








Quarterly Operational Report

Quarter 2, 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	151	✓	Bundaberg Regional Libraries have been addressing the digital literacy gap by providing classes on technology as well as solution based one to one technology help.

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 physical activity and preventative health initiatives promoted and supported by Council.	Organisation - Community & Environment - Parks, Sport & Natural Environment - Sport & Recreation	≥ 25	40	✓	Be Active Be Alive: 8 weeks, 130 classes (Park 75/Pool 55) - total of 2000 attendees; Active and Healthy Bundaberg (Cohort 3): 12 weeks/69 people - 25 gym and/or yoga memberships, 10 nutrition memberships, 11 attending nutrition/cooking workshops, 40 mental health/counselling sessions, 229 mindfulness workshop attendees, 110 PT sessions; and various club/fitness provider activity/health promotions on the Be Active Bundaberg Facebook.
Percentage of agreed service levels have been met.	Organisation - Community & Environment - Parks, Sport & Natural Environment - Parks Operations & Maintenance	≥ 85%	100%	✓	The agreed service levels were met or exceeded in all parks.
Percentage of Holiday Park accommodation occupied.	Organisation - Community & Environment	Trend	56.77%	■	Miara Holiday Park 45.18%, Burnett Heads Holiday Park 69.51%, Elliott Heads Holiday Park 55.51% and Moore

Performance Measure	Organisation Link	Target	Actual	Status	Comments
	- Community Services - Venues & Facilities				Park Beach Holiday Park 56.88%.

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	528	✓	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	528	—	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	28	—	This quarter saw the usual reduction in activities before Christmas.
Number of community members participating in community development projects and initiatives.	Organisation - Community & Environment - Community Services - Community Development	Trend	1,563	—	Mental Health Week, Seniors Come and try day, Men's Walk, sleepbus movie, All Abilities Christmas Project attracted participation.
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	2,415	✓	Libraries continue to provide community activities for all age groups.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of community members who have improved wellbeing through social connectedness.	Organisation - Community & Environment - Community Services - Community Development	Trend	1,393	—	Improved wellbeing and building capacity reflect this KPI, e.g. grants discussions and workshops, facilitated network etc.
Number of Community Services grants provided.	Organisation - Community & Environment - Community Services - Community Development	Trend	12	—	Marketing workshops has maintained this target.
Number of financial assistance requests/applications supported (individuals/sporting organisations/events).	Organisation - Community & Environment - Parks, Sport & Natural Environment - Sport & Recreation	Trend	11	—	11 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	4,404	—	The numbers are consistent with previous quarters.
Number of service users who received a service.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	4,368	—	Gin Gin had higher than usual access than previous years, the centre has had a large and varied program. Childers Numbers are consistent.
Number of service users with improved quality of life.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	4,592	—	Numbers indicate the upward trend that had been identified, with Gin Gin having the larger increase.
Number of services users with improved ability to access appropriate services.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	5,146	—	Have had an overall increase across the centres with Gin Gin trending higher.

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	528	✓	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	528	✓	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 connectedness.

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	2	●	2 author presentations with a combined attendance of 180 were well received by the community.
Number of community groups using the Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	13	—	Tracking well above estimated use.
Number of patrons visiting our library branches.	Organisation - Community & Environment - Library Services - Library Services	≥ 35,000	43,617	✓	Libraries are welcoming places for all members of the community who use the many different services on offer.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of patrons visiting the Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	≥ 8,000	14,738	✓	Proceeding well above estimated quarterly target.
Number of people visiting the Galleries.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	≥ 6,000	8,253	✓	6,770 adults and 1, 483 children visited the Galleries this quarter.
Number of school students engaged in gallery programs.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	≥ 60	1,047	✓	569 engaged through Museum Kits loans; 136 engaged through Milbi Festival; 42 engaged through Amazing Shake Program (Bargara State School); 151 engaged through Seeds of Unity Project; 149 engaged through Gallery tours and visits.
Number of visitors to Hinkler Hall of Aviation and Fairymead House.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities & Events	> 5,000	4,926	✓	3721 visitors to Hinkler Hall of Aviation and 1205 visitors to Fairymead House this quarter.
Percentage of total days booked at Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	36%	—	Patron numbers were higher than the previous quarter, but the percentage of days used was less.
Percentage of total seats booked at Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	45%	—	This was an increase on the previous 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.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	≥ 300	2,005	✓	1282 attendees at the Christmas Market as part of Merry & Bright; 145 attendees at the Festival of Small Halls; 40 attendees for Milbi Festival events; 80 attendees for Seniors Month art workshops; 47 attendees for Seeds of Unity Project; 254 attendees at exhibition openings; 157 attendees for Art Walks and Guided Tours.
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	✓	On track including live performances and foyer exhibitions.

