projects, 4 were exhibitions by local artists, or were of topics relevant to the local community, including the One Million Stars to End Violence installation and the NAIDOC Exhibition. Remaining projects included: Social Inclusion Week; working with Cordalba State School students for the Childers Festival; Regional Canvas Wall at ChARTS; working with Council's Parks and Natural Areas staff on the community art project, and showcasing regional artists in the Council Art Collection to a local primary school.

Operation Type – Parks	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	1.2.1, 2.2.2	BP-CE-6a:4	Operational Revenue	\$ 212,958	\$ 190,937
Parks & Open Space Management	2.3.2, 2.3.4		Operational Expenditure	\$ 15,240,512	\$ 14,457,195
Foreshores & Beaches			Capital Revenue	\$ 2,634,176	\$ 2,688,176
			Capital Expenditure	\$ 3,729,465	\$ 2,841,065

**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%		97%	✓	Service levels have been met in nearly all locations.

Operation Type – Parks – Cemeteries	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	1.2.1, 2.2.2	BP-CE-6a:4	Operational Revenue	\$ 365,000	\$ 341,294
Cemetery Services	2.3.2, 2.3.4		Operational Expenditure	\$ 878,694	\$ 841,101
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 40,690	\$ 40,689

Projects – Parks – Cemeteries	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Cemeteries – renewal of old toilet block	\$ 8,425	\$ 8,425	★	Bundaberg Cemetery - Old toilet amenities being converted to storage shed – project complete.
Cemeteries – new shelter near Returned Services section	\$ 17,969	\$ 17,969	★	New shelter adjacent to returned servicemen section Bundaberg Cemetery – project complete.
Cemeteries – internal road upgrades	\$ 14,296	\$ 14,296	★	Bundaberg Cemetery – Internal roads- project complete.

Operation Type – Water Safety & Boating Facilities	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	1.1.1, 1.1.2	BP-CE-6b:5	Operational Revenue	\$ 0	\$ 0
Providing Lifesaving services	1.2.1, 1.2.2		Operational Expenditure	\$ 425,630	\$ 430,782
Boat ramps & jetties			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

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

Projects- Parks - Parks & Project Preparation	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Christensen Park (The Basin) – Road works construction from the Master-plan	\$ 851,078	\$ 873,574	★	Project complete.
Various - New and Upgrade Generic Parks and Open Space	\$ 0	\$ 0		See individual budgets below for Green Avenue, Branyan and Burnett Shores Burnett Heads.



Projects- Parks - Parks & Project Preparation	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Green Ave Park Playground Upgrade – Developer Contributed Parks	\$ 25,000	\$ 28,924	★	Project complete.
Various - Toilet Block Renewal & Repair	\$ 14,000	\$ 0	○	Toilet Block Renewal Program yet to commence.
Various - Shelters & Building & Shade Cover Renewal	\$ 28,339	\$ 0	✓	Funds have been re-allocated to complete Alexandra Park.
Hummock lookout & road renewal	\$ 82,500	\$ 116,235	★	The overspend was attributed to choosing to use Asphalt instead of Two-coat bitumen seal. We also extended the asphalt areas, pathways and added additional seating.
Woodgate Foreshore Hub - Near Caravan Park	\$ 52,806	\$ 52,806	★	Project complete.
Park infrastructure development - new developer contributed parks	\$ 17,500	\$ 0	✓	Allocated to Green Ave Playground.
Botanical Gardens - Repair Internal Road	\$ 70,000	\$ 67,867	★	Project complete.
North Depot (Botanical Gardens) - Internal Road Bitumen Sealing	\$ 35,093	\$ 35,093	★	Project complete.
Car Park & Internal Park Roads Reseal & Repair.	\$ 9,026	\$ 0		Project complete. Budget work order only.
Extension of existing footpath – Botanic Gardens	\$ 20,000	\$ 17,050	★	Project complete.
Oaks beach Toilet Block	\$ 130,000	\$ 76,386	○	New toilet constructed. Finalising effluent disposal area and final fit out.
Lions Park Shelters	\$ 54,110	\$ 54,110	★	Project complete.
Boreham Park 2 Shelters	\$ 56,097	\$ 56,097	★	Project complete.
Yandaran Sports Oval shelter	\$ 12,805	\$ 12,805	★	Project complete.
Alexandra Park rubber soft-fall replacement	\$ 105,000	\$ 7,210	○	Project commenced. Scope of project has changed to include play equipment
Ratray Park – playground improvement	\$ 28,140	\$ 28,140	★	Project complete.
Anzac Park embellishments	\$ 25,000	\$ 0	○	RSL project yet to commence - on hold.
Tall Ships Park Innes park Development	\$ 51,789	\$ 51,789	★	Project complete.
Bucca recreation reserve – new picnic shelter	\$ 11,508	\$ 11,508	★	Project complete.
Buxton friendship association – new picnic shelter	\$ 20,000	\$ 18,500	★	Project complete.
Alexandra Park Lighting & Electrical upgrades	\$ 51,000	\$ 50,354	★	Project complete.
Childers Streetscape Lighting upgrades	\$ 16,000	\$ 14,724	★	Project complete.
North Depot (Botanical Gardens) – Installation of Solar Panels	\$ 10,379	\$ 9,245	★	Project complete.
Nanning Garden Upgrade	\$ 1,189,098	\$ 364,980	○	Project commenced, funding received December 2016. 2 <sup>nd</sup> quarter. Budget Review completed. Delayed by contractors.

