








# Quarterly Operational Report

Quarter 1, 2021/2022

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

# 1: Our community and environment

## 1.1: Economic growth and prosperity

### 1.1.1: Promote and support use of new technology across the organisation and region's economy as part of the Intelligent Community Strategy.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of community members participating in our Digital Literacy programs at libraries.	<b>Organisation</b> - Community & Environment - Library Services - <a href="#">Library Services</a>	≥ 80	180	—	Coffee & Computers, Gamers Group & Virtual Reality Experience are some of the Digital Literacy sessions that help our citizens stay connected in our digital era.

### 1.1.3: Promote our region as a preferred investment destination nationally and internationally.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of Holiday Park accommodation occupied.	<b>Organisation</b> - Community & Environment - <a href="#">Community Services</a>	Trend	77.16%	—	Moore Park Beach Holiday Park 90.60%, Miara Holiday Park 69.31%, Burnett Heads Holiday Park 92.38% and Elliott Heads Holiday Park 90.83%.

## 1.2: Safe, active, vibrant and inclusive community

### 1.2.1: Provide facilities, parks, open spaces, services, and programs that promote and support our community's safety and physical wellbeing.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of school students engaged in gallery programs.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - <a href="#">Galleries - BRAG &amp; ChArts</a>	≥ 120	409	—	65 adults; 344 school aged children engaged in education programs at the Gallery this quarter.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of agreed service levels have been met.	<b>Organisation</b> - Community & Environment - Parks, Sport & Natural Environment - Parks Operations & Maintenance	≥ 85%	97%	✓	The agreed service levels were met or exceeded in 97% of all parks.

### 1.2.2: Support and facilitate community programs, networks, projects and events that promote social connectedness; and active and healthy community life.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Access to Services - Commonwealth Home Support Programme & Queensland Community Care (State and Federal funded): Number of service users with improved ability to access appropriate services.	<b>Organisation</b> - Community & Environment - Community Services	≥ 50	526	✓	Client numbers reflect an improved ability to access appropriate services. Group transport is offered from Gin Gin and Childers to Bundaberg to assist with the access to services not available in the regional areas. Clients receive information through newsletters, flyers and face to face.
Community Support Services Commonwealth Home Support Programme & Queensland Community Care (State & Federal Funded): Number of service users who received a service.	<b>Organisation</b> - Community & Environment - Community Services	Trend	600	✓	Client numbers over Gin Gin, Childers and Gracie Dixon are steadily increasing with availability in most service types.
Number of Community Services grants provided.	<b>Organisation</b> - Community & Environment - Community Services	Trend	11	—	This total includes microgrants and community services program.
Number of community development partnerships, projects and initiatives promoted and supported by Council.	<b>Organisation</b> - Community & Environment - Community Services	Trend	32	—	This total includes events, activities, workshops, presentations, community consultations and network meetings.
Number of community members participating in community development projects and initiatives.	<b>Organisation</b> - Community & Environment - Community Services	Trend	2,662	—	This figure includes Family Flourish Fun Day, Options Day and R U OK Day initiatives.






Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of community members participating in our free community programs and events hosted and facilitated by the Library Service.	<b>Organisation</b> - Community & Environment - Library Services - Library Services	≥ 750	2,088	—	Children's school holiday activities have been well attended with Board Games & Lego proving extremely popular.
Number of community members who have improved wellbeing through social connectedness.	<b>Organisation</b> - Community & Environment - Community Services	Trend	2,129	—	This figure is based on written and verbal feedback from participants at Community Development led events and workshops in the region.
Number of financial assistance requests/applications supported (individuals/sporting organisations/events).	<b>Organisation</b> - Community & Environment - Parks, Sport & Natural Environment - Sport & Recreation	Trend	6	—	6 young athletes supported under the Young People in Sport Financial Assistance program.
Number of occasions that information, advice and referral services were provided.	<b>Organisation</b> - Community & Environment - Community Services	Trend	4,651	—	Utilisation remains high.
Number of service users who received a service.	<b>Organisation</b> - Community & Environment - Community Services	Trend	2,903	—	Engagement remains high and increasing.
Number of service users with improved quality of life.	<b>Organisation</b> - Community & Environment - Community Services	Trend	4,169	—	Greater uptake on services resulting in ongoing improvement to quality of life.
Number of services users with improved ability to access appropriate services.	<b>Organisation</b> - Community & Environment - Community Services	Trend	5,646	—	We have had a significant increase in community presenting for assistance with technology (including photocopying, faxing and printing), financial help and general enquiries. We also distributed increased number of newsletters via email, drop offs to local schools,

