Quarterly Operational Report

Quarter 4, 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
Annual review of adoption of innovative and smart technologies.	**Organisation** - Strategic Projects & Economic Development - Economic Development - Economic Development	= 100%	80%	✔	Related projects and initiatives under the Intelligent Communities strategy continue to be rolled out across Council departments for both internal and external stakeholders.
Annual review of Intelligent Community Strategy.	**Organisation** - Strategic Projects & Economic Development - Economic Development - Economic Development	= 100%	50%	🟠	Related programs and initiatives continue to be delivered across Council, with formal review of strategy to be completed.
Number of community members participating in our Digital Literacy programs at libraries.	**Organisation** - Community & Environment - Library Services - Library Services	≥ 80	177	✔	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.
Progress of actions in Intelligent Community Strategy.	**Organisation** - Strategic Projects & Economic Development - Economic Development - Economic Development	Progress	Progress made.	✔	Progress of actions include: delivery of student entrepreneurship programs (Mayor's Telstra Innovation Awards, Bundaberg Jobs Commitment Entrepreneurship Immerse Day, Girl's ICT Day); continued advocacy around regional mobile broadband connectivity; introduction of disaster management opt-in alerts; delivery of the "Be Connected" Program through Council Libraries; and continued development of the Bundaberg AgTech Hub.

1.1.2: Proactively advocate, attract and support economic development related opportunities across the region, specifically targeting priority industries.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Advocacy Priority list reviewed annually by Council.	**Organisation** - Strategic Projects & Economic Development - Industry, Investment & Tourism Development - Industry, Investment & Tourism Development	Yes	50	🟠	Advocacy for priority initiatives continue to be delivered and reviewed by Council.
Percentage growth in our region's Gross Regional Product.	**Organisation** - Strategic Projects & Economic Development - Industry, Investment & Tourism Development - Industry, Investment & Tourism Development	≥ 2%	7%	✔	The Bundaberg regional's Gross Regional Product (GRP) was $5.07 billion in the year ending June 2022, growing 7.2% since the previous year.
Percentage increase or decrease in business entities registered.	**Organisation** - Strategic Projects & Economic Development - Industry, Investment & Tourism Development - Industry, Investment & Tourism Development	Trend	6.05%	▬	In 2022 the Bundaberg region had 7014 businesses registered (up 400 from 6614 business registrations in 2021).
Preparation of Bundaberg Regional Advocacy Program.	**Organisation** - Strategic Projects & Economic Development - Industry, Investment & Tourism Development - Industry, Investment & Tourism Development	Progress	Progress made.	✔	Council has continued its ongoing role in regional advocacy across a number of projects and topics.
Unemployment and participation rate for the Bundaberg region.	**Organisation** - Strategic Projects & Economic Development - Industry, Investment & Tourism Development	< 6.5	5.2	✔	In the 2022 December quarter, the unemployment rate in the Bundaberg regional was 5.2%. Participation rate increased from 48% to 52% over the last 12 months.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
	- Industry, Investment & Tourism Development				

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

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Bundaberg Tourism Partnership Agreement: Total number of visitors to the Bundaberg Region in the year (inclusive of domestic and international) and investment enquiries managed.	**Organisation** - Strategic Projects & Economic Development - Industry, Investment & Tourism Development - Industry, Investment & Tourism Development	Trend	2,171,461	▬	The latest statistics report 1.4 million domestic visitor nights, 722,959 domestic day trips, and 33,987 international visitor nights in Bundaberg region.

1.1.4: Develop a sustainable pipeline of strategic projects that support organisational and economic development objectives, including procuring external grant funding.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Annual review of investment in strategic projects.	**Organisation** - Strategic Projects & Economic Development - Strategic Projects - Strategic Projects	= 100%	100%	✔	On track through existing and planned projects.
Demonstrated pipeline of shovel ready capital projects aligned with the organisations Advocacy Priorities list.	**Organisation** - Strategic Projects & Economic Development - Strategic Projects - Strategic Projects	Maintenance of 3-4 strategic economic capital projects per year.	3	✔	On track with number of projects aligned to Advocacy Program. Developing projects in the Civic/Cultural Arts Precinct, Moore Park Beach Masterplan, and the Bundaberg Recreation Precinct.
Percentage of approved external funding grants for strategic projects that support organisational	**Organisation** - Strategic Projects & Economic Development - Strategic Projects - Strategic Projects	= 80%	75%	✔	Successful grants under the Queensland Government's Locally-led Economic Recovery Program and ActiveKIT Round 2. Still awaiting funding announcement for other grant applications.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
and economic development objectives set by Council.					