Notes: Projects written in blue are either 1) carry-over projects from last financial year, and budgeted in the quarterly revision; or 2) projects that are part of a budgeted capital renewal program that are now allocated to specific projects. The *Works for Queensland* State Government funding initiative has added a significant number of projects to be included in our capital renewal program this year, these have to be completed by Nov 2017.

Projects- Parks - Parks & Project Preparation (continued)	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Crawford Park BBQ renewal	\$ 17,716	\$ 17,716	★	Project complete.
Bargara Centre Point beach access ramp	\$ 29,574	\$ 30,793	★	Project complete.
Bundaberg Japanese Gardens – renewal of ponds and spillways	\$ 100,000	\$ 87,391	★	Project complete.
Innes Park Playground climbing frame	\$ 20,000	\$ 15,540	★	Project complete.
Barolin Point, Coral Cove – reseal of carpark	\$ 21,307	\$ 23,297	★	Project complete.
Works for QLD – Illet Park Rustic Road Burnett Downs – Construct 2 Amenities	\$ 40,000	\$ 5,132	○	Design complete.
Works for QLD – Moore Park Beach Foreshore – construct 3 shelters over Picnic Tables and connecting pathway	\$ 60,000	\$ 40,417	○	Shelters constructed. Landscaping underway. Project nearing completion.
Works for QLD – Moore Park Beach Foreshore – pathway from surf club to Lassig St	\$ 0	\$ 112,473	○	Construction commenced.
Works for QLD – Rattray Park, Bundaberg North – installation of shade sail over play equipment and installation of single shelter	\$ 20,000	\$ 42,580	○	Project complete. Additional budget provision 2017 - 18.
Works for QLD – Mary Kinross Park, Bargara – construction of 2 twin shelters with BBQ	\$ 0	\$ 47,112	○	Community consultation commenced. Designs complete.
Works for QLD – Esplanade, Elliott Heads – construction of 4 picnic shelters and tables	\$ 13,600	\$ 29,124	○	Design and approval complete. Materials purchased. Additional budget provision 2017 - 18.
Works for QLD – Barolin Point Reserve, Coral Cove – construction of a picnic node	\$ 0	\$ 24,179	○	Community consultation complete. Design and approval complete. Materials purchased.
Works for QLD – Burnett Heads – construction of picnic shelter	\$ 0	\$ 7,565	○	Preconstruction expenditure costs. Construction to commence 01/09/2017. Revised budget submitted for 2017/2018.
Works for QLD – Eric Boyd Park, Coral Cove – construction of shade sail over park	\$ 12,000	\$ 1,560	○	Tender awarded.
Works for QLD – Doblo Park, Elliott Heads – construction of single shelter with double plate BBQ	\$ 0	\$ 12,134	○	Community consultation complete. Design and approval complete. Materials purchased.
Works for QLD – Elliott Heads – Construction of amenities	\$ 0	\$ 10,418	○	Preconstruction expenditure costs. Construction to commence 01/10/2017. Revised budget submitted for 2017/2018.
Works for QLD – Elliott Heads – Construction of Half Basketball Court	\$ 4,000	\$ 3,503	○	Design and approval complete. Tender awarded.
Works for QLD – Elliott Heads – Car Park Submarine memorial Lookout	\$ 0	\$ 716	○	In design phase.
Works for QLD – Gum Nut Drive Park, Ashfield – playground cover and shelter/seating	\$ 50,000	\$ 42,312	★	Project complete.
Works for QLD – Nita Cunningham Park, Telegraph Road, Bundaberg East – shelter/seating	\$ 20,000	\$ 15,886	★	Project complete.
Works for QLD – Crawford Park, Bargara – installation of 2 single shelters to replace 1 large shelter	\$ 0	\$ 10,284	○	Preconstruction expenditure costs. Construction to commence 01/09/2017. Revised budget submitted for 2017/2018.

*Note:* Works for Queensland 3<sup>rd</sup> quarter forecasts were based on original submissions in February. Budget adjustments will be made in the 1<sup>st</sup> Quarter Revisions.

