








Quarterly Operational Report


Quarter 3, 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	189		Digital literacy within the community is being strengthened. Topics included Smart Phone basics, Organising Files in the Cloud, Getting started Online, & Zoom and Video calls.






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%	100%		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	51.5%		Miara Holiday Park 43.53%, Elliott Heads Holiday Park 53.19%, Burnett Heads Holiday Park 55.91% and Moore Park Beach Holiday Park 53.26%.

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	Organisation - Community & Environment - Community Services - Community Care	≥ 50	518		Client numbers reflect an improved ability to access appropriate services. Local one on one transport is provided in Gin Gin and Childers with very limited other local transport

Performance Measure	Organisation Link	Target	Actual	Status	Comments
users with improved ability to access appropriate services.					options besides our service. 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, Gin Gin Neighbourhood Centre Facebook, flyers, phone calls 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	518		Client referrals are received through the My Aged Care Portal. Eligibility criteria need to be met to access services under funding criteria. Client numbers have remained stable. Service availability is currently closed except for centre based day care and social support group.
Number of community development partnerships, projects and initiatives promoted and supported by Council.	Organisation - Community & Environment - Community Services - Community Development	Trend	48		This quarter has been very productive in furthering our activities in the community; planning, attending and promoting.
Number of community members participating in community development projects and initiatives.	Organisation - Community & Environment - Community Services - Community Development	Trend	2,182		Partnership with Council events provided good interaction in the community.
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	2,526		Libraries continue to provide community activities for all age groups. Several author events were well attended and the 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	639		Facilitated activities and partnerships produced positive outcomes of improved wellbeing across the programs.
Number of Community Services grants provided.	Organisation - Community & Environment - Community Services - Community Development	Trend	11		12 applications were made and 11 grants provided this quarter.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of financial assistance requests/applications supported (individuals/sporting organisations/events).	Organisation - Community & Environment - Parks, Sport & Natural Environment - Sport & Recreation	Trend	7	—	7 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	6,013	—	A continued trend of increased enquiries for quarter 3.
Number of service users who received a service.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	4,616	—	The trend this quarter is in line with previous quarters.
Number of service users with improved quality of life.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	5,562	—	There was an increase in access and outcomes for clientele this quarter.
Number of services users with improved ability to access appropriate services.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	5,562	—	There was an increase in enquiries and assistance this quarter.
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	518	✓	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. With a greater number of community members being socially isolated during and after COVID-19 our services are crucial in supporting our older residents to regain and continue to have an improved quality of life.
Social Connectedness - Commonwealth Home Support Programme & Queensland Community Care (State and Federal funded): Number of service	Organisation - Community & Environment - Community Services - Community Care	≥ 150	518	✓	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. Group activities include our

Performance Measure	Organisation Link	Target	Actual	Status	Comments
users with improved social connectedness.					day programs, group outings, one on one social support and transport services.

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	✓	Author events, Reading Hour, Library Lovers' Day and a Trivia morning engaged and connected members of the community.
Number of community groups using the Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	12	—	12 Community Groups have utilised the services of the Moncrieff Entertainment Centre as a venue for hire.
Number of patrons visiting our library branches.	Organisation - Community & Environment - Library Services - Library Services	≥ 35,000	53,104	✓	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	5,670	✓	Venue closed for maintenance for 5 weeks from January to February 2023. Traditionally live theatre venues don't activate until early February each year.
Number of people visiting the Galleries.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	≥ 6,000	6,625	✓	3385 visitors to Bundaberg Regional Art Gallery and 3240 to Childers Arts Space.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of school students engaged in gallery programs.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	≥ 60	2,520	✓	1759 school students engaged through Museum Kit loans, 200 through Lunar New Year, 46 through school holiday workshops and 515 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	4,797	✓	Close to target but still a downturn in visitors post Covid-19 with 3734 visitors to Hinkler Hall of Aviation and 1063 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%	—	This is trending to what we had last quarter.
Percentage of total seats booked at Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	24%	—	This is trending lower than last quarter, but is ahead for the same quarter last year, which was 15%.