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
Dog off-leash parks are provided and maintained based on a priority basis, following a transparent community consultation process.	**Organisation** - Community & Environment - Health & Regulatory Services - Regulatory Services	Yes	Achieved	✔	New off leash dog parks are being established at Moore Park Beach, Burnett Heads and Apple Tree Creek and are all due for completion by 31 August 2023. These dog off leash areas provide socialisation & sensory experiences for dogs, including large rocks, mulched garden beds & agility equipment.
Number of physical activity and preventative health initiatives promoted and supported by Council.	**Organisation** - Community & Environment - Parks, Sport & Natural Areas - Sport & Recreation	≥ 25	50	✔	This included Be Active Be Alive 8 weeks (120 classes - 2150 attendees), Eat Breathe Move - Skills and Drills (166 participants), public lecture (400 attendees) health professional workshops (3), education personal development (5 schools) 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 Areas - 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	52.80%	▬	Miara Holiday Park 29.67%, Elliott Heads Holiday Park 58.25%, Burnett Heads Holiday Park 72.39% and Moore Park Beach Holiday Park 73.35%.
Sport and Recreation Strategy (2018-2028): Number of actions implemented.	**Organisation** - Community & Environment - Parks, Sport & Natural Areas - Sport & Recreation	= 2	5	✔	This included review of Council's Financial Assistance Policy, Drinan Park Master Plan, Bargara Sports Complex Master Plan (progressing

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	521	✔	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 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	521	▬	Client referrals are received through the My Aged Care Portal. Eligibility criteria needs 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.
Funded Programs (State & Federal): Percentage of programs and services demonstrating compliance with standards and meeting funding targets.	**Organisation** - Community & Environment - Community Services - Community Services	≥ 98%	98%	✔	There was a continued level of high governance this financial year.
Number of community development partnerships, projects and initiatives promoted and supported by Council.	**Organisation** - Community & Environment - Community Services - Community Development	Trend	43	▬	A number of events across the Region have contributed to this KPI including Learn to Skate workshops and Empowering Motherhood which have a huge impact in the community.
Number of community members participating in community development projects and initiatives.	**Organisation** - Community & Environment - Community Services - Community Development	Trend	1,502	▬	This KPI includes projects, events and funded programs for a number of significant days, and weeks such as Youth Month.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of community members participating in our free community programs and events hosted and facilitated by the Library Service.	**Organisation** - Community & Environment - Library Services - Library Services	≥ 750	6,080	✔	Libraries continue to provide community activities for all age groups. School Holiday Activities were fully booked and the Space Exhibition was attended by more than 2000 people.
Number of community members who have improved wellbeing through social connectedness.	**Organisation** - Community & Environment - Community Services - Community Development	Trend	265	—	Grants discussions, events and event planning, networks and activities to promote across the Region.
Number of Community Services grants provided.	**Organisation** - Community & Environment - Community Services - Community Development	Trend	9	—	12 applications were submitted this quarter with 2 declined and one withdrawn.
Number of financial assistance requests/applications supported (individuals/sporting organisations/events).	**Organisation** - Community & Environment - Parks, Sport & Natural Areas - Sport & Recreation	Trend	4	—	4 applications for assistance were supported this quarter including: one Young People in Sport, one Sport Championships Program and 2 Partnerships/Sponsorships.
Number of occasions that information, advice and referral services were provided.	**Organisation** - Community & Environment - Community Services - Neighbourhood Centres	Trend	6,462	—	Council continues to see an increase of people seeking services, referrals and information - additional support offered through the Community Connect program Funded by the State.
Number of service users who received a service.	**Organisation** - Community & Environment - Community Services - Neighbourhood Centres	Trend	4,901	—	There has been an increase to programs and workshops across both centres.
Number of service users with improved quality of life.	**Organisation** - Community & Environment - Community Services - Neighbourhood Centres	Trend	5,792	—	There was an increase in access and outcomes for clientele this quarter.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of services users with improved ability to access appropriate services.	**Organisation** - Community & Environment - Community Services - Neighbourhood Centres	Trend	6,738	—	This number is a reflection of the additional information sessions held along with higher newsletter subscriptions.
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	521	✔	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 users with improved social connectedness.	**Organisation** - Community & Environment - Community Services - Community Care	≥ 150	521	✔	Clients interact with staff and/or contractors 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 day programs, group outings, one on one social support and transport services.