Projects- Parks - Parks & Project Preparation (continued)	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Works for QLD – Baldwin Swamp - Replace shelter's roof	\$ 30,000	\$ 20,507	★	Project complete.
Works for QLD – Burnett Heads – South Head Parklands replace 4 shelters	\$ 20,000	\$ 14,425	★	Project complete.
Works for QLD – C J Nielsen Park Kepnock – Renew	\$ 0	\$ 50,053	★	Project complete. Additional budget provision 2017 - 18.
Works for QLD – Vuichoud Park, Bundaberg East _ replace playground	\$ 30,000	\$ 20,203	★	Project complete.
Works for QLD – North Depot Botanic Gardens & Nursery Building renewal	\$ 6,000	\$ 516	○	Design and approval complete. Tender awarded. Old building demolished. Slab poured.
Works for QLD – Moore Park Beach Foreshore Hub – construction of shelter, pathway and beach access	\$ 50,000	\$ 47,686	★	Project complete.
Works for QLD – Gin Gin Recreation Reserve – installation of shade structure over playground	\$ 24,000	\$ 10,912	○	Tender awarded.
Works for QLD – Lake Ellen Heritage Hub - Construction of shade shelter over toddlers playground	\$ 24,000	\$ 9,627	○	Tender awarded. Construction commenced.
Works for QLD – Mary Kinkross Park, Bargara – Install Shade Sails	\$ 12,000	\$ 14,454	★	Project complete.
Works for QLD – Millennium Park Childers – Install Shade Sails	\$ 12,000	\$ 7,877	○	Tender awarded. Additional budget provision 2017 - 18.
Works for QLD – Boreham park Avenell heights - Construction of shade shelter over toddlers playground	\$ 12,000	\$ 18,059	○	Tender awarded. Additional budget provision 2017 - 18.
Works for QLD – 120 Malvern Drive, Moore Park Beach – installation of shelter and playground	\$ 55,000	\$ 46,672	★	Project complete.
Works for QLD – Lifesavers Park, Elliott Heads – single shelter	\$ 0	\$ 5,489	○	3 <sup>rd</sup> Quarter Review submitted. Construction commencement 01/08/2017. Preconstruction costs.
Works for QLD – Seagulls Park, Elliott Heads – large shelter and single shelter	\$ 0	\$ 5,489	○	3 <sup>rd</sup> Quarter Review submitted. Construction commencement 01/08/2017. Preconstruction costs.
Works for QLD – G L Miles Park Kalkie Single Shelter	\$ 15,000	\$ 6,022	○	Construction commenced.
Works for QLD – Mary Kinkross Park, Bargara – 2 cubicle Amenities Block	\$ 0	\$ 3,238		Community consultation undertaken. Design complete. Expenditure after 3 <sup>rd</sup> Quarter Review.
Works for QLD – Teen Play Area – Avoca – skate bowl or bike track	\$ 30,000	\$ 2,106	○	Community consultation undertaken. Tenders being evaluated.
Monduran Dam Boatramp reseal of carpark	\$ 10,000	\$ 14,081	★	Project complete.
Works for QLD – Barolin Point Coral Cove – Reseal of carpark	\$ 21,307	\$ 23,297	★	Project complete.
Works for QLD – Lake Ellen heritage Hub Permanent rubber softfall replacement	\$ 25,000	\$ 22,420	★	Project complete.
Barolin reserve amenities Coral Cove, Replace roof	\$ 0	\$ 4,948	★	Project complete. Expenditure after 3 <sup>rd</sup> Quarter Review.
Childers Streetscape – electrical & Lighting replacement	\$ 0	\$ 5,262	★	Project complete. Expenditure after 3 <sup>rd</sup> Quarter Review.

Operation Type – Natural Resource Management	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	2.1.1, 2.1.3	BP-CE-6c:7-8	Operational Revenue	\$ 91,939	\$ 102,916
Land Protection	2.1.4		Operational Expenditure	\$ 1,656,506	\$ 1,581,499
Natural Areas Management			Capital Revenue	\$ 0	\$ 0
Coastal Areas Management			Capital Expenditure	\$ 62,500	\$ 71,696

**Key Performance Indicators**

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Natural Areas Operational Plans	Percentage of actions undertaken. <i>Notes:</i> There are a total of 10 Operational Plans for Natural Areas across the Bundaberg region.	75% Annually		79.4%	✓	Council's Natural Area Team completed 79.41% of operational plan actions for the 2016-17 financial year, further solidifying our commitment to having a natural landscape that is managed sustainably.
Public Awareness & Education	Number of public awareness and education programs and activities (e.g. field days, community events, brochures, workshops and signage)	8		8	✓	Activities included the following: <ul style="list-style-type: none"> <li>• 11 April Native Bee Workshop at Botanical Gardens with Leslie Lowe of T.E.C.K.nology 50+ participants (CSIRO Double Helix Article).</li> <li>• 5&amp;6 May Agro trend Weeds and Feral Animal display and presentation.</li> <li>• 1 June Wild dog trapping workshop Apple Tree Creek 40 participants.</li> <li>• 7 June Council facebook post Hoop Pines (14,400 hits - attached).</li> <li>• 12 June ABC radio interview – Childers Hoop Pines <a href="https://www.facebook.com/abcwidebay/videos/vb.131855023499821/1614833738535268/?type=2&amp;theater">https://www.facebook.com/abcwidebay/videos/vb.131855023499821/1614833738535268/?type=2&amp;theater</a>.</li> <li>• 22 June Media release renovation of footbridges in Baldwin Swamp <a href="http://www.bundaberg.qld.gov.au/news/2017/06/22/baldwin-swamp-footbridges-under-council-renovation">http://www.bundaberg.qld.gov.au/news/2017/06/22/baldwin-swamp-footbridges-under-council-renovation</a>.</li> <li>• 23 June Wide Bay Burnett Regional Biosecurity Strategy Stakeholder Engagement Workshop.</li> <li>• 27 June Article about Barolin tree planting project for LGAQ magazine <i>Council Leader</i>.</li> </ul>
Land protection inspection program (weeds).	Number of properties inspected. <i>Notes:</i> It is anticipated that there will be further revision regarding percentage or area measurements for this indicator in 2017.	350		423	✓	423 properties were inspected ensuring the rural and natural landscape is managed sustainably in the Bundaberg region.

