








Quarterly Operational Report

Quarter 1, 2022/2023

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.	Organisation - Community & Environment - Library Services - Library Services	≥ 80	237	✓	Digital literacy within the community is being strengthened. Topics included Smart Phone basics, Introduction to Windows 11, Researching Family History Online, & Digital Photography.

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
Percentage of agreed service levels have been met.	Organisation - Community & Environment - Parks, Sport & Natural Environment - Parks Operations & Maintenance	≥ 85%	94%	✓	The agreed service levels were met or exceeded in all parks.
Percentage of Holiday Park accommodation occupied.	Organisation - Community & Environment - Community Services - Venues & Facilities	Trend	80.78%	—	Burnett Heads Holiday Park 87.09%, Miara Holiday Park 59.31%, Moore Park Beach Holiday Park 92.48% and Elliott Heads Holiday Park 84.25%.

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.	Organisation - Community & Environment - Community Services - Community Care	≥ 50	507	✓	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.	Organisation - Community & Environment - Community Services - Community Care	Trend	509	—	Client numbers over Gin Gin, Childers and Gracie Dixon are stable. Service availability is currently closed except for centre based day care, social support - group and home maintenance.
Number of community development partnerships, projects and initiatives promoted and supported by Council.	Organisation - Community & Environment - Community Services - Community Development	Trend	38	—	Community Development has initiated many activities in response to identified community need this quarter.
Number of community members participating in community development projects and initiatives.	Organisation - Community & Environment - Community Services - Community Development	Trend	1,333	—	This includes grant applications, grant discussions, networks secretariat, Mental Health Week and Autism Week.
Number of community members participating in our free community programs and events hosted and facilitated by the Library Service.	Organisation - Community & Environment - Library Services - Library Services	≥ 750	2,066	✓	Regular programs are well attended, and School Holiday activities were fully booked.
Number of community members who have improved wellbeing through social connectedness.	Organisation - Community & Environment - Community Services - Community Development	Trend	920	—	This figure is based on written and verbal feedback from participants at Community Development led events and workshops in the region.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of Community Services grants provided.	Organisation - Community & Environment - Community Services - Community Development	Trend	9	—	Grants Program workshops resulted in an increase of groups applying for Community Services Grants. There was seven successful Micro Grants from 17 applications, where some applications were withdrawn or ineligible, and two successful Community Grant applications, with a further five applications unsubmitted and four ineligible.
Number of financial assistance requests/applications supported (individuals/sporting organisations/events).	Organisation - Community & Environment - Parks, Sport & Natural Environment - Sport & Recreation	Trend	10	—	10 applications for assistance were supported this quarter.
Number of occasions that information, advice and referral services were provided.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	4,693	—	Aligns with previous trends.
Number of service users who received a service.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	3,979	—	Meets expectation for the first quarter.
Number of service users with improved quality of life.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	4,905	—	Consistent with the previous year trend.
Number of services users with improved ability to access appropriate services.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	5,329	—	Similar high trend as the previous year.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Quality of Life - Commonwealth Home Support Programme & Queensland Community Care (State and Federal funded): Number of service users with improved quality of life.	Organisation - Community & Environment - Community Services - Community Care	≥ 300	509	✓	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.	Organisation - Community & Environment - Community Services - Community Care	≥ 150	507	✓	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.

1.2.4: Implementation of Cultural Strategy that celebrates and embraces our local connections to First Nation People and other cultures.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of First Nations productions or First Nations community group events presented at the Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	> 6	6	✓	There was a total of six First Nations events: Buddy Knox, Jess Hitchcock, The Sapphires, NAIDOC Week - Film, Awards and Exhibition.

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.	Organisation - Community & Environment - Library Services - Library Services	≥ 5	6	✓	Vanuatu Independence Day Anniversary was hosted at the Library with many South Sea Islander peoples attending. Author Talks were held and NAIDOC week was celebrated.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of community groups using the Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	10	—	Community groups included: Bundaberg Players (who were in for two weeks), Legacy State Conference, St Luke's Anglican School, Bundaberg Sleepbus Project and NAIDOC Week.
Number of patrons visiting our library branches.	Organisation - Community & Environment - Library Services - Library Services	≥ 35,000	48,296	✓	Libraries are welcoming places for all members of the community who use the many different services on offer.
Number of patrons visiting the Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	≥ 8,000	12,961	✓	Achieved above target due to audience confidence rebuilding post COVID-19, plus there were five sold out performances of Bundaberg Players production of Priscilla Queen of the Desert - The Musical.
Number of people visiting the Galleries.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	≥ 6,000	11,169	✓	5179 visitors to Bundaberg Regional Art Galleries and 5990 visitors to Childers Art Space. The visitation statistic for this quarter is significantly higher than quarter 1 last financial year, reflective of exhibition content and Childers Festival.
Number of productions and ancillary events, programmed to attract primary and/or secondary school audiences to the Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	> 6	6	✓	Target has been met.
Number of school students engaged in gallery programs.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	≥ 60	806	✓	This figure reflects higher engagement in outreach activities such as Rainbow Day, Outdoor Art Room and Childers Read to Me Day.
Number of visitors to Hinkler Hall of Aviation and Fairymead House.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and	> 5,000	6,852	✓	5418 visitors to Hinkler Hall of Aviation and 1434 visitors to Fairymead House this quarter.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
	Events - Tourism Facilities & Events				
Percentage of total days booked at Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	58%	—	Bookings have increased in this quarter.
Percentage of total seats booked at Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	40%	—	Increased patronage due to audience confidence post COVID-19.