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	658	✓	317 attendees at Exhibition Openings, 55 at Connecting Creatives, 41 at Art Walk, 20 at International Women's Day Lean In Circle, 46 at International Women's Day event guest Linda Jackson, 72 at Dylan Sarra Artist Talk, 27 at Carolyn V Watson & Nicola Hooper Artist Talk, 12 at CQU Education Famil, 12 at Nicola Hooper Workshop (CQU) and 15 at Nicola Hooper Workshop (Bundaberg Art Society).
Number of performing arts initiatives designed to engage with our community.	Organisation - Community & Environment	≥ 3	12	✓	Actual has exceeded target for this quarter, due to more events, including Nepalese

Performance Measure	Organisation Link	Target	Actual	Status	Comments
	- Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre				community film screening; Eat, Breathe, Move; Bundaberg Refugee film screening; and workshop preparation for STRUT exhibition.






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	7	✓	Highlights include attending Area Fire Management Group meeting to develop the 2023 Operational Plan for Region and 3 community dune care events.
Number of public awareness, education programs and activities delivered.	Organisation - Community & Environment - Parks, Sport & Natural Environment - Natural Resource Management	≥ 6	6	✓	5 group educational tours hosted at Alexandra Park Zoo and a number of social media posts providing public education.

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	100%		Survey data saw one response and the respondent said Yes. Minor issues raised in the response were already resolved by the pool operator.
Number of passengers processed through Bundaberg Regional Airport terminal.	Organisation - Community & Environment - Bundaberg Airport - Bundaberg Airport	≥ 30,000	29,059		Continuing recovery was partly offset by the regular summer-seasonal downturn. Further recovery and the commencement of Bonza service during May offer a positive outlook for quarter 4.
Number of visitors attending events at the Bundaberg Multiplex Sport and Convention Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Multiplex	Trend	5,195		This quarter there were approximately 5,195 visitors to the Bundaberg Multiplex Sport & Convention Centre. In addition, there were 8 cancelled events which would have seen an extra 1163 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	27.9%		School of Arts 36.2%, Coronation Hall 34.2% and Gin Gin RSL Hall 13.4%.
Percentage usage of the Recreational Precinct.	Organisation - Community & Environment - Community Services - Venues & Facilities	Trend	44.26%		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
Wastewater reliability: percentage of customers who do not experience interruption.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≥ 98%	100%	✓	19 properties experienced a service interruption from a total of 24,530 connections during the quarter 3 reporting period.
Wastewater reliability: total count of sewer main breaks and chokes.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 65	21	✓	21 sewer main breaks and chokes occurred across the region during the quarter 3 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	3	✓	3 exceedances occurred in the Bundaberg and Coastal catchments. 2 of the 3 were following wet weather events.
Wastewater: number of reportable wastewater treatment plant incidents.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 15	1	—	8 exceedances occurred in the Hinterland catchments (Gin Gin, Childers & Woodgate) and 19 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	25	✓	25 water quality complaints were received during the quarter 3 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	3	✓	A total of 3 water quality incidents were reported during the quarter 3 reporting period.
Water supply reliability: percentage of customers who do not experience a planned interruption.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≥ 95%	98%	✓	559 water connections experienced a planned service interruption during the quarter 3 reporting period from a total of 33,820 water connections.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Water supply usage: total raw water usage versus allocation to date as a percentage.	Organisation - Infrastructure Services - Water Services - Water Services Operations	Trend	42		The Raw Water usage during the quarter 3 reporting period was 2,523ML. The year-to-date total raw water consumption is 7,348.39ML 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 118,192 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%	89%		Staff availability reduced, affecting ability to service all assets. 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%		All respondents were satisfied with services conducted.
Percentage of overall plant, vehicle and equipment availability.	Organisation - Infrastructure Services	≥ 95%	92%		Parts for some assets continue to be difficult to source due to worldwide

Performance Measure	Organisation Link	Target	Actual	Status	Comments
	- Fleet & Trade Services - Fleet Services				shortage, resulting in longer than expected downtime.