Performance Measure	Organisation Link	Target	Actual	Status	Comments
					Doctors surgeries, businesses and mail out.
Quality of Life - Commonwealth Home Support Programme & Queensland Community Care (State and Federal funded): Number of service users with improved quality of life.	<b>Organisation</b> - Community & Environment - Community Services	≥ 300	600	✓	Clients under the Commonwealth Home Support Program are supported to remain in their own home and within their community to maintain their independence and increase their quality of life.
Social Connectedness - Commonwealth Home Support Programme & Queensland Community Care (State and Federal funded): Number of service users with improved social connectedness.	<b>Organisation</b> - Community & Environment - Community Services	≥ 150	600	✓	Clients interact with staff throughout all services. Clients are offered and supported to access a variety of social activities to increase and maintain their social contentedness.


### 1.3: A creative and environmentally friendly place

#### 1.3.1: Provide facilities, spaces, services and activities that promote and support lifelong learning and community engagement within the arts and culture sector.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of community engagement activities at libraries.	<b>Organisation</b> - Community & Environment - Library Services - Library Services	≥ 10	21	—	Inhouse and Outreach sessions are held to engage with and inform our communities.
Number of community groups using the Moncrieff Entertainment Centre.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	10	✓	This number is greater than the first half of the calendar year due to the high number of schools, dance groups and sponsored local events.
Number of patrons visiting our library branches.	<b>Organisation</b> - Community & Environment - Library Services - Library Services	≥ 40,000	45,721	—	Libraries are welcoming places for all members of the community and visitors to the area.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of patrons visiting the Moncrieff Entertainment Centre.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - <a href="#">Moncrieff Entertainment Centre</a>	≥ 8,000	6,165		Variation due to shows being postponed or cancelled as a result of COVID-19 related restrictions.
Number of people visiting the Galleries.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - <a href="#">Galleries - BRAG &amp; ChArts</a>	≥ 6,000	8,765		Bundaberg Regional Art Gallery Visitation: 4023; Childers Arts Space Visitation: 4742.
Number of visitors to iconic facilities Hinkler Hall of Aviation and Fairymead House.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - <a href="#">Tourism Facilities &amp; Events</a>	> 4,000	7,710		Exceeding target.
Percentage of total days booked at Moncrieff Entertainment Centre.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - <a href="#">Moncrieff Entertainment Centre</a>	Trend	75%		There were several shows that were in the venue for more than one day as part of their usage.
Percentage of total seats booked at Moncrieff Entertainment Centre.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - <a href="#">Moncrieff Entertainment Centre</a>	Trend	29%		Once again due to COVID-19 restrictions several shows were postponed to 2022 which reduced our overall ticket sales for this quarter.

### 1.3.2: Provide leadership in creative innovation and opportunities for learning and community social and cultural development.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of attendees to Galleries organised Programs and Events.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism	≥ 300	2,111		Includes Outdoor Art Room, Childers Festival Events, Friday Sessions, Exhibition Openings for Bundaberg

Performance Measure	Organisation Link	Target	Actual	Status	Comments
	Facilities and Events - Galleries - BRAG & ChArts				Regional Art Gallery and Childers Arts Space, Artist Dinner and Artist Talks.
Number of performing arts initiatives designed to engage with our community.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	≥ 3	4	✓	There were 4 major performing arts initiatives one being I've Been Meaning To Ask You, which engaged various groups from the community.