1.2.3: Implement disaster prevention strategies and maximise community preparedness for disaster events.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Assessment rating of Local Disaster Management Plan and local disaster arrangements in accordance with Emergency Management Assurance Framework.	**Organisation** - Community & Environment - Disaster Management - Disaster Management	Yes	Yes	✔	The Office of the Inspector-General of Emergency Management's (IGEM's) annual assessment of disaster management plans found Bundaberg local disaster management group (LDMG) reviewed and assessed the effectiveness of our plans in accordance with the Disaster Management Act 2003. The assessment found Bundaberg LDMG listed in 'best practice' examples for the year.
Number of community engagement activities conducted /	**Organisation** - Community & Environment - Disaster Management - Disaster Management	= 2	37	✔	The Disaster Management Unit was successful in receiving grant funding to engage a Community Resilience Officer from January 2023 to conduct

Performance Measure	Organisation Link	Target	Actual	Status	Comments
events attended to promote the Get Ready Queensland message.					community engagement activities, promote the Get Ready message and promote resilience to the most vulnerable residents of the Bundaberg community. As a result, the target figure was grossly exceeded with 37 activities attended during the reporting period.
Number of Local Disaster Management Group (LDMG) Meetings held.	**Organisation** - Community & Environment - Disaster Management - Disaster Management	= 2	2	✔	2 Local Disaster Management Group (LDMG) meetings were held during the reporting period.

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	9	✔	Our target for the year is 6 and we have exceeded this with 3 additional First Nations events making an annual total of 9 events.
Percentage of exhibitions that feature First Nations artists.	**Organisation** - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	= 25%	26%	✔	There were 27 exhibitions within the 12 month period, 7 of which were representative of First Nations artists.

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	21	✔	Community members have engaged well with the Comic Book Club and Dungeons & Dragons sessions which were recently introduced.
Number of community groups using the Moncrieff Entertainment Centre.	**Organisation** - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	11	✔	We are on track with 11 Community Groups during this quarter
Number of patrons visiting our library branches.	**Organisation** - Community & Environment - Library Services - Library Services	≥ 35,000	47,903	✔	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	11,793	✔	Significantly exceeded quarterly target
Number of people visiting the Galleries.	**Organisation** - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	≥ 6,000	9,476	✔	Bundaberg Regional Art Gallery had 5509 visitors and Childers Arts Space had 3967 visitors.
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	5	✔	We have had 9 school's events in total for the year.

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	498	✔	This included: Outdoor Art Room (18 students), Museum Kits (422 students), Amazing Shake (5 students), School Visit CHARTS (9 students) and School Tour CHARTS (44 students).
Number of students visiting Hinkler Hall of Aviation and Fairymead House via school group bookings.	**Organisation** - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities & Events	> 1,000	1,072	✔	Fairymead House school students for the year was 124 and Hinkler Hall of Aviation school students for the year was 948.
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	5,339	✔	4253 visitors to Hinkler Hall of Aviation this quarter and 1086 visitors to Fairymead House Sugar History Museum.
Percentage of total days booked at Moncrieff Entertainment Centre.	**Organisation** - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	45% of total available day achieved.	✔	Trending as per same quarter last year
Percentage of total seats booked at Moncrieff Entertainment Centre.	**Organisation** - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	32%	✔	There is an increase of 12% on the same quarter last year

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	3,075	✔	This included 139 attendees for Artist Talks, 2687 attendees for Artisan Market and 249 attendees for 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	✔	We achieved our annual total during the third quarter.
Percentage of trainees/apprentices gaining qualifications across Council.	**Organisation** - People and Performance - Organisational Development and Learning - Organisational Development and Learning	≥ 80%	80%	✔	In the 2022/2023 financial year, 16 of the 20 apprenticeships/traineeships successfully gained their qualifications. The 4 unsuccessful traineeships/apprenticeships were as a result of the trainees/apprentices ending their employment.

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
Number of exhibitions and travelling exhibitions undertaken in accordance with the endorsed Gallery Exhibition Program.	**Organisation** - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	= 30	30	✔	Exhibition Schedule featured 30 exhibitions including 2 as Touring Partner for CQ Design.