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 Milbi Festival from survey results.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities & Events	> 85%	85%	✓	Result is calculated from the number of respondents who answered the survey question regarding satisfaction level - 9 respondents skipped this question.
Estimated number of participants at Milbi Festival.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities & Events	Trend	1,800	—	Ticket numbers plus additional for non-ticketed events (Sunset Launch, Zoo Breakfast, Beach Clean Up, Turtle Launch)

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	✓	Coordinated wild dog baiting day was delivered, participated in State-wide Beach Stone Curlew survey and National Aussie Bird Count, attended a Reef Guardian Council workshop in Cairns and participated in Wide Bay Regional Pest Management Meeting.
Number of public awareness, education programs and activities delivered.	Organisation - Community & Environment - Parks, Sport & Natural Environment - Natural Resource Management	≥ 6	9	✓	Land Protection delivered 2 x pest species public education events. Zoo team provided 6 tours to community groups and provided guided tours as part of a Milbi Festival event.

2: Our infrastructure and development

2.1: Infrastructure that meets our current and future needs

2.1.1: Plan and implement Council's long-term and annual capital works improvement program that reflects community needs and expectations.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Length of sewer main inspected with CCTV.	Organisation - Infrastructure Services - Water Services - Water Services Planning & Delivery	Trend	1.7 Km approximately		36 sewer main Inspections were conducted with CCTV this quarter, equating to approximately 1.7km.
Percentage of adopted Wastewater Capital Projects Program budget completed.	Organisation - Infrastructure Services - Water Services - Water Services Planning & Delivery	= 95%	25%		On target. The Coastal sewer diversion project is ramping up and that will reflect in quarter 3.
Percentage of adopted Water Capital Projects Program budget completed.	Organisation - Infrastructure Services - Water Services - Water Services Planning & Delivery	= 95%	55%		On target for Quarter 2.
Percentage of hydrants inspected.	Organisation - Infrastructure Services - Water Services - Water Services Planning & Delivery	= 100%	25%		Tender for inspection of 500 hydrants is going to the market. The actual will ramp up in quarter 3.
Percentage of inspected hydrants resulting in replacement.	Organisation - Infrastructure Services - Water Services - Water Services Planning & Delivery	Trend	31		31 hydrants were replaced out of the 103 hydrants tested.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of sewer main relining completed.	Organisation - Infrastructure Services - Water Services - Water Services Planning & Delivery	Trend	Approximately 80% relining completed	—	On track.

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	60%	—	The survey data saw 5 responses. 3 responses answered yes and 2 responses answered no. Note that the 2 negative responses received specifically mention their membership to Friends of Anzac Pool group.
Number of passengers processed through Bundaberg Regional Airport terminal.	Organisation - Community & Environment - Bundaberg Airport - Bundaberg Airport	≥ 30,000	25,952	●	Reduction in service frequency and monopoly pricing by Qantas during quarter 1 encouraged many travellers to switch to road and rail. Commencement of service by Link during mid quarter 2 has led to a reduction in fares and an increase in service frequency. The outlook for quarter 3 and quarter 4 is therefore more encouraging.
Number of visitors attending events at the Bundaberg Multiplex Sport and Convention Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Multiplex	Trend	5,653	—	This quarter there were approximately 5,653 visitors to the Bundaberg Multiplex Sport & Convention Centre. In addition, there were 10 cancelled events which would have seen an extra 800 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	40.53%	—	Coronation Hall 33.84%, School of Arts 23.46% and Gin Gin RSL Hall 64.29%.
Percentage usage of the Recreational Precinct.	Organisation - Community & Environment	Trend	45.63%	—	Usage of the Bundaberg Recreational Precinct is consistent with the current season.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
	- Community Services - Venues & Facilities				