Projects- Natural Resource Management	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Bridge upgrades – Baldwin Swamp	\$ 62,500	\$ 71,696		Two bridges were raised and upgraded in Baldwin Swamp.

Operation Type – Sport & Recreation Management		Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget		4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>		1.1.1, 1.1.2	BP-CE-6b:5	Operational Revenue	\$ 0	\$ 3,197
Physical Activity & Preventative Health		1.2.1, 1.2.2		Operational Expenditure	\$ 438,696	\$ 383,396
Youth Representativeness & Sports Organisations				Capital Revenue	\$ 0	\$ 0
				Capital Expenditure	\$ 0	\$ 0
<b>Key Performance Indicators</b>						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Physical Activity & Preventative Health	Number of physical activity and preventative health initiatives promoted and supported by council.	25		28	✓	Initiatives included the <i>Recreate Newsletter</i> , weekly Enews, promotion and support of key sporting events/ activities/ State funded programs. MoveIt Expo – 700 attendance/41 stallholders. BeActive Be Alive finished in April with a total of 4406 participants across the 8 week program. Anti-Smoking Campaign (Sporting Club target) - Free resources to clubs.
Youth Representativeness & Sports Organisations	Number of successful grant applications in support of individual sportspeople and sport organisations.	25		12	✓	There were 11 successful <i>Young People in Sport</i> applications and 1 successful application the <i>Sport Championships Funding Program</i> this quarter. The actuals are reflective of both the time of the year (limited representative sport and quarterly budget provision).

Regulatory Services

Operation Type – Regulatory Services		Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget		4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>		1.1.3, 1.2.1	BP-CE-7:5	Operational Revenue	\$ 888,213	\$ 904,868
Animal Management		4.4.1, 4.6.2		Operational Expenditure	\$ 2,422,660	\$ 2,261,123
Local Law				Capital Revenue	\$ 593,100	\$ 593,100
Regulated Parking				Capital Expenditure	\$ 2,031,250	\$ 1,876,013
<b>Key Performance Indicators</b>						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Regulated Parking	SPER: Number of parking infringement notices forwarded to SPER for debt recovery	Trend		419	↗	419 Infringements were forwarded to SPER for debt recovery.
Animal Management - Customer Request Management (CRM)	Percentage of customer requests overdue in relations to assigned timeframes assigned.	>%15		6.03%	✓	6.03% of the Animal Management CRM tasks were overdue during the quarter.

Projects - Regulatory Services	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Animal Control - New pound facility \$1.8M Project	\$ 2,031,250	\$ 1,876,013	★	Project completed and facility is now operational, with some minor final invoices yet to be received and paid.

Operation Type – Health Services	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	1.1.2,1.1.3	BP-CE- 8b:7-11	Operational Revenue	\$ 325,456	\$ 371,982
Food Safety/Public Health Risks	2.4.3, 4.4.1		Operational Expenditure	\$ 1,143,793	\$ 993,274
Environmental Nuisances & Pollution	4.6.1		Capital Revenue	\$ 0	\$ 0
Environmental Health Promotion & Public Education			Capital Expenditure	\$ 0	\$ 0

**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%		70%	✗	Treatment for known mosquito larvae hotspots throughout the region continued through to mid-April. (Lower Tolerance is 85%)
Licensing, Assessment & Approvals	Percentage of inspections completed against the anticipated number of inspections for the year.	98%		69%	✗	The number of inspections is less than desired due to staff turnover, training of new staff, staff secondment, and an increase in Environmental Health complaints by approximately 52% over the previous year's numbers. (Lower Tolerance is 85%)
Environmental Health Community Education	Number of community education programs and activities delivered to our community	5	Annually Reported YTD	5	✓	Council's Environmental Health Services provided another free food safety and hygiene course for the community.