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 Areas - Natural Resource Management	≥ 6	7	✔	Highlight was Natural Resource Management staff participating in freshwater turtle management training with Department of Environment & Science and white-throated snapping turtle conservation project work with W.Y.L.D. Projects on the Burnett River. Community dune care activities run at Elliott Heads and Innes Park.
Number of public awareness, education programs and activities delivered.	**Organisation** - Community & Environment - Parks, Sport & Natural Areas - Natural Resource Management	≥ 6	14	✔	Alexandra Park Zoo group tour bookings continue to be popular as are the school holiday keeper talks. A Feral Animal Field Day was conducted at Apple Tree Creek.
Percentage of water pollution incidents investigated and resolved by education and enforcement action.	**Organisation** - Community & Environment - Health & Regulatory Services - Environmental Health Services	= 100%	100%	✔	All pollution incidents are investigated. Where a matter is the accountability of another section of Council, or even the Department of Environment and Science, Health Services offers technical assistance.

1.3.5: Review and consistently enforce local laws, environment and public health legislation to ensure they meet community standards.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Implementation of new technology by Environmental Health Services.	**Organisation** - Community & Environment - Health & Regulatory Services - Environmental Health Services	Yes	Achieved.	✔	Noise Net was trialled for noise disputes. Our Purple Air particulates meter continues to operate effectively in dust/smoke monitoring. A review of noise monitoring technology was undertaken and improved remote noise monitoring is being explored.
Implementation of new technology by Regulatory Services for local law, parking and animal management functions and is implemented.	**Organisation** - Community & Environment - Health & Regulatory Services - Regulatory Services	Yes	Yes	✔	A trial of new number plate recognition technology (LPRx) is to commence in late July with a view to increasing regulated parking efficiencies and officer safety. A well signed 'Park Smart' vehicle is designed to encourage people to not overstay, so more spots will be available when people need them.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of Food Hygiene Improvement Notices resolved by voluntary compliance or enforcement action.	**Organisation** - Community & Environment - Health & Regulatory Services - Environmental Health Services	= 100%	100%	✔	Food Hygiene Improvement Notices are issued when standards are found to be non-compliant. Council works with these premises closely to get them back to full compliance. Premises that have not achieved compliance in an acceptable timeframe may be issued fines or even temporarily closed until they are. Reducing risk and ensuring community safety are important.
Percentage of food premises inspected annually in line with Think Food Safe timeframes.	**Organisation** - Community & Environment - Health & Regulatory Services - Environmental Health Services	> 90%	95%	✔	Council has engaged a Food Safety Specialist with qualifications in Food Technology. The inspection program is on track with over 95% of licenced premises inspected with the remaining 5% prioritised for inspection in July-August 2023.
Percentage of non-compliances for declared dogs resolved by voluntary compliance or enforcement action.	**Organisation** - Community & Environment - Health & Regulatory Services - Regulatory Services	= 100%	100%	✔	Of the non-compliances identified; 75% are now compliant and 25% are subject to enforcement action.
Percentage of premises with declared dogs inspected annually to ensure compliance.	**Organisation** - Community & Environment - Health & Regulatory Services - Regulatory Services	> 90%	100%	✔	All 67 properties in the region with regulated dogs (dangerous and menacing), have been inspected in the past 12 months.

