








Quarterly Operational Report

Quarter 1, 2023/2024

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	≥ 100	179	✓	Digital Literacy programs focusing on Smartphones, Cyber Security, and Artificial Intelligence ensure community members are keeping up to date in the digital world.

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 Areas - Parks Operations & Maintenance	≥ 85.00%	89.00%	✓	Proceeding on target, although dry weather is impacting necessity to provide maintenance as frequently.
Percentage of Holiday Park accommodation occupied.	Organisation - Community & Environment - Community Services - Venues & Facilities	Trend	Average occupancy across 4 parks is 81.2%.	—	Burnett Heads 'Lighthouse' Holiday Park 85.14%, Moore Park Beach Holiday Park 85.25%, Elliott Heads Holiday Park 87.93% and Miara Holiday Park 66.49%.

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 (Federal funded): Number of service users with improved ability to access appropriate services.	Organisation - Community & Environment - Community Services - Community Care	≥ 50	384	✓	Client numbers reflect an improved ability to access appropriate services. Group transport is offered from Gin Gin and Childers to Bundaberg and local transport to local appointments and needs to assist with the access to services not available in the regional areas. Clients receive information through newsletters, flyers and face to face.
Community members reported improved social connectedness, mental and social wellbeing.	Organisation - Community & Environment - Community Services - Community Development	Trend	0	—	Mechanisms to capture this KPI are in progress.
Community Support Services Commonwealth Home Support Programme & Queensland Community Care (Federal Funded): Number of service users who received a service.	Organisation - Community & Environment - Community Services - Community Care	Trend	385	—	Current Client numbers over Gin Gin, Childers and Gracie Dixon are stable. Service availability is currently open for most services, particularly in the hinterland region. There have been many discharges over the year due to transition of clients to higher level care and/or deceased clients.
Number of community development partnerships, projects and initiatives promoted and supported by Council.	Organisation - Community & Environment - Community Services - Community Development	Trend	47	—	The number of Community Development activities for this quarter is in line with previous years.
Number of community members participating in community development projects and initiatives.	Organisation - Community & Environment - Community Services - Community Development	Trend	1,589	—	A number of large activities; Community Development Strategy, Elliot Heads Learn to Skate and Skate Parks League.

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	≥ 1,200	3,335	✓	Childers Read to Me Day, Under 8's Week, and School Holiday Activities, combined with regular programs resulted in a large attendance in library programs.
Number of community members reporting an increase in awareness of community services to access.	Organisation - Community & Environment - Community Services - Community Development	Trend	1,394	—	All Community Development events and activities provide information to the community about services they might access.
Number of Community Services grants provided.	Organisation - Community & Environment - Community Services - Community Development	Trend	10	—	10 Community services grants were provided and additionally 14 Micro grants were provided.
Number of financial assistance requests/applications supported (individuals/sporting organisations/events).	Organisation - Community & Environment - Parks, Sport & Natural Areas - Sport & Recreation	Trend	5	—	This includes one Sport Championship Funding, three Young People in Sport and one Partnerships and Sponsorships.
Number of occasions that information, advice and referral services were provided.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	4,761	—	Council provides support through referrals, information sharing and advice. There is a continuous trend of community accessing services including the Community Connect program in Gin Gin.
Number of service users who received a service.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	4,292	—	Attendance numbers of programs, activities and events continue to rise. Community attending the centre to receive a service has also increased.
Number of service users with improved quality of life.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	5,110	—	Through programs and support provided, the community identify an improvement in their quality of life.

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	5,542	—	Providing support to the community to access services, assist with warm referrals and sharing of information about services has ensured the community continue to have their needs met.
Quality of Life - Commonwealth Home Support Programme & Queensland Community Care (Federal funded): Number of service users with improved quality of life.	Organisation - Community & Environment - Community Services - Community Care	≥ 300	384	✓	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 (Federal funded): Number of service users with improved social connectedness.	Organisation - Community & Environment - Community Services - Community Care	≥ 150	380	✓	Clients interact with staff throughout all services. Clients are offered and supported to access a variety of social activities to increase and maintain their social contentedness.

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

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of required quarterly milestones achieved in the First Nations Strategy Action Plan.	Organisation - People and Performance - Cultural Services - Cultural Services	= 100.00%	100.00%	✓	Good progress being made, particularly with ILUA management.