Operation Type –Waste Services	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	1.1.3, 1.2.1	BP-CE-8a:7-8	Operational Revenue	\$ 21,014,491	\$ 21,295,463
Waste & Recycling Collections	2.1.1, 2.2.2,		Operational Expenditure	\$ 17,294,279	\$ 15,439,238
Waste Disposal	2.3.2, 4.4.1		Dividend & Tax to General	\$ 1,373,072	\$ 1,373,072
Material Recovery			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 551,759	\$ 314,017
			Loan Redemption	\$ 442,000	\$ 426,145

**Key Performance Indicators**

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Waste Collection	Percentage of customer requests/complaints processed effectively.	95%		98%	✓	912 requests during 4 <sup>th</sup> quarter.
Waste Disposal	Maximise waste being disposed of at our lined landfill site (Cedar Road).	40,000 Tonnes		40,720	✓	Loads to Cedars Road landfill increasing. Annual tonnage above previous tonnage level per annum.
Resource Recovery	Municipal solid waste diverted from landfills. Percentage of waste diverted to be reused.	30%		25%	✓	Comprising of mainly collections recycling product. (Note: Lower Tolerance is 20%)
Community Education & Public Relations	Number of community education activities delivered.	50	Annually	52	✓	33 Media Articles, 4 Landfill Tours and 34 Material Recovery Facility Tours (with 349 participants) completed year to date.

Projects - Waste Services- Landfill	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Bundaberg Regional Landfill (Cedars Rd) Gas System Stage 2	\$ 0	\$ 0	○	The works will not be required this financial year and will now be completed next financial year. A budget revision form will be completed to reprovision into next 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	\$ 11,656	★	Construction completed.
Qunaba Landfill - Extend Roadway to landfill boundary	\$ 70,000	\$ 74,084	★	Completed.
Bundaberg Regional Landfill (Cedars Rd) - Cell 3 - Preliminary Works	\$ 35,000	\$ 72,808	✓	Contract awarded work to commence July. Overspens due to capitalization of extension to exteneral fencing of Cell 3 and 4 completed during the year.
Bundaberg (University Drive Landfill Site) - Irrigation Line	\$ 20,000	\$ 16,528	✓	Project completed.
Interim Capping Qunaba Landfill	\$ 115,000	\$ 0	○	Interim Capping at Qunaba as part of the Capping program has commenced. Transfer of \$71,648 to Actuals will be represented in the 1 <sup>st</sup> Budget Revision 2017 -18.
Cedars Road landfill Security Fencing	\$ 22,600	\$ 22,545	★	Project completed.
Bundaberg Admin Office Design	\$ 0	\$ 1,944	○	These costs will be transferred to operational costs.
Qunaba Landfill - phytocapping development approval and pilot	\$ 0	\$ 0	○	Expenditure to be transferred from capital to operational.
Cedars Road Landfill - interim capping - cell 2	\$ 85,000	\$ 0	○	Expenditure to occur in June 2017. Transfer of \$117,079 to Actuals will be represented in the 1 <sup>st</sup> Budget Revision 2017-18.
University Drive Landfill - interim capping	\$ 50,000	\$ 0	○	Expenditure to occur in June 2017. Transfer of \$87,668 to Actuals. Transfer of \$87,668 to Actuals will be represented 1 <sup>st</sup> Budget Revision 2017-18.
University Drive Landfill - surfacing work	\$ 31,159	\$ 31,158	★	Project completed.

Operation Type – Financial Accounting	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	2.3.4 , 4.2.2	BP-OS-1:12	Operational Revenue	\$ 1,016,000	\$ 1,144,075
Financial Accounting	4.4.1, 4.5.2		Operational Expenditure	\$ 1,658,7201	\$ 1,474,219
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	> \$30m	end of the financial year	\$105M	✓	Current cash balance is significantly higher than minimum cash balance required. Council has required appropriate cash levels to cover major projects during the financial year and beyond. 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.	100%	by the end of the second Quarter	50%	✓	Preparation work has commenced for the Financial Statements for the 2016/2017 year. Queensland Audit Office contracted auditors will be conducting their final audit during a 2 week period commencing Monday 25 <sup>th</sup> September 2017.
Taxation	Taxation requirements completed (includes GST, BAS & Payroll)	100%	by the end of the calendar year	100%	✓	The monthly taxation requirements are being met as per the legislative requirements. The Fringe Benefits Tax Annual Return for 2016/2017 has been submitted.
Investments	Return on monetary investments: Minimum return on investments is 1% Notes: Percentage is calculated above the target cash rate	> 1%		0.99%	✓	The Reserve Bank of Australia held the cash rate at 1.50% this quarter. Term deposit interest rates have remained reasonable in comparison. However, the QTC Cash Fund rate is still sitting at less than 1% over cash rate. Due to the unknown timing of major project expenditure, an increased cash balance has been held “at call” in QTC. In order to maximize return on investments, this balance will be monitored and additional cash invested out to term deposits where appropriate.
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 76,873 assets listed in our Asset Register. Index 0 indicates new condition – index 10 indicates that the asset is no longer useable.	> 98%		96.05%	✗	A large percentage of these assets are underground and are part of Council’s aging infrastructure.