### 1.3.3: Advocate and support heritage and culture programs, projects, plans and events, which create a positive identity for the region.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Attendee satisfaction at Childers Festival from survey results.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities & Events	≥ 90%	90%	✓	Percentage based on responses to the Survey - final report still to be received.
Attendee satisfaction at the Taste Bundaberg Festival from Survey results.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities & Events	≥ 85%	90%	✓	Of actual survey results, 90% satisfaction was the average.
Estimated number of participants at Taste Bundaberg Festival.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities & Events	Trend	10,442	✓	Sold out events across the Taste Festival Bundaberg suite of events.
Estimated number of participants Childers Festival.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities & Events	Trend	33,000	✓	Aggregate attendance for the event. Awaiting final report from IER.

### 1.3.4: Manage environmental health services and rehabilitate our natural resources and regional ecosystems whilst educating and engaging with the community.





Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of community environmental protection and management activities participated in.	<b>Organisation</b> - Community & Environment - Parks, Sport & Natural Environment - <a href="#">Natural Resource Management</a>	≥ 6	6	✓	Delivery of a diverse program of activities including a Community Dune Care activity at Elliott Heads and a National Tree Day planting at a local park with students from East State School as part of the 1 Million Trees Project with 183 trees planted.
Number of public awareness, education programs and activities delivered.	<b>Organisation</b> - Community & Environment - Parks, Sport & Natural Environment - <a href="#">Natural Resource Management</a>	≥ 6	7	✓	A wide range of environmental educational activities have been delivered, highlights included a guided rockpool walk at Neilson Park Beach, guided zoo tours and weed awareness displays.



## 2: Our infrastructure and development







### 2.1: Infrastructure that meets our current and future needs

#### 2.1.3: Manage and maintain Council owned buildings, facilities and assets that support and facilitate social connectedness and community life.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of passengers processed through Bundaberg Regional Airport terminal.	<b>Organisation</b> - Community & Environment - <a href="#">Bundaberg Airport</a>	≥ 30,000	12,664		Passenger numbers fell by close to half of the previous quarter, following the impact of the Delta variant of COVID-19 in NSW / VIC, which led to the QLD border closure. September showed signs of improvement, but we are unlikely to return to target performance while borders remain closed.
Number of visitors attending events at the Bundaberg Multiplex Sport and Convention Centre.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - <a href="#">Multiplex</a>	Trend	3,751		There were approximately 3751 visitors to the Bundaberg Multiplex Sport and Convention Centre during the period. COVID-19 uncertainty resulted in the cancellation of 4 events which would have seen an additional 2065 visitors.
Percentage usage of halls and community facilities including Coronation Hall, School of Arts and Gin Gin RSL.	<b>Organisation</b> - Community & Environment - <a href="#">Community Services</a>	Trend	36.27%		School of Arts 39.71%, Coronation Hall 35.51% and Gin Gin RSL Hall 33.61%.
Percentage usage of the Recreational Precinct.	<b>Organisation</b> - Community & Environment - <a href="#">Community Services</a>	Trend	56.05%		Usage of the Bundaberg Recreational Precinct is consistent for the current season and consistent with pre-COVID-19 usage.

## 2.2: Sustainable essential services

### 2.2.2: Supply potable water and wastewater services that ensure the health of our community in accordance with Council's service standards.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of reportable wastewater incidents.	<b>Organisation</b> - Infrastructure Services - Water Services - <a href="#">Water Services</a>	≤ 5	10		6 exceedances in the hinterland catchments (Gin Gin, Childers & Woodgate). 4 In the Bundaberg and Coastal Catchments.
Percentage of customers who do not experience a planned water supply interruption.	<b>Organisation</b> - Infrastructure Services - Water Services - <a href="#">Water Services</a>	≥ 95%	96%		1,311 water connections experienced a planned service interruption this quarter, from a total of 33,140 water connections.
Percentage of customers who do not experience wastewater interruption.	<b>Organisation</b> - Infrastructure Services - Water Services - <a href="#">Water Services</a>	≥ 95%	99%		56 sewerage connections experienced a service interruption from a total of 26,774 sewerage connections the quarter 1 reporting period.
Percentage of raw water usage versus allocation.	<b>Organisation</b> - Infrastructure Services - Water Services - <a href="#">Water Services</a>	≤ 80%	17%		Raw Water usage this quarter is 2,821ML from total combined yearly allocation of 16,593ML.
Percentage of water supply quality incidents per 1,000 connections.	<b>Organisation</b> - Infrastructure Services - Water Services - <a href="#">Water Services</a>	≤ 5	1		Only 3 reportable incidents this quarter.
Sewer main breaks and chokes per 100km of mains.	<b>Organisation</b> - Infrastructure Services - Water Services - <a href="#">Water Services</a>	≤ 40	7		53 Sewer main breaks and chokes were experienced in quarter 1.