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	6	✓	6 odour complaints were received during the quarter 2 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%	✓	15 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	24	✓	24 sewer main breaks and chokes occurred across the region during the quarter 2 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	8	✓	8 exceedances occurred in the Bundaberg and Coastal catchments.
Wastewater: number of reportable wastewater treatment plant incidents.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 15	16	—	5 exceedances occurred in the Hinterland catchments (Gin Gin, Childers & Woodgate) and 11 exceedances occurred in the Bundaberg and Coastal catchments.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Water supply quality: number of water quality complaints.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 35	12	✓	12 water quality complaints were received during the quarter 2 reporting period from a total of 33,820 water connections.
Water supply quality: total count of water quality incidents.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 5	2	✓	A total of 2 water quality incidents were reported during the quarter 2 reporting period.
Water supply reliability: percentage of customers who do not experience a planned interruption.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≥ 95%	99%	✓	308 water connections experienced a planned service interruption during the quarter 2 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	27	—	The raw water usage during the quarter 2 reporting period was 2,500 ML. The year-to-date total raw water consumption is 4,744ML 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 this 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 130 413 customers projected.	—	The trend is highlighting alternative solutions for green waste and concrete disposal.

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%	88%		Staff availability in Minor Plant (for Hire Store) and Bundaberg workshop reduced by three positions; affecting ability to service all assets and delays in servicing swapped out assets from Hire Store while main asset being serviced. Parts availability: Worldwide supply chain shortage across all plant and machinery. Software: Critical function in software not working as expected.
Percentage of internal client survey results satisfactory or above.	Organisation - Infrastructure Services - Fleet & Trade Services - Fleet & Trade Services Administration	> 75%	100%		Exceeded our target: 100% of respondents were satisfied with the service provided.
Percentage of overall plant, vehicle and equipment availability.	Organisation - Infrastructure Services - Fleet & Trade Services - Fleet Services	≥ 95%	96%		Target met: 95.88% of all active assets were available ≥ 95% of the time.

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	7		7 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%	91%		21 plans of subdivision were approved in target time frames out of a total of 23 decided for the quarter.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of low complexity development applications decided within 10 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 90%	89%	✓	8 low complexity applications were decided within 10 days or less out of a total of 9 decided for the quarter.
Percentage of pre-lodgement meeting outcomes issued within 5 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 80%	25%	✗	28 pre-lodgement meetings were held for the quarter, outcomes for 7 of these were issued within target time frames. Staff vacancies have impacted on this KPI, recruitment has now been completed and improvement in performance is expected next quarter.
Percentage of total code assessable development applications decided within 25 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 80%	83%	✓	29 code assessable development applications were decided within 25 days or less out of a total of 35 decided for the quarter.
Percentage of total impact assessable development applications decided within 35 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 60%	73%	✓	8 impact assessable applications were decided in 35 days or less out of a total of 11 decided for the quarter.
Percentage of total referral agency assessments decided within 10 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 95%	94%	✓	93 out of 99 referrals 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	86	—	86 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%	2.00%	✓	Overall, recurrent expenditure variance to budget is 2% and within the target range. At a fund level, Waste and Wastewater are 5% and 4% below budget, respectively. The variance is primarily attributable to the delay in delivery of non-capital projects.
Investment returns compared to bank bill swap rate (BBSW).	Organisation - Financial Services - Accounting - Statutory Accounting	> 1.30	1.18	●	This quarter has seen an increase in the cash rate from 2.35% to 3.10%. Term deposit rates offered are currently not commensurate with the applicable BBSW. We continue to seek the most competitive returns available to us and diversify investments in accordance with Council's risk profile. Interest rates on "at call" funds are trending about 1% under term deposits. However, the average return of "at call" funds in comparison to BBSW is very similar to term deposits.
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 this financial year, with no liquidity issues foreseeable in the short term.
Number of audit issues raised in audit report	Organisation - Financial Services - Accounting - Statutory Accounting	≤ 2	0	✓	No issues raised.
Percentage of creditors paid within agreed terms.	Organisation - Financial Services - Accounting - Accounts Payable	≥ 95.00%	91.00%	●	Has been a slight drop with change in key personnel during the quarter.
Percentage of outstanding rates.	Organisation - Financial Services	< 5.00%	3.07%	✓	Tracking well.