Operation Type – Revenue	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	4.4.1, 4.4.2	BP-OS-1:12	Operational Revenue	\$ 767,000	\$ 740,260
Revenue Administration	4.5.1		Operational Expenditure	\$ 1,172,000	\$ 1,154,562
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 <sup>st</sup> & 3 <sup>rd</sup> Quarters	3.77%	✓	Rates are billed half-yearly in February and July/August. Rates debt owing before the current half-yearly Rates Billing was the lowest in the Council's history.

Billing Date	Period Ending	Rates Owing	Rates Levy	% Owing to Levy
6 February 2017	30 June 2017	\$5,758,703	\$152,891,380	3.77%
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%

Financial Services - Strategic Supply

Operation Type – Strategic Supply	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	4.2.2, 4.5.2	BP-OS-1:13-14	Operational Revenue	\$ 10,000	\$ 0
Procurement	4.7.2		Operational Expenditure	\$ 1,106,605	\$ 1,034,458
			Internal Revenue	\$ 475,575	\$ 411,839

**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%	✓	The rollout of the Council wide Contract Register coupled with an increase in the early involvement of Strategic Supply in significant procurement activities is slowly improving the spend under management.

## Organisational Services


## Financial Services – Accounts Payable

Operation Type – Accounts Payable		Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget		4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>		4.2.2, 4.3.2	BP-OS-1:16	Operational Revenue	\$ 0	\$ 0
Invoices & Payments		4.4.1, 4.4.2		Operational Expenditure	\$ 306,357	\$ 279,721
Corporate Purchase Cards						
<b>Key Performance Indicators</b>						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Creditor Invoices	Number of payments outside of terms (i.e. process all creditor invoices and credit notes and payments to ensure creditors are paid within Council's payment terms).	< 90		43	✓	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.

## Financial Services – Customer Service

Operation Type – Customer Service		Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget		4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>		4.4.1, 4.4.2	BP-OS-1:15	Operational Revenue	\$ 0	\$
Customer Service				Operational Expenditure	\$ 1,658,720	\$ 1,474,219
Disaster Management Support						
<b>Key Performance Indicators</b>						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Call Centre – Call Management	Percentage of calls processed within allocated timeframes.	90%		96%	✓	Council's Call Centre base exceeded set indicators for the delivery of quality service at the first point of contact with our community.
Customer Request Management (CRM)	Percentage of CRMs overdue across council in relations to the timeframes assigned.	< 15%		12%	✓	Council's response to requests for service far exceeded set tolerances, supporting Councils commitment for excellence in service.

## Information Systems

Operation Type – Information Systems		Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget		4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>		2.3.1, 4.4.1	BP-OS-2:5-8	Operational Revenue	\$ 400	\$ 361
Information Technology Infrastructure & Support		4.5.1, 4.5.3		Operational Expenditure	\$ 7,430,937	\$ 7,145,539
Corporate Applications				Capital Revenue	\$ 0	\$ 0
GIS Services & Support				Capital Expenditure	\$ 1,983,072	\$ 470,895
Records Management						
<b>Key Performance Indicators</b>						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Support Requests	Number of Support Requests completed.	Trend		1912		Consistent with previous results.

\*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	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals	Status	Comment
Corporate Applications - Core System Replacement Project Total Project \$6.1M	\$ 1,445,960	\$ 0		Project is on hold six months pending recommendation review and implementation. \$1,455,960 re-provisioned to 2017- 18.
GIS Management - Aerial Photography	\$ 0	\$ 0		Project completed. \$7,500 transferred to operating expenditure
Infrastructure & Operations - Internal CCTV Maintenance and Upgrade	\$ 69,534	\$ 27,600		In progress. CCTV implementation for Gin Gin Service Centre, Childers Service Centre and BRAG. \$41,934 budget re-provisioned to 2017-18.
Infrastructure & Operations - Core Network Upgrade	\$ 0	\$ 0		In progress. CCTV implementation for Gin Gin Service Centre, Childers Service Centre and BRAG. \$41,934 budget re-provisioned to 2017-18.
CCTV network Upgrade - Safe Night Precinct CBD Precinct	\$ 90,909	\$ 77,532		All planned CCTV cameras commissioned successfully. Surplus budget to be expended on 3 new CCTV camera sites as agreed with QPS. \$13,220 budget re-provisioned to 2017-18.
2 Communication Towers Gin Gin & Cedars Road	\$ 4,035	\$ 4,035		Project completed.
Microwave Links to improve connection to Gin Gin	\$ 322,719	\$ 322,718		Project completed.
Network link Childers Sewerage treatment plant - plant component	\$ 13,670	\$ 13,671		Project completed.
Network link Childers Sewerage treatment plant - Building component	\$ 2,047	\$ 2,047		Project completed.
Surge protection – Operations Centre	\$ 15,140	\$ 4,234		In progress. New UPS battery to be procured. \$10,906 Budget re-provisioned to 2017-18.
<a href="#">Hummock UPS &amp; cabling</a>	\$ 9,058	\$ 9,058		Project completed.
<a href="#">Rugged Tablets</a>	\$ 10,000	\$ 10,000		Project completed.