### 2.2.3: Provide safe and efficient waste services to protect our community and environment.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of people utilising Councils Waste Facilities.	<b>Organisation</b> - Community & Environment - Waste Services	Trend	Data indicates that 137,628 customers will use waste facilities this financial year.	—	This is a 6% decrease on the 146,911 customers in 2020/2021. This decrease is most likely due to competition from private sector recyclers of concrete and green waste who offer a free or cheaper disposal option.

### 2.2.4: Provide effective and efficient fleet and trade services for operations and projects across Council.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of asset maintenance work tickets completed when scheduled.	<b>Organisation</b> - Infrastructure Services - Fleet & Trade Services	≥ 95%	94%	✓	Unexpected staff leave during the quarter 1 reporting period has affected Trade Services ability to meet the KPI target.
Percentage of internal client survey results satisfactory or above.	<b>Organisation</b> - Infrastructure Services - Fleet & Trade Services	> 75%	100%	✓	Survey response of 31% satisfied and 64% Very satisfied, is a good result.
Percentage of overall plant, vehicle and equipment availability.	<b>Organisation</b> - Infrastructure Services - Fleet & Trade Services	≥ 95%	98%	✓	A robust preventative maintenance program and optimised fleet replacement is having a positive effect on plant, vehicle and equipment availability.

## 2.3: Sustainable development

### 2.3.2: Provide an efficient, effective and transparent development assessment service consistent with community and statutory expectations.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of development approvals audited for compliance.	<b>Organisation</b> - Development	= 6	7	✓	The required number of approvals were audited for compliance during the quarter.
Percentage of applications to endorse subdivision plans decided within 15 days or less.	<b>Organisation</b> - Development	≥ 95%	100%	✓	33 plans of subdivision were approved within 15 days or less for the quarter.
Percentage of low complexity development applications decided within 10 days or less.	<b>Organisation</b> - Development	≥ 90%	88%	✓	14 low complexity applications were decided in 10 days or less out of a total of 17 decided in the quarter.
Percentage of pre-lodgement meeting outcomes issued within 5 days or less.	<b>Organisation</b> - Development	≥ 80%	93%	✓	24 pre-lodgement meeting outcomes were issued within 5 days or less out of a total 26 that were issued for the quarter.
Percentage of total code assessable development applications decided within 25 days or less.	<b>Organisation</b> - Development	≥ 80%	84%	✓	32 code assessable applications were decided within 25 days or less out of a total of 43 decided for the quarter.
Percentage of total impact assessable development applications decided within 35 days or less.	<b>Organisation</b> - Development	≥ 60%	60%	✓	3 impact assessable applications were decided within 35 days or less out of a total of 5 decided for the quarter
Percentage of total referral agency assessments decided within 10 days or less.	<b>Organisation</b> - Development	≥ 95%	92%	✓	102 referral agency responses were issued within target timeframes out of a total 111 issued for the quarter.

### 2.3.3: Review and consistently enforce the planning scheme to ensure sustainable environmental practices.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of development and building related complaints investigated.	<b>Organisation</b> - Development	Trend	96	✓	96 compliance registers were opened for the quarter.