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.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	≥ 300	1,724	✓	This includes: Wednesday Art Walk, Cultural Connections, BellaCanna event, Opening Events, Seeds of Unity Outreach, Childers Festival and Spark Starter Program.
Number of performing arts initiatives designed to engage with our community.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	≥ 3	3	✓	There were three new initiatives that engaged with the community: Bundaberg Eisteddfod, Battle of the Bands and Women in Voice.

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.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities & Events	≥ 90%	94%	✓	Data collected via IER Report indicate that 94% of attendees thought that Childers was a great experience and would recommend Childers Festival to others.
Attendee satisfaction at the Taste Bundaberg Festival from Survey results.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities & Events	≥ 85%	90%	✓	Result is calculated from the number of respondents who answered the survey question regarding satisfaction level - 16% of respondents skipped this question.
Estimated number of participants at Taste Bundaberg Festival.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities & Events	Trend	6,916	—	Results are consistent with the current season/expectations.
Estimated number of participants Childers Festival.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities & Events	Trend	35,000	—	Based on the information gathered and submitted to Tourism Queensland the estimated number of attendees at the Childers Festival 2022 was 35,000.

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.	Organisation - Community & Environment - Parks, Sport & Natural Environment - Natural Resource Management	≥ 6	6	✓	Participation in key State-wide Biosecurity management programs including pest weed mapping, weed research trial field day and animal disease response workshops. Facilitated a coordinated community wild dog baiting program and

Performance Measure	Organisation Link	Target	Actual	Status	Comments
					participated in a National Tree Day community tree planting event.
Number of public awareness, education programs and activities delivered.	Organisation - Community & Environment - Parks, Sport & Natural Environment - Natural Resource Management	≥ 6	15	✓	Development of a Rainbow bee-eater fact sheet, school holiday Zookeeper talks, group tours and two YouTube videos at Alexandra Park Zoo, a Reef Guardian Council display and presentation at Oceanfest, and Biosecurity program information displays at community events.

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
Community satisfaction or suitability of swimming pool facilities to promote active and healthy community life.	Organisation - Community & Environment - Community Services - Venues & Facilities	Trend	61%		The survey data only saw 18 responses due to the survey being removed from Council's website. 11 responses answered yes, seven responses answered no. The survey data is somewhat tainted with negative feedback particularly in relation to capital upgrades Council has undertaken, lack of maintenance at an aging pool or other issues with pool operators.
Number of passengers processed through Bundaberg Regional Airport terminal.	Organisation - Community & Environment - Bundaberg Airport - Bundaberg Airport	≥ 30,000	26,144		Passenger traffic has decreased during first quarter due to a reduction in flight frequency by Qantas and a significant increase in fares to Brisbane - currently up to \$702 one way.
Number of visitors attending events at the Bundaberg Multiplex Sport and Convention Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Multiplex	Trend	2,212		This quarter there were approximately 2,212 visitors to the Bundaberg Multiplex Sport & Convention Centre. In addition, there were 5 cancelled events which would have seen an extra 250 visitors, had they gone ahead.
Percentage usage of halls and community facilities including Coronation Hall, School of Arts and Gin Gin RSL.	Organisation - Community & Environment - Community Services - Venues & Facilities	Trend	28.15%		School of Arts 22.77%, Gin Gin RSL Hall 28.57% and Coronation Hall 33.11%.
Percentage usage of the Recreational Precinct.	Organisation - Community & Environment - Community Services - Venues & Facilities	Trend	60.44%		Usage of the Bundaberg Recreational Precinct is consistent for the current season.