Internal Ombudsman

Operation Type – Internal Ombudsman	Strategic Links	Risk Id.	3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	4.2.2, 4.6.2	BP-OS-3:8-9	Operational Revenue \$ 10,500	\$ 8,692
Corporate Governance	4.7.3		Operational Expenditure \$ 2,225,385	\$ 2,210,981
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. Notes: Reviews include Complaints Management Process and Ombudsman / Office of the Information Commissioner Reviews and Crime and Corruption Commission	Trend		4		4 administrative reviews were received and processed within applicable timeframes.

Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Right to Information and Privacy Applications	Percentage of Right to Information and Privacy Applications received and processed within applicable timeframes. Notes: The number of Applications is also recorded in the Comments to provide trend information.	90%		100%	✓	8 Right to Information applications were processed within timeframes during the quarter.
Right to Information and Privacy Training	Percentage of staff trained in Right to Information and Information Privacy processes and procedures	90%		98.94%	✓	467 of 472 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). Notes: The number of Applications is also recorded in the Comments to provide trend information	95%		100%	✓	26 insurance claims were processed within timeframes (general insurance and public liability claims).
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%		13.1%	✓	A total of 1486 risks have been identified across Council. 1291 have been closed. 195 risks remain open this quarter, equating to 13.1%.

People & Performance

Operation Type – Human Resource Management	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	4.3.2, 4.7.1	BP-OS-4:8-9-10	Operational Revenue	\$ 182,500	\$ 161,250
Recruitment	4.7.2, 4.7.3		Operational Expenditure	\$ 848,1981	\$ 823,125
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.	80%		80%	✓	161 Training opportunities organised by Human Resources were attended by staff including training by external providers and internal training.
Community Relations/Support	Number of Community Support activities undertaken (e.g. work experience, traineeships, apprenticeships, scholarships, and cadetships)	50 Annually		76	✓	A total of 48 work experience opportunities provided to high school student and other community members. There are currently 11 Trainees and 16 Apprentices working for Council. One CQU First year Engineering Scholarship was granted in 2016 - 17.

Operation Type – Workplace Health & Safety		Strategic Links	Risk Id.	Budget		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>		4.7.3	BP-OS-4:8	Operational Revenue		\$ 4,366	\$ 0
Workplace Health & Safety				Operational Expenditure		\$ 1,044,233	\$ 1,062,145
				Capital Revenue		\$ 0	\$ 0
				Capital Expenditure		\$ 0	\$ 0
Key Performance Indicators				<i>*Note: Unless otherwise indicated, WHS KPIs Targets are Annual - Reported Quarterly YTD</i>			
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
WHS Management	Days Lost - Number of days leave taken as a result of injury.	< 588		919		4 serious, long term injuries (vehicle / plant related) requiring over 100 days off each. All staff have returned to work in their substantive position, either on full or partial hours / duties.	
WHS Management	Lost Time Injuries - Number of people injured requiring leave of duties.	< 24		40		4 serious, long term injuries (vehicle / plant related) requiring over 100 days off each. All staff have returned to work in their substantive position, either on full or partial hours / duties. Potentially we are seeing the result of an aging outdoor workforce and the aggravation of age related degeneration.	
WHS Management	Hazard Inspections – Percentage of inspections carried out on time	100% Annual Reported Quarterly		91%		The 9% overdue is attributed to staff being on annual leave and higher prioritised work requirements; as well as, new staff not being aware of the process for recording. This has now been addressed through consultation and training.	
WHS Management	Lost Time Injury Frequency Rate (LTIFR) - Number of injuries per number of hours worked (all employees across whole organisation).	<17.9		28.76		Over half of the injuries lodged are in the 45 – 65+ age bracket, predominantly outside workforce with musculoskeletal (MSD) injuries (lower back & knee). WHS and HR are investigating options to address implications of aging in the workforce and the possible link to MSD injuries.	
WHS Management	Notifiable incidents - Number of notifiable incidents. <i>Notes: Upper tolerance &lt; 4.</i>	0		0		There have not been any notifiable incidents year to date.	
WHS Management	Training & Development- Staff satisfaction - Percentage of satisfaction with training.	80%		92%		The staff surveyed have indicated a 92% average satisfaction of the training and development completed.	
WHS Management	Reported Incidents: Percentage of reported incidents investigated.	80%		100%		All Incidents reported are individually reviewed by the respective management teams and WHS as required. All incidents that result in a compensation claim and or are of a nature that could potentially pose a significant risk for council are appropriately reviewed and investigated.	
WHS Management	Return to Work Programs: Percentage of successful return to work programs. i.e. staff member has returned to normal duties	90%		100%		All staff have returned to their pre-injury positions and are either working full or reduced hours.	