## 3: Our organisational services

### 3.1: A sustainable financial position

#### 3.1.1: Develop and maintain a Long-term Financial Plan and fiscal principles for sustainable financial management.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Business Unit Recurrent expenditure is within the budget parameters.	<b>Organisation</b> - Organisational Services - Financial Services - Financial Services	< 2.5%	Water Operating Expenditure: - 3% favourable; Wastewater Operating Expenditure: -1% favourable; Waste Operating Expenditure: 1% unfavourable; General Operating Expenditure: 1% unfavourable.	✓	A formal budget review will be presented in December 2021 for Council consideration to address minor variations to budget across Council. Broadly the operational budget is representative of the expected final operational result. Specifically Water operating expenditure is showing a comparatively higher favourable variance as a result of non-capital projects and timing across a range of expenses that are yet to materialise.
Investment returns compared to bank bill swap rate (BBSW).	<b>Organisation</b> - Organisational Services - Financial Services - Financial Services	≥ 1.3	18	✓	Although interest rates are historically low, the BBSW in comparison to these interest rates is significantly lower, which is reflected in the 18 reported. Council is holding the majority of funds "at call", which, at present, offers lower risk without compromising on return. When calculating the overall return, the quarterly BBSW has been used for amounts "at call" to better reflect the current market conditions.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of creditors paid within agreed terms.	<b>Organisation</b> - Organisational Services - Financial Services - Financial Services	≥ 95%	95%	✓	Accounts Payable (AP) have been working on the internal handling of invoices to reduce out of terms payments this quarter. AP paid an additional 3% of invoices within terms last quarter, when compared with the last quarter (92%).
Sufficient working capital is available to meet forecast operational needs and maintained over the long-term financial forecast. Level of funds available greater than Council's minimum cash requirement.	<b>Organisation</b> - Organisational Services - Financial Services - Financial Services	> 3 months	Yes	✓	Council holds sufficient cash to fund major projects scheduled for the 2021/2022 financial year, with no liquidity issues foreseeable in the short term.

### 3.1.3: Develop strong networks with local, state and national stakeholders.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of Accounts Payable supplier spend (excluding Corporate Purchase Cards) with local business category A, B and C, as defined in the Procurement and Contract Manual.	<b>Organisation</b> - Organisational Services - Strategic Procurement & Supply - Procurement Stores	= 50%	54%	✓	Average Year to Date result is 53.93%. Target is to achieve >50%.

## 3.2: Responsible governance with a customer-driven focus

### 3.2.1: Ensure our workforce is suitable, trained and supported to competently manage themselves and their work.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Average number of business days to complete recruitment process (approval to offer of employment).	<b>Organisation</b> - Organisational Services - People, Safety & Culture	= 30	31	●	Days to recruit is trending down. 50 recruitment processes finalised year to date.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of staff who successfully completed mandatory training requirements, including leadership development training.	<b>Organisation</b> - Organisational Services - People, Safety & Culture	≥ 90%	94%	✓	Strong compliance across all streams of mandatory training this quarter.

### 3.2.2: Provide friendly and responsive customer service, in keeping with Council values and community expectations.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Customer call-backs completed within 24 hours.	<b>Organisation</b> - Organisational Services - Financial Services - Financial Services	= 100%	100%	✓	3,500 call backs received. 100% cleared within 2 hours.
Percentage of call centre enquiries answered in accordance with Customer Service Charter.	<b>Organisation</b> - Organisational Services - Financial Services - Financial Services	> 90%	93%	✓	28,900 calls were received during the Property Rates Issue & Animal Renewal period. Staggered distribution of SMS reminders enhanced service delivery within this quarter.
Percentage of customer requests processed/investigated within timeframes.	<b>Organisation</b> - Development	≥ 90%	87%	✓	1020 CRMS were actioned within required timeframes out of a total of 1176 CRMS received for the quarter.
Percentage of new water and wastewater connections installed within 25 days.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services	≥ 95%	81%	✓	Outstanding applications have been received and paid, however scheduling of works is still required with the clients.
Percentage of planning and building searches issued within statutory and corporate timelines.	<b>Organisation</b> - Development	≥ 95%	100%	✓	442 Building Compliance Searches and 9 planning certificates were completed within required timeframes for the quarter.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of plumbing approvals decided within 10 days.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services	≥ 95%	99%	✓	214 applications from a total of 216 applications were processed for the quarter within the 10 day period. The outstanding applications required additional information from the applicant for the application to be assessed correctly.
Percentage of Road, Drainage and Footpath Customer Requests determined and responded to within allocated time periods.	<b>Organisation</b> - Infrastructure Services - Engineering Services	≥ 80%	72%	●	Out of 1264 requests received, 928 were closed in an average of 8.6 days.