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	Trend	10.85km	▬	10.7km by external contractor and 150m by internal resources.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
	- Water Services Planning & Delivery				
Percentage of adopted Footpath Capital Investment Plan budget completed.	**Organisation** - Infrastructure Services - Engineering Services - Program Management	≥ 85	81	✖	The footpath program has proceeded well this financial year. Some minor finalisation required in 2023/2024.
Percentage of adopted Road Capital Investment Plan budget completed.	**Organisation** - Infrastructure Services - Engineering Services - Program Management	≥ 85%	77%	🟠	The completion rate for the road upgrade program is lower than expected. Factors include a high frequency of rain events and material supply chain issues resulting in project delays. As a result, some projects will now be finalised in 2023/2024.
Percentage of adopted Stormwater Capital Investment Plan budget completed.	**Organisation** - Infrastructure Services - Engineering Services - Program Management	≥ 85	46	✖	The completion rate for the stormwater upgrade program is lower than expected. Factors include a low industry response to tenders (high demand for construction services) and delays from high frequency of rain events and planning approvals. As a result, some projects will now be finalised in 2023/2024.
Percentage of adopted Wastewater Capital Projects Program budget completed.	**Organisation** - Infrastructure Services - Water Services - Water Services Planning & Delivery	= 95%	83%	🟠	Project development and project management framework improvement identified. Lessons learned are being discussed at the Water Services Project Governance Group.
Percentage of adopted Water Capital Projects Program budget completed.	**Organisation** - Infrastructure Services - Water Services - Water Services Planning & Delivery	= 95%	76%	🟠	Project development and project management framework improvement identified. Lessons learned are being discussed at the Water Services Project Governance Group.
Percentage of hydrants inspected.	**Organisation** - Infrastructure Services - Water Services - Water Services Planning & Delivery	= 100%	100%	✔	Programmed hydrants were inspected.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of inspected hydrants resulting in replacement.	**Organisation** - Infrastructure Services - Water Services - Water Services Planning & Delivery	Trend	30%	▬	531 hydrants inspected with 30 hydrants replaced.
Percentage of Road, Stormwater and Footpath Projects grant funds expended in accordance with agreed timeframes.	**Organisation** - Infrastructure Services - Engineering Services - Program Management	≥ 100	58	✘	The shortfall in grant fund expenditure is due to delays to major road and stormwater projects. These projects will be finalised and associated grant funds expended in 2023/2024.
Percentage of sewer main relining completed.	**Organisation** - Infrastructure Services - Water Services - Water Services Planning & Delivery	Trend	100%	▬	The program was delivered in full.
Update the Transport, Stormwater and Active Transport Asset Management Plans to incorporate outcomes from the Road Investment, Stormwater and Active Transport Strategies.	**Organisation** - Infrastructure Services - Engineering Services - Strategic Assets	≥ 100	100	✔	Asset Management Plans updated and under review.

2.1.2: Apply renewable and clean energy strategies in operational management and project development and construction.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Progress of recommendations of Net Zero Strategy.	**Organisation** - Strategic Projects & Economic Development - Economic Development - Economic Development	Progress	Progress made.	✔	Towards Net Zero Strategy has been adopted, and delivery of initiatives includes carbon emissions modelling tool, quarterly industry forums, industry support for renewable energy generation, and planning for upcoming solar system installations on Council facilities.

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	50%	▬	Survey data saw 2 responses.
Number of passengers processed through Bundaberg Regional Airport terminal.	**Organisation** - Community & Environment - Bundaberg Airport - Bundaberg Airport	≥ 30,000	36,698	✔	Further recovery of passenger traffic was seen during the quarter, supported by the commencement of Bonza's service to Melbourne. Traffic has not yet fully returned to pre-Covid levels.
Number of visitors attending events at the Bundaberg Multiplex Sport and Convention Centre.	**Organisation** - Community & Environment - Arts, Culture, Tourism Facilities and Events - Multiplex	Trend	5,596	▬	This quarter there were approximately 5,596 visitors to the Bundaberg Multiplex Sport & Convention Centre. In addition, there were 4 cancelled events which would have seen an extra 115 visitors, had they gone ahead.
Percentage of total days booked at the Multiplex Sports & Convention Centre.	**Organisation** - Community & Environment - Arts, Culture, Tourism Facilities and Events - Multiplex	Trend	40%	▬	The Multiplex Sports & Convention Centre is booked for 40% of our hireable days. This does not include days allocated for venue bump in/out.
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	32.83%	▬	School of Arts 31.72%, Coronation Hall 39.75% and Gin Gin RSL Hall 27.04%.
Percentage usage of the Recreational Precinct.	**Organisation** - Community & Environment - Community Services - Venues & Facilities	Trend	49.56%	▬	Consistent with the quarter given its the quarter with large scale events.

2.2: Sustainable essential services

2.2.1: Connect our people, places and industries by maintaining and improving road transport, pathway and drainage networks.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of Footpath Assets replaced in accordance with targets in the Long Term Asset Management Plan.	**Organisation** - Infrastructure Services - Engineering Services - Strategic Assets	= 100%	72%	🟠	Program change impacted delivery schedule. Five of the six projects were delivered.
Percentage of Road Assets replaced in accordance with targets in the Long Term Asset Management Plan.	**Organisation** - Infrastructure Services - Engineering Services - Strategic Assets	= 100%	67%	🟠	Renewal program is ongoing, and will be finalised first quarter of 2023/2024.
Percentage of Stormwater Assets replaced in accordance with targets in the Long Term Asset Management Plan.	**Organisation** - Infrastructure Services - Engineering Services - Strategic Assets	= 100%	1%	✖	Budgeted project was placed on hold due to site constraints.