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	8	✓	8 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%	✓	25 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%	100%	✓	8 low complexity applications were decided in 10 days or less.
Percentage of pre-lodgement meeting outcomes issued within 5 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 80%	46%	✗	39 pre-lodgement meetings were held for the quarter, outcomes for 18 of those 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%	66%	●	25 code assessable development applications were decided within 25 days or less out of a total of 39 decided for the quarter.
Percentage of total impact assessable development applications decided within 35 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 60%	82%	✓	8 impact assessable applications were decided in 35 days or less out of a total of 11 decided for the quarter.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of total referral agency assessments decided within 10 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 95%	96%	✓	79 out of 82 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	93	—	93 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%	4.00%		Overall, recurrent expenditure variance to budget is 4% and outside the target range. Materials and services expenditure is under budget with the delay in the delivery of non-capital projects a contributing factor. A considerable proportion of this is linked to capital project delivery where supply issues, procurement lead times and the availability of contractors have contributed to the delay in a number of infrastructure projects.
Investment returns compared to bank bill swap rate (BBSW).	Organisation - Financial Services - Accounting - Statutory Accounting	> 1.30	1.15		This quarter has seen an increase in the cash rate from 3.10% to 3.60%. Council has seen the flow through effects of this increase applied to term deposit and "at call" interest rates. Despite this rise, term deposit rates offered are currently not commensurate with the applicable BBSW.
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 to medium term.
Percentage of creditors paid within agreed terms.	Organisation - Financial Services - Accounting - Accounts Payable	≥ 95.00%	95.00%		Stability in key personnel has enabled a return to a positive results with the KPI being met.

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%	45%		Key spends with suppliers outside of the region have been made during the quarter (e.g. contract instalments for TEN/1651 - Aquatic Centre, spend on TEN/1709 - Washpool Creek and TEN/1164 - Trinity Skateparks).

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	38		Time to fill for the quarter has increased from last quarter. Results affected by 5 roles that took 90 plus days.
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%	95%		Attendance for quarter 3 has been high, contributing factors could include a lower than usual number of safety training courses due to a new calendar year. BRC Way initial roll-out has now been completed and this training has been integrated into normal Council training programs with 1 module per month to capture new leaders and those who missed the sessions in the roll-out phase. There was no targeted online training campaign during this period.

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	= 100.00%	100.00%		All 3,578 call backs were routed back to customers and 2.8% were unable to be joined to a customer after three attempts.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
	- Customer Service - Customer Service				
Percentage of call centre enquiries answered in accordance with Customer Service Charter.	Organisation - Financial Services - Customer Service - Customer Service	> 90.00%	91.28%	✓	Within the quarter which covered Rates Issue, a total of 22,746 inbound calls were processed. Service was delivered at expected standard.
Percentage of customer requests processed/investigated within timeframes.	Organisation - Development - Development Administration - Development Administration	≥ 90%	88%	✓	725 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%	80%	●	Trended 92-93% over Jan/Feb but actual connection numbers dropped as those applications received in the 2nd half of March were still in the quotation process or the work was still to be scheduled.
Percentage of planning and building searches issued within statutory and corporate timelines.	Organisation - Development - Development Strategic Planning - Development Strategic Planning	≥ 95%	99%	✓	6 Planning Certificates and 234 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%	100.0%	✓	Plumbing compliance has completed 200 assessments within 10 days this quarter out of 200 received.
Percentage of Road, Drainage and Footpath Customer Requests determined and responded to within allocated time periods.	Organisation - Infrastructure Services - Engineering Services - Corridor Management	≥ 80%	70%	●	There were 1248 CRMs received of which 903 were closed. The average completion days have reduced to 9.31. As in previous quarters, a significant portion of requests are related to Driveways and National Heavy Vehicle Regulator.

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
Comprehensive review of Council's Strategic Risk Register with Council's Insurer, Councillors and Executive Leadership.	Organisation - Corporate Services - Governance & Legal Services - Governance & Legal Services	Yes	Yes	✓	A Strategic Risk Workshop was held with Councillors and the Executive Leadership Team on 13 February 2023.
Number of Administrative Action Complaints finalised within the quarter.	Organisation - Corporate Services - Governance & Legal Services - Governance & Legal Services	Trend	89	—	99 administrative action complaints (AACs) were received this quarter, with 6 matters ongoing. 89 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%	✓	This quarter 10 new compliant Right to Information (RTI) applications were received, 6 RTI decisions were made and 6 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	2	✓	KPMG have completed two 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	3	—	BDO have completed three 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	178	✓	Story count is on track with 178 Council stories and videos published this quarter.

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% for the quarter.