### 3.2.3: Administer statutory compliant governance operations incorporating insurance; risk management; property management and Council policies and procedures.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Corporate and Operational risks are reported to Audit and Risk Committee.	<b>Organisation</b> - Organisational Services - Governance & Legal Services - Governance & Legal Services	Yes	Yes	✓	Operational risk update presented to Audit and Risk Committee in September, and Strategic Risk Register presented at the October meeting.
Number of Administrative Action Complaints processed within applicable timeframes.	<b>Organisation</b> - Organisational Services - Governance & Legal Services - Governance & Legal Services	Trend	66	✓	66 administrative action complaints (AACs) were received this quarter, and 12 of those are ongoing. 77 AACs were finalised, including matters received in previous quarters.
Operational risks are reviewed quarterly by risk owners.	<b>Organisation</b> - Organisational Services - Governance & Legal Services - Governance & Legal Services	= 100%	0%	✓	A strategic risk review was undertaken in lieu of the operational risk review this quarter. The Operational risk review from the last quarter has been rescheduled to occur in December.



Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of compliant Right to Information and Information Privacy applications processed within legislative timeframes.	<b>Organisation</b> - Organisational Services - Governance & Legal Services - Governance & Legal Services	= 100%	100%	✓	8 compliant Right to Information applications were received during this quarter, with one transferred to another agency and one application withdrawn. There were no Information Privacy applications received this quarter.
Percentage of insurance claims that are processed within timeframes.	<b>Organisation</b> - Organisational Services - Governance & Legal Services - Governance & Legal Services	≥ 95%	97%	✓	34 of 35 Insurance claims were processed within time frames (general insurance, motor vehicle and public liability claims).

### 3.2.4: Exercise whole-of- Council adherence to, and compliance with, Council's policies and procedures, in keeping with our corporate values and community's expectations.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Internal Audits are progressing for completion in line with the Internal Audit Plan.	<b>Organisation</b> - Organisational Services - Audit Services - Audit Services	Trend	0	●	The scheduled internal audits for this quarter are still in progress and will be reported at the next quarterly review.
Number of Internal Quality, Safety and Environmental Audits completed.	<b>Organisation</b> - Organisational Services - Audit Services - Audit Services	≥ 2	1	●	During the period, Quality Audit resources were also utilised to assist with development and delivery of PULSE training to active PULSE users, address concerns with management responses to Chain of Responsibility audit recommendations and attend to outstanding Asignit audit recommendations.

### 3.3: Open communication

#### 3.3.1: Keep our community and workforce informed and upto- date in matters of agency and community interest.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Council stories published on Bundaberg Now and across digital platforms.	<b>Organisation</b> - Communications & Marketing - Communications - Communications	≥ 85	176	✓	The actual for this quarter was more than double the target across Bundaberg Now stories, videos and podcasts

#### 3.3.3: Develop consistent messaging and professional communications that establish a positive profile and identity for Council and our region.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Council e-newsletter open rate, measured against industry standard.	<b>Organisation</b> - Communications & Marketing - Communications - Communications	≥ 22%	25%	✓	The Bundaberg Now Daily Digest e-newsletter is maintaining a steady open rate with an average of 25.39% throughout the quarter.
Percentage of Bundaberg Now website traffic above or below the industry benchmark.	<b>Organisation</b> - Communications & Marketing - Communications - Communications	Trend	+96.34%	✓	Bundaberg Now sessions are sitting significantly higher than the industry benchmark set by Google Analytics for news websites in Australia.