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
Total count of wastewater odour complaints.	Organisation - Infrastructure Services - Water Services - Water Services Operations	< 20	5	✓	Five odour complaints were received during the quarter 1 reporting period from a total of 24,530 sewage connections.
Wastewater reliability: percentage of customers who do not experience interruption.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≥ 98%	100%	✓	31 properties experienced a service interruption from a total of 24,530 connections during the quarter 1 reporting period.
Wastewater reliability: total count of sewer main breaks and chokes.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 65	28	✓	28 sewer main breaks and chokes occurred across the region during the quarter 1 reporting period. The total length of sewer main is 728 km.
Wastewater: number of reportable sewer reticulation incidents.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 15	4	✓	Three incidents in the Bundaberg Catchment and one in the Hinterland Catchment.
Wastewater: number of reportable wastewater treatment plant incidents.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 15	6	✓	Four exceedances occurred in the Hinterland catchments (Gin Gin, Childers & Woodgate) and two exceedances occurred in the Bundaberg and Coastal catchments.
Water supply quality: number of water quality complaints.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 35	20	✓	20 water quality complaints were received during the quarter 1 reporting period from a total of 33,820 water connections.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Water supply quality: total count of water quality incidents.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 5	3	✓	A total of three water quality incidents were reported during the quarter 1 reporting period.
Water supply reliability: percentage of customers who do not experience a planned interruption.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≥ 95%	95%	✓	1578 water connections experienced a planned service interruption during the quarter 1 reporting period from a total of 33,820 water connections.
Water supply usage: total raw water usage versus allocation to date as a percentage.	Organisation - Infrastructure Services - Water Services - Water Services Operations	Trend	12	—	The raw water usage during the quarter 1 reporting period was 2,243 ML. The year-to-date total raw water consumption is 2,243ML from a total combined yearly allocation of 17,429 ML surface and ground water. The raw water usage during this period was lower than the equivalent periods in 2020/21 and 2021/22, due to the increased rainfall experienced during the quarter.

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.	Organisation - Community & Environment - Waste Services - Waste & Recycling Services Operations	Trend	Trend is indicating that 131,300 customers will use Councils Waste Facilities this year.	—	This is a 5 and 11 % decrease compared with previous years which reflects changes to resource recovery options such as Green Solutions Wide Bay and Kleicon Concrete Recycling providing alternatives. Other contributing factors include Councils Civil crews sorting their own materials on-site and at gravel yards, Council reduction in Waste Facility Hours and increased service area for Mobile Garbage Bin Services.





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.	Organisation - Infrastructure Services - Fleet & Trade Services - Fleet Services	≥ 95%	98%	✓	Target met - jobs completed when scheduled.
Percentage of internal client survey results satisfactory or above.	Organisation - Infrastructure Services - Fleet & Trade Services - Fleet & Trade Services Administration	> 75%	100%	✓	Exceeded our target - 49% were satisfied with the work and 51% were very satisfied.
Percentage of overall plant, vehicle and equipment availability.	Organisation - Infrastructure Services - Fleet & Trade Services - Fleet Services	≥ 95%	92%	●	Target not met due to parts 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.	Organisation - Development - Development Compliance - Development Compliance	= 6	6	✓	Six development approvals were audited for compliance during the quarter.
Percentage of applications to endorse subdivision plans decided within 15 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 95%	100%	✓	24 plans of subdivision were approved for the quarter.
Percentage of low complexity development applications decided within 10 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 90%	91%	✓	10 low complexity applications were decided in 10 days or less out of a total 12 application decided for the quarter.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of pre-lodgement meeting outcomes issued within 5 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 80%	59%		29 pre-lodgement meetings were held for the quarter. Outcomes for 17 of these requests were issued within target time frames.
Percentage of total code assessable development applications decided within 25 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 80%	59%		26 code assessable development applications were decided within 25 days or less out of a total of 44 decided for the quarter.
Percentage of total impact assessable development applications decided within 35 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 60%	55%		Five impact assessable applications were decided in 35 days or less out of a total of nine decided for the quarter.
Percentage of total referral agency assessments decided within 10 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 95%	99%		98 out of 99 referral agency responses were issued within target time frames.

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.	Organisation - Development - Development Compliance - Development Compliance	Trend	90		90 new complaint 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.	Organisation - Financial Services - Accounting - Strategic Accounting	< 2.50%	0.10%	✓	All business unit recurrent expenditure is within the target range. Variances from budget by fund range from 0.2% - 1.3%. Overall variance to budget is 0.1%
Investment returns compared to bank bill swap rate (BBSW).	Organisation - Financial Services - Accounting - Statutory Accounting	> 1.30	1.16	●	This quarter has seen an increase in the cash rate from 0.85% to 2.35%. Although term deposit rates have also increased, they have not increased commensurate with BBSW. We continue to seek the most competitive returns available to us and diversify investments in accordance with Council's risk profile.
Level of funds available greater than Council's minimum cash requirement.	Organisation - Financial Services - Accounting - Statutory Accounting	Yes	Yes	✓	Council holds sufficient cash to fund major projects scheduled for the 2022/23 financial year, with no liquidity issues foreseeable in the short term.
Percentage of creditors paid within agreed terms.	Organisation - Financial Services - Accounting - Accounts Payable	≥ 95.00%	97.00%	✓	Internal processes and procedures are continually reviewed to improve percentage over time.