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	5	✓	Several authors have presented at Bundaberg Regional Libraries.
Number of community groups using the Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	5	—	Use by community groups is on track for quarter one.
Number of patrons visiting our library branches.	Organisation - Community & Environment - Library Services - Library Services	≥ 35,000	52,070	✓	Bundaberg Regional Library branches provide a welcoming environment to all members of the community.
Number of patrons visiting the Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	≥ 10,000	11,226	✓	The target for the previous financial year was 8,000, which was increased to 10,000 for this financial year based on significant increased patronage.
Number of people visiting the Galleries.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	≥ 6,000	10,080	✓	Visitation to Bundaberg Regional Art Gallery was 4688 for this quarter and 5140 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	2,913	✓	Total includes, 2371 Museum Kits, 122 Hatch Book Launch and Art Activation, 149 Outdoor Art Room, 44 School Visits and 230 Read to Me Day.
Number of visitors to Hinkler Hall of Aviation and Fairymead House.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities	> 5,000	7,619	✓	Family and southern states visitation have peaked this quarter.
Percentage of total days booked at Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	40% days/nights	—	On target due to a variety of appealing shows.
Percentage of total seats booked at Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	40%	—	Proceeding well based on shows presented.

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
Instances of support to community who identified opportunities for learning community social and cultural development.	Organisation - Community & Environment - Community Services - Community Development	Trend	7	—	Increased results in this KPI are determined by activities that are hosted.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of attendees to Galleries organised Programs and Events.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	≥ 300	1,892	✓	Key Public Programs and Events included: Pub Rock Opening Event (140 attendees), Rock On Night (78 attendees), Pub Rock Trivia (75 attendees), Art Walks (65), Childers Festival Crescent Street Activation (156 attendees) and Wajgan's Return Opening Event (195 attendees).
Number of performing arts initiatives designed to engage with our community.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	≥ 3	5	✓	On track for quarter one.






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 the fox den detection dog program to locate and control foxes on Council and private land in coastal areas to protect nesting marine turtles. Natural Areas team participated in the national Platypus Survey, Reef Guardian Schools 20 year celebration event and delivered three community coastal dune weeding days 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	40	✓	Highlights were the Alexandra Park Zoo spring school holiday program, delivering 36 Zoo Keeper talks over 12 days. The Natural Areas team delivered two school holiday activities in Baldwin Swamp Environmental Park and 2 guided walks in Vera Scarth-Johnson Wildflower Reserve.

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	0		No survey data available. Swimming pools closed for winter period.
Number of passengers processed through Bundaberg Regional Airport terminal.	Organisation - Community & Environment - Bundaberg Airport - Bundaberg Airport	≥ 30,000	43,548		Continued post-COVID recovery of domestic travel and the success of Bonza's service to Melbourne have resulted in the airport's highest quarterly passenger throughput in five years.
Number of visitors attending events at the Bundaberg Multiplex Sport and Convention Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Multiplex	Trend	5,374		There were 30 events hosted at the Multiplex during the quarter with approximately 5,374 attendees. There were also five cancelled events during the quarter.
Percentage of asset maintenance work tickets completed when scheduled.	Organisation - Community & Environment - Community Services - Venues & Facilities	≥ 95.00%	93.10%		290 tickets for relevant period. 93.1% completed when scheduled.
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	Coronation Hall 40.46%, School of Arts 22.98% and Gin Gin RSL Hall 44.2%.		Overall usage is higher than the same period last year.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage usage of the Recreational Precinct.	Organisation - Community & Environment - Community Services - Venues & Facilities	Trend	36.15%		Usage is less than the same period last year.