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	2	✔	2 odour complaints were received during the quarter 4 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 4 reporting period.
Wastewater reliability: total count of sewer main breaks and chokes.	**Organisation** - Infrastructure Services - Water Services - Water Services Operations	≤ 65	33	✔	33 sewer main breaks and chokes occurred across the region during the quarter 4 reporting period. The total length of sewer main is 728 km.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Wastewater: number of reportable sewer reticulation incidents.	**Organisation** - Infrastructure Services - Water Services - Water Services Operations	≤ 15	1	✔	1 exceedance occurred in the Rubyanna Catchment.
Wastewater: number of reportable wastewater treatment plant incidents.	**Organisation** - Infrastructure Services - Water Services - Water Services Operations	≤ 15	7	✔	4 exceedances occurred in the Hinterland catchments (Gin Gin, Childers & Woodgate) and 3 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	19	✔	19 water quality complaints were received during the quarter 4 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 4 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%	✔	738 water connections experienced a planned service interruption during the quarter 4 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	57	▬	The Raw Water usage during the quarter 4 reporting period was 2,524ML. The year-to-date total raw water consumption is 9,877ML from a total combined yearly allocation of 17,429 ML surface and ground water. The raw water usage during this period was higher than the equivalent periods in 2021/2022.

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

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Growth in the number of households and businesses with a weekly waste and fortnightly recycling kerbside collection service.	**Organisation** - Community & Environment - Waste & Recycling Services - Waste & Recycling Services Operations	Trend	1.42%	▬	As of 30 June 2022, there was 44,611 properties and by 30 June 2023 this had increased to 45,243. This is an increase of 632 properties with a weekly waste and fortnightly recycling collection.
Number of people utilising Councils Waste Facilities.	**Organisation** - Community & Environment - Waste & Recycling Services - Waste & Recycling Services Operations	Trend	34,018	▬	34,018 people used Council's waste facilities in quarter 4. 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 Services - Fleet Services	≥ 95%	100%	✔	All services have been carried out within the specified timeframe allowed.
Percentage of internal client survey results satisfactory or above.		> 75%	98%	✔	All responses were satisfied with services conducted. One item missed at service and rectified 2 weeks later.
Percentage of overall plant, vehicle and equipment availability.	**Organisation** - Infrastructure Services - Fleet Services - Fleet Services	≥ 95%	93%	●	Availability of parts continues to play a role in downtime for some assets, resulting in longer than expected downtime.

2.3: Sustainable development

2.3.1: Develop, implement and administer strategies and plans underpinned by the principles of sustainable development.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Local Area Plan developed for Bargara southern growth area.	**Organisation** - Development - Development Strategic Planning - Development Strategic Planning	= 100%	85%	✔	Public consultation commenced 19 June 2023 and runs until 28 July.
Local Area Plan developed for Branyan Growth Corridor.	**Organisation** - Development - Development Strategic Planning - Development Strategic Planning	= 100%	60%	🟠	Consultants are conducting their further investigations into infrastructure provision for the local plan area.
Statutory review of the Local Government Infrastructure Plan completed.	**Organisation** - Development - Development Strategic Planning - Development Strategic Planning	= 100%	100%	✔	The statutory review of the LGIP was presented to the Council's Ordinary Meeting on 30 May 2023.

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	✔	6 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%	100%	✔	5 low complexity applications were decided in 10 days or less.