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.	Organisation - Corporate Services - Strategic Procurement & Supply - Procurement Stores	≥ 50%	47%		Key spends with suppliers outside of the region have been made during the quarter (e.g. QLeave for Regional Aquatic Centre, purchase of Yellow Plant, contract instalments for Gregory River Treatment Plant and Goodwood Rd / Luckerts Rd Intersection Upgrade; and Natural Resources Annual Fee State Valuation).

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).	Organisation - People and Performance - Human Resources Operations - Human Resource Operations	= 30	37		Results affected by two difficult to fill roles that took over 100 days to fill.
Percentage of employees who successfully completed mandatory training requirements, including leadership development training.	Organisation - People and Performance - Organisational Development and Learning - Organisational Development and Learning	≥ 90%	92%		Completion rates for mandatory training have progressed well, inclusive of attendance to the BRC Way Leadership Program/s, Safety Training and Corporate eLearning.

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.	Organisation - Financial Services - Customer Service - Customer Service	= 100.00%	100.00%		All 4023 call backs were routed back to customers. 98% connected and 2% were unable to be joined to a customer after three attempts.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of call centre enquiries answered in accordance with Customer Service Charter.	Organisation - Financial Services - Customer Service - Customer Service	> 90.00%	92.00%	✓	Within the quarter which covered the Rates Issue and Animal Renewal, a total of 25918 inbound calls were processed. Service was delivered at expected standards.
Percentage of customer requests processed/investigated within timeframes.	Organisation - Development - Development Administration - Development Administration	≥ 90%	84%	●	833 CRMS were received during the quarter.
Percentage of new water and wastewater connections installed within 25 days.	Organisation - Infrastructure Services - Water Services - Water Services Planning & Delivery	≥ 95%	100%	✓	100% of new connections, for both water and wastewater were achieved in 25 days.
Percentage of planning and building searches issued within statutory and corporate timelines.	Organisation - Development - Development Strategic Planning - Development Strategic Planning	≥ 95%	99%	✓	13 Planning certificates and 293 Building Compliance searches were processed during the quarter.
Percentage of plumbing approvals decided within 10 days.	Organisation - Infrastructure Services - Water Services - Water Services Plumbing Compliance	≥ 95%	97%	✓	Plumbing compliance processed 206 assessments out of 211 within the 10 day period this quarter. The five assessments that did not make the 10 day period were due to an IT problem that failed to show that payments had been received for these assessments.
Percentage of Road, Drainage and Footpath Customer Requests determined and responded to within allocated time periods.	Organisation - Infrastructure Services - Engineering Services - Corridor Management	≥ 80%	73%	●	There were 634 CRMs received and 464 were closed. The average completion days increased from 8.3 to 9.3 from last quarter. A significant portion of the requests were related to National Heavy Vehicle Registry and stormwater drainage function.

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
Number of Administrative Action Complaints finalised within the quarter.	Organisation - Corporate Services - Governance & Legal Services - Governance & Legal Services	Trend	68		68 administrative action complaints (AACs) were received this quarter, with one matter ongoing. 62 AACs were finalised including matters received in previous quarters.
Percentage of compliant Right to Information and Information Privacy applications decisions made within legislative timeframes.	Organisation - Corporate Services - Governance & Legal Services - Governance & Legal Services	= 100%	100%		10 compliant Right to Information (RTI) applications and one compliant Information Privacy (IP) application was received this quarter. 10 RTI and one IP decisions were made this quarter, with three RTI applications awaiting decision.

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.	Organisation - Corporate Services - Audit Services - Audit Services	Yes	3		KPMG have completed three Internal Audits this quarter.
Quality Audits are progressing for completion in line with the Quality Audit Plan.	Organisation - Corporate Services - Audit Services - Audit Services	Trend	2		BDO have completed two Quality Audits this quarter.

3.3: Open communication

3.3.1: Keep our community and workforce informed and up-to-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.	Organisation - Communications & Marketing - Communications - Communications	≥ 95	214	✓	There were 214 Council stories and videos published between July and September.

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
Bundaberg Now e-newsletter open rate, measured against industry standard.	Organisation - Communications & Marketing - Communications - Communications	≥ 22%	33%	✓	Bundaberg Now e-newsletter open rate is tracking well against the industry standard at an average of 33.47% for the quarter.