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
Asset condition assessment - 10% of hydrants inspected.	Organisation - Infrastructure Services - Water Services - Water Services Planning & Delivery	= 100.00%	18.00%		148 hydrants were inspected internally in quarter one. More would be done internally over quarter two to four. Additionally, 500 more would be inspected externally in quarter three and quarter four to reach a target of 823 hydrants in total.
Percentage of scheduled actions achieved in window (month).	Organisation - Infrastructure Services - Water Services - Water Services Operations	> 95.00%	11.30%		Majority of scheduled work not completed is within the Treatment team that is transitioning onto Focus over the next two months.
Wastewater reliability: number of sewer main chokes inspected.	Organisation - Infrastructure Services - Water Services - Water Services Operations	= 50.00%	31.00%		The KPI value will be reviewed once more information is available to determine if the KPI should be based on the type of blockage.
Wastewater reliability: percentage of customers who do not experience interruption.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≥ 98.00%	99.82%		45 properties experienced a service interruption from a total of 24,684 sewer connections during the quarter one reporting period.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Wastewater reliability: total count of sewer main breaks and chokes.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 65	34	✓	34 sewer main breaks and chokes occurred across the region during the quarter one reporting period. The total length of sewer main is 741.3 km.
Wastewater: number of reportable sewer reticulation incidents.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 15	2	✓	One reportable sewer reticulation exceedance occurred in the Millbank Wastewater Treatment Plant (WWTP) catchment and one reportable sewer reticulation exceedance occurred between Bargara WWTP and Rubyanna WWTP on the diversion pipe construction works (third party damage).
Wastewater: number of reportable wastewater treatment plant incidents.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 15	2	✓	Two reportable exceedances occurred in the Coastal catchments (Rubyanna and Bargara) during the quarter one reporting period. No reportable exceedances occurred in the Hinterland catchments.
Water supply quality: number of water quality complaints.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 35	13	✓	13 water quality complaints were received during the quarter one reporting period from a total of 34,572 water connections.
Water supply quality: total count of water quality incidents.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 5	6	●	A total of six water quality incidents were reported during the quarter one reporting period. (Plus one incident update was provided for an ongoing THM; TriHaloMethanes are a type of chemical disinfection byproduct that occur in disinfected drinking water supplies incident, not included in count.)
Water supply reliability: percentage of customers who do not experience a planned interruption.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≥ 95.00%	95.14%	✓	1,680 water connections experienced a planned service interruption during the quarter one reporting period from a total of 34,572 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	18	—	The Raw Water usage during the quarter one reporting period was 3,075ML from a total combined yearly allocation of 17,265 ML surface and ground water. The raw water usage during this period was higher than the equivalent periods in 2021/22 and 2022/23 due to lower rainfall received. (Note: 330 ML surface water has been auctioned/sold in 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 Council's Waste Facilities.	Organisation - Community & Environment - Waste & Recycling Services - Waste & Recycling Services Operations	Trend	The projected number of customers for the year is tracking at 124,308.	—	This figure is expected to increase over time with the addition of free green waste recycling for domestic customers.





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
Machine availability of Major Plant & Light Vehicles.	Organisation - Infrastructure Services - Fleet Services - Fleet Services	≥ 95.00%	97.00%	✓	Meeting expected targets and above.
Mean Time Between Failures (MTBF) of Major Plant & Light Vehicles (in hours).	Organisation - Infrastructure Services - Fleet Services - Fleet Services	≥ 123.00	344.07	✓	Meeting expected targets and above.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Mean Time to Repair (MTTR) Of Major Plant & Light Vehicles (in hours).	Organisation - Infrastructure Services - Fleet Services - Fleet Services	< 4.80	1.52		Meeting expected targets and above

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	5		Five audits were undertaken for the quarter.
Percentage of applications to endorse subdivision plans decided within 15 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 95.00%	100.00%		30 plans of subdivision were endorsed in the quarter.
Percentage of low complexity development applications decided within 10 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 90.00%	92.00%		11 low complexity application were decided in 10 days or less out of a total of 12 decided for the quarter.
Percentage of pre-lodgement meeting outcomes issued within 10 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 90.00%	95.00%		60 pre-lodgement advices were issued within target timeframes out of a total of 63 issued for the quarter.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of total code assessable development applications decided within 25 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 80.00%	83.00%	✓	34 code assessable applications were decided in 25 days or less out of 41 decided for the quarter.
Percentage of total impact assessable development applications decided within 35 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 60.00%	100.00%	✓	Two impact assessable applications were decided this quarter.
Percentage of total referral agency assessments decided within 10 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 95.00%	98.00%	✓	100 concurrence referrals were issued in target timeframes out of a total of 102 issued for the quarter.





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

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of development and building related complaints investigated.	Organisation - Development - Development Compliance - Development Compliance	Trend	73	—	73 new complaint registers were opened during 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 1% of budgeted expenditure. At a fund level, all business units are within targeted budget parameters.
Investment returns compared to bank bill swap rate (BBSW).	Organisation - Financial Services - Accounting Services - Statutory Accounting	> 1.30	1.15		This quarter has seen the cash rate remain steady at 4.10%. Term deposit rates have either followed this pattern or dropped slightly, pre-empting a softening of the economic conditions within 12 months. Council continues to seek the most competitive returns available and diversify investments in accordance with Council's investment policy. This result is consistent with the results over the last 15 months.
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 for the 2023/24 financial year, with no liquidity issues foreseeable in the short term.
Percentage of creditors paid within agreed terms.	Organisation - Financial Services - Accounting Services - Accounts Payable	≥ 95.00%	96.00%		Accounts Payable processes and resources are ensuring achievement of this target.

3.1.2: Review, monitor and evaluate asset management.