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%	53%	✘	45 prelodgement meetings were held for the quarter, outcomes for 24 of those were issued in target time frames.
Percentage of total code assessable development applications decided within 25 days or less.	**Organisation** - Development - Development Assessment - Development Assessment	≥ 80%	72%	🟠	23 code assessable applications were decided within 25 days or less out of a toal of 32 decided for the quarter.
Percentage of total impact assessable development applications decided within 35 days or less.	**Organisation** - Development - Development Assessment - Development Assessment	≥ 60%	46%	🟠	6 impact assessable applications were decided in 35 days or less out of a total of 13 decided in the quarter.
Percentage of total referral agency assessments decided within 10 days or less.	**Organisation** - Development - Development Assessment - Development Assessment	≥ 95%	97%	✔	98 out of 101 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	89	▬	89 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 Services - Strategic Accounting	< 2.50%	1.00%	✔	Overall, recurrent expenditure is within target range. At a fund level, Waste is 3% below budget and this variance is primarily attributable to delays in the delivery of non-capital projects.
Investment returns compared to bank bill swap rate (BBSW).	**Organisation** - Financial Services - Accounting Services - Statutory Accounting	> 1.30	1.15	🟠	This quarter has seen an increase in the cash rate from 3.60% to 4.10%. Council has seen the flow through effects of this increase applied to term deposit and "at call" interest rates. However, rates 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 Services - 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 Services - Accounts Payable	≥ 95.00%	97.00%	✔	Effective internal processes ensured the target was met despite the volume of invoices processed having increased by 13% during the quarter.
Percentage of outstanding rates.	**Organisation** - Financial Services - Revenue Services - Revenue Services	< 5.00%	1.57%	✔	Lowest debt since Council inception.

3.1.2: Review, monitor and evaluate asset management.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Annual review of Asset Management Plans.	**Organisation** - Financial Services - Accounting Services - Strategic Accounting	Yes	100%	✔	Asset Management Plans updated and under review.

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

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Actively seek and apply for funding opportunities from the State and Federal Governments.	**Organisation** - Strategic Projects & Economic Development - Economic Development - Economic Development	Trend	Yes	—	Council continues to seek out and apply for State and Federal Grants, including through the State's Locally-Led Economic Recovery Platform and tourism funding under the Australian Government's Hinkler Regional Deal.
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/1800 Construction of Childers Waste Transfer Station, TEN/1709 - Washpool Creek Naturalisation, TEN/1906 - Sewer Inspection and Cleaning Program, TEN/0968 - Lifeguard Services and TEN/1737 - Supply and Commission Horizontal Cardboard Baler).

3.1.4: Annual review of services ensuring sustainable assets and service delivery.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Annual and long-term budget forecast appropriately considers need for services and levels of service.	**Organisation** - Financial Services - Accounting Services - Strategic Accounting	Yes	Yes	✔	In formulating the 2023/2024 budget an informal assessment of services and service levels was undertaken and outcomes included in the annual budget and long term financial forecast.

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	34	🟠	Time to fill has reduced by 4 days in the last quarter.
Culture Development Program developed and implemented.	**Organisation** - People and Performance - Cultural Services - Cultural Services	Yes	No	🟠	Culture Development Program under development.
Diversity and Inclusion action plan developed and implemented.	**Organisation** - People and Performance - Cultural Services - Cultural Services	Yes	Development stage.	✔	The project for the development of Diversity and Inclusion action plan is in the planning stage.
Employee satisfaction and morale.	**Organisation** - People and Performance - Organisational Development and Learning - Organisational Development and Learning	Trend	N/A	▬	No employee satisfaction and engagement survey was conducted during this reporting period.
Health and Safety Strategic Plan Key Performance Indicators met.	**Organisation** - People and Performance - Work, Health & Safety - Work, Health & Safety	= 90%	50%	🟠	A refocus of objectives occurred early in the financial year. As such, several actions have not been completed or deferred for further consideration.
Leadership Development Program participation of leaders within Council.	**Organisation** - People and Performance - Organisational Development and Learning - Organisational Development and Learning	≥ 85%	84%	✔	84% of BRC Leaders have completed 4 or more of the 6 BRC Way Modules.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
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%	93%	✔	Attendance for Quarter 4 mandatory training and BRC Way leadership program has continued to remain at a high level. Council has had an increased volume of training within this period, including the delivery of Psychosocial Awareness, WHS Due Diligence and Mental Health First Aid. Additionally, the BRC Way Leadership program has continued to be delivered monthly to capture new leaders and those who missed sessions in the initial rollout. Online training completions for this quarter are also above previous periods.