Performance Measure	Organisation Link	Target	Actual	Status	Comments
	- Revenue - Revenue				

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%	46%		Key spends with suppliers outside of the region have been made during the quarter (e.g. contract instalments for Regional Aquatic Centre, purchase of Yellow Plant, and contract instalments for Kalkie Water Treatment Plant, etc.).

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	35		Time to fill for the quarter is trending closer to target. Results affected by three difficult to fill roles that took 90 plus days to fill.
Diversity and Inclusion action plan developed and implemented.	Organisation - People and Performance - Cultural Development - Cultural Development	Yes	Nil Activity.		Action plan not yet developed and KPI has been transferred to HR Operations. Work to commence in quarter 3.
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%	91%		Attendance and completion of mandatory training both face-to-face and online have progressed well. Including higher than average completion and turnaround times on Code of Conduct and Fraud. Leadership Develop program participation through the BRC Way's initial rollout was completed in this Quarter which saw a slight decrease in overall participation.

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 2,180 call backs were routed back to customers and 3.5% were unable to be joined to a customer after three attempts.
Percentage of call centre enquiries answered in accordance with Customer Service Charter.	Organisation - Financial Services - Customer Service - Customer Service	> 90.00%	93.00%	✓	Within the quarter, a total of 16,698 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%	88%	✓	702 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%	93%	●	Work for some of the payments received in December were not scheduled due the holidays.
Percentage of planning and building searches issued within statutory and corporate timelines.	Organisation - Development - Development Strategic Planning - Development Strategic Planning	≥ 95%	100%	✓	5 Planning Certificates and 263 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	≥ 95.0%	99.5%	✓	Plumbing Compliance has completed 196 assessments out of 197 within the 10 day period. The 1 assessment that was missed was due to the need for extra information from the customer.
Percentage of Road, Drainage and Footpath Customer Requests	Organisation - Infrastructure Services	≥ 80%	73%	●	There were 1121 CRMs received of which 869 were closed. The average completion days was 13.4 and a

Performance Measure	Organisation Link	Target	Actual	Status	Comments
determined and responded to within allocated time periods.	- Engineering Services - Corridor Management				significant portion of the requests were related to National Heavy Vehicle Regulator and Driveways.

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	54	—	54 administrative action complaints (AACs) were received this quarter, with 7 matters ongoing. 54 AACs were finalised including matters received in previous quarters.
Percentage of appropriate and current contractual arrangements in place for Council owned and/or managed property.	Organisation - Corporate Services - Governance & Legal Services - Governance & Legal Services	≥ 80%	95%	✓	Meeting target.
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%	✓	This quarter 8 new compliant Right to Information (RTI) applications were received, 9 RTI decisions were made and 3 RTI applications are awaiting decision. There were no new compliant Information Privacy (IP) applications received, IP decisions made or IP applications awaiting decision this quarter.

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	0	✓	KPMG have not completed any Internal Audits this quarter.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Quality Audits are progressing for completion in line with the Quality Audit Plan.	Organisation - Corporate Services - Audit Services - Audit Services	Trend	1	—	BDO have completed one Quality Audit 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	184	✓	There were 184 Council stories and videos published between October and December.

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 33.30% for the quarter.