Operation Type – Sustainable Finance	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	4.2 2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 5,100,000	\$ 7,603,241
Financial Planning, Reporting & Forecasting	4.5.1, 4.5.2		Operational Expenditure	\$ 749,886	\$ 711,338
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
Net Financial Liabilities Ratio	Net loan indebtedness & liabilities less current Assets does not exceed 60% of Gross Operating Revenues.	< 60% Average over 5 years		-14%	✓	This is a preliminary estimate and will be finalised by end of September with the Audited Financial Statements. Council is currently in a very sound sustainable financial position.
Operating Surplus	Ratio is between 0 and 15% of total operating revenue for whole of council	5% Average over 5 years		9.5%	✓	\$4.0 million of the surplus is the Federal assistance grant paid in advance. This is 2.2% of the surplus.
Asset Sustainability Ratio	The capital expenditure on replacement assets is greater than 90% of depreciation	100% Average over 5 years		50%	✗	This is a preliminary estimate and will be finalised by end of September with the Audited Financial Statements. Council is currently undertaking major new capital works.
Own Source Revenue	Own source revenue as a percentage of total recurrent revenue	Trend		78%	↗	Up by 3.1% from \$1,371 in 2015/16
Own Source Revenue	Own source revenue per head of regional population	Trend		\$1,414	↗	Up by 3.1% from \$1,371 in 2015/16
Internal Quality Audits	Coordinate and conduct Internal Quality Audits: Number of Internal Quality Audits.	7 Annually		5	○	1 audit has been undertaken and finalised this quarter; 161713 East Treatment Plant Biogas Facility Safety Management Plan. Audit 161708 WHS Consultation Procedure is at the formation of opinion stage.

**Internal Audits**

Operation Type – Internal Audits	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	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	\$ 150,091	\$ 120,731
	4.6.2, 4.7.3		Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

**Key Performance Indicators**

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Internal Audits	Coordinate and conduct Internal Audits: Number of Internal Quality Audits.	7 Annually		5 YTD	✓	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. The audits that will be not be completed this financial year will be carried over to the next financial year

## Organisational Services

## General Rates

Operation Type – General Rates & Charges	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	4.2 2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 75,199,500	\$ 75,138,245
General Rate	4.5.1, 4.5.2		Discounts & pensioner remission	\$ 7,244,000	\$ 7,271,034
Valuation Services	4.6.2, 4.7.3		Operational Expenditure	\$ 784,000	\$ 730,477
Discount & pensioner remissions					

## On Costs NCP & Overheads

Operation Type – General Rates & Charges	Strategic Links	Risk Id.		3 <sup>rd</sup> Quarter Budget	4 <sup>th</sup> Quarter Actuals
<b>Core Programs/Services Areas</b>	4.2 2, 4.4.3	BP-OS-6:7-8	Payroll Oncost Recoveries	\$ 21,810,000	\$ 20,947,836
On Costs	4.5.1, 4.5.2		Payroll Oncost Expenses	\$ 20,034,903	\$ 16,369,766
NCP Recoveries – Dividends tax	4.6.2, 4.7.3		NCP Dividend & tax recoveries	\$ 17,254,079	\$ 17,254,079
Corporate Overhead Recoveries			Corporate overhead recoveries	\$ 15,845,479	\$ 15,845,479

## Executive Services

CEO's Office

Operation Type – CEO's office	Strategic Links	Risk Id.	3rd Quarter Budget		4th Quarter Actuals
<b>Core Programs/Services Areas</b>	4.2.2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 7,417	\$ 37,681
Council Administration	4.5.1, 4.5.2		Operational Expenditure	\$ 571,027	\$ 556,348
Deputations and Civic receptions and events	4.6.2, 4.7.3		Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

Operation Type – Office of Mayor and Councillors	Strategic Links	Risk Id.	3rd Quarter Budget		4th Quarter Actuals
<b>Core Programs/Services Areas</b>	4.2.2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 0	\$ 73
Council Strategies	4.5.1, 4.5.2		Operational Expenditure	\$ 1,006,514	\$ 1,037,113
Deputations and Government relations	4.6.2, 4.7.3		Capital Revenue	\$ 0	\$ 0
Civic receptions and events			Capital Expenditure	\$ 0	\$ 0

Operation Type – Communications & Media	Strategic Links	Risk Id.	3rd Quarter Budget		4th Quarter Actuals
<b>Core Programs/Services Areas</b>	4.1.1, 4.3.2	BP-OS-5:7-8	Operational Revenue	\$ 0	\$ 0
Community & Council Communications	4.3.1, 4.3.2		Operational Expenditure	\$ 571,027	\$ 556,348
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		161	✓	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		633,375	✓	Council's community engagement through interactive posts via various social media platforms continues to increase.





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REGIONAL COUNCIL