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 1781 call backs were routed to customers and 1% unable to be connected to customer after 3 attempts.
Percentage of call centre enquiries answered in accordance with Customer Service Charter.	**Organisation** - Financial Services - Customer Service - Customer Service	> 90.00%	95.00%	✔	A total of 17,999 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%	97%	✔	738 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%	92%	✔	The June data was considerably lower due to payments not received on time.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of planning and building searches issued within statutory and corporate timelines.	**Organisation** - Development - Development Strategic Planning - Development Strategic Planning	≥ 95%	99%	✔	2 Planning Certificates and 215 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%	99.0%	✔	Plumbing Compliance has completed 202 assessments out of 204 within the 10-day KPI period. The 2 assessments that were outside that period were missed due to a complication between water services and revenue departments.
Percentage of Road, Drainage and Footpath Customer Requests determined and responded to within allocated time periods.	**Organisation** - Infrastructure Services - Engineering Services - Corridor Management	≥ 80%	79%	🟠	There were 1066 CRMs received of which 844 were closed. The average completion days have reduced to 8.90. There is slight improvement in percentage completion based on previous quarters. A significant portion of requests this quarter are related to Driveways and National Heavy Vehicle Regulator (NHVR). NHVR have confirmed that there will be an ongoing rise in Performance Based Standards vehicle use, and therefore applications to Council.

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	66	✔	67 administrative action complaints (AACs) were received this quarter, with 13 matters ongoing. 66 AACs were finalised including matters received in previous quarters.
Number of Right to Information and Information Privacy external reviews initiated by applicant.	**Organisation** - Corporate Services - Governance & Legal Services - Governance & Legal Services	Trend	7	✔	Council received notification from the Office of the Information Commission (OIC) that 7 applications for external review of a decision were submitted. Of these, one was withdrawn, 2 were finalised at a preliminary review and did not progress to a formal external review decision and 4 are still under consideration by the OIC.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
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 6 new compliant Right to Information (RTI) applications were received, 8 RTI decisions were made and 4 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.
Strategic and Operational risks are reviewed quarterly by risk owners and reported to the Audit and Risk Committee.	**Organisation** - Corporate Services - Governance & Legal Services - Governance & Legal Services	= 100%	100%	✔	Risk reviews were undertaken with all risk owners in April 2023.

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	1	✔	BDO have completed one audit in this quarter.
Quality Audits are progressing for completion in line with the Quality Audit Plan.	**Organisation** - Corporate Services - Audit Services - Audit Services	Trend	0	▬	The scheduled Quality Audits for this quarter are still in progress and will be presented at the next review.

3.2.5: Provide and review systems, programs and processes to ensure effective, innovative and efficient service delivery to meet community expectations.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Annual review of Environmental Health Services to identify innovations to improve effectiveness and efficiency.	**Organisation** - Community & Environment - Health & Regulatory Services - Environmental Health Services	Yes	Achieved	✔	The Environmental Health Team reviewed the Health Services Priorities for 1 July 2023 - 30 June 2024. Council's monitoring of commercial premises with non-reticulated water supply has been approved to be conducted again. Local Laws are being reviewed and updated for improved effectiveness in ensuring community safety and amenity is achieved.
Annual review of Regulatory Services to identify innovations, effectiveness and efficiency.	**Organisation** - Community & Environment - Health & Regulatory Services - Regulatory Services	Yes	Yes	✔	A number of innovations have been introduced: online payments, microchipping voucher for impounded animals, option to receive dog registration renewals by email and a one-off hardship application for animal release. A review of cage lifters and ramps is underway to improve officer workplace health and safety, as is a comprehensive review of all regulatory service's local laws.

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 & Marketing - Communications & Marketing	≥ 95	214	✔	On track with 214 Council stories and videos published this quarter.

3.3.2: Proactively support and encourage community engagement and collaboration.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of Community Engagement Strategies created for Council projects.	**Organisation** - Strategic Projects & Economic Development	Trend	3	▬	Council continues to engage the community on relevant projects through community forums, surveys, and via Council's online engagement portal

Performance Measure	Organisation Link	Target	Actual	Status	Comments
	- Strategic Projects - Strategic Projects				through www.ourbundabergregion.com.au. For FY2022/2023, 3 community engagement strategies have been developed; 33 project pages built on Our Bundaberg Region; 28 project pages published on Our Bundaberg Region, and there were a total 41,100 visits to Our Bundaberg Region.

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 & Marketing - Communications & Marketing	≥ 22%	32%	✔	Bundaberg Now e-newsletter open rate is tracking well against the industry standard at an average of 32% for the quarter.

3.3.4: Review and develop updated and relevant communication platforms, modes, mediums and content.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Delivery of a customer portal to enhance common interactions with Council.	**Organisation** - Corporate Services - Information Services - Information Services	= 100%	0%	🟠	This initiative has been deferred until the 2023/2024 financial year.