Performance Measure	Organisation Link	Target	Actual	Status	Comments
Asset equipment register validation - percentage of facilities updated.	Organisation - Infrastructure Services - Water Services - Water Services Operations	= 100.00%	5.00%		One site, Thabeban Wastewater Treatment Plant (WWTP), has been fully validated, which provides the platform and processes to roll out to the remaining WWTP's.
Ratio of weekly reactive versus planned maintenance. (30% reactive, 70% planned).	Organisation - Infrastructure Services - Water Services - Water Services Operations	= 0.70	0.36		Water Services are working towards development of preventative maintenance schedules and renewal strategies to increase the number of planned actions. Ratio 64/36

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 - Strategic Procurement & Supply	≥ 50%	41%		Key spends with suppliers outside of the region have been made during the quarter (e.g. Construction Progress Claims for Regional Aquatic Centre and Lovers Walk Groundwater Treatment Plant, Q Leave, LGM Insurance Policy Renewal, Fleet purchase of Trucks, Annual Software Licences, 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	28		Recruitment time frames are tracking very well. Recruitment numbers in low twenties for quarter.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Frequency rate of Lost Time Injury (LTI) equal to or below Scheme Rate.	Organisation - People and Performance - Work, Health & Safety - Work, Health & Safety	≤ 9.12	2.13	✓	There was an average frequency rate of 18.56 since 2019/20 financial year, with an average frequency rate 2.13 for 2023/24 financial year quarter one.
Maintain duration of workers compensation claims below Scheme Rate.	Organisation - People and Performance - Work, Health & Safety - Work, Health & Safety	≤ 19	1	✓	There was an average duration rate of 15.32 since 2019/20 financial year and an average duration rate of 0.83 for 2023/24 financial year quarter one.
Percentage of employees who completed mandatory training requirements within the reporting period.	Organisation - People and Performance - Organisational Development and Learning - Organisational Development and Learning	= 90.00%	95.00%	✓	Target exceeded.
Percentage of internal Human Resources investigations managed within 30 business days.	Organisation - People and Performance - Human Resources Operations - Human Resource Operations	= 90.00%	100.00%	✓	No full investigations undertaken by HR Operations in this quarter. Complaints and preliminary assessments managed within timeframes.
Percentage of new starters who attend new starter induction within 2 months of commencement.	Organisation - People and Performance - Organisational Development and Learning - Organisational Development and Learning	= 100.00%	100.00%	✓	All new starters attended the new starter induction within two months of commencement during the reporting period.
Percentage of permanent employees who exit the organisation within 12 months of commencement.	Organisation - People and Performance - Human Resources Operations - Human Resource Operations	≤ 10.00%	17.00%	—	Data being collected for observation and analysis. Actions and planned actions for more engagement with new employees.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of required quarterly milestones achieved in the Diversity and Inclusion Action Plan.	Organisation - People and Performance - Human Resources Operations - Human Resource Operations	= 100.00%	100.00%	✓	IDEA Group formed and first meeting held. Next meeting in November.
Percentage of targeted employees actively participating in Health Monitoring program and activities.	Organisation - People and Performance - Work, Health & Safety - Work, Health & Safety	≥ 90.00%	99.00%	✓	Six employees on long term leave. All remaining at risk employees have participated in all required health monitoring programs as required.

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
Percentage of call centre enquiries answered in accordance with Customer Service Charter.	Organisation - Financial Services - Customer Service - Customer Service	> 90.00%	92.00%	✓	23,721 inbound calls were received within this quarter, with increased customer interactions due to the Rates issue & Animal Renewal period.
Percentage of customer requests processed/investigated within timeframes.	Organisation - Development - Development Administration - Development Administration	≥ 90.00%	96.00%	✓	484 CRMs were actioned within target timeframes out of a total of 505 actioned.
Percentage of new water and wastewater connections installed within 25 days.	Organisation - Infrastructure Services - Water Services - Water Services Planning & Delivery	≥ 95.00%	89.00%	●	In the last month of the Quarter one (September), actual connections completed were relatively low as they were approved but still waiting for Service Delivery to complete. July and August were 100% completed on time.
Percentage of planning and building searches issued within statutory and corporate timelines.	Organisation - Development - Development Strategic Planning - Development Strategic Planning	≥ 95.00%	95.00%	✓	224 Building Compliance searches and six Planning Certificates were issued for the quarter.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of plumbing approvals decided within 10 days.	Organisation - Infrastructure Services - Water Services - Water Services Plumbing Compliance	≥ 95.00%	95.00%	✓	184 assessments out of 194 were completed within the 10 day period. The assessments that weren't completed in time were either not put on 'stop the clock' or were missed in the application process.
Percentage of Road, Drainage and Footpath Customer Requests determined and responded to within allocated time periods.	Organisation - Infrastructure Services - Engineering Services - Corridor Management	≥ 80.00%	82.97%	✓	There were 1,045 CRMs received of which 867 were closed. The average completion days was 10.34 days. The majority of these were driveway and National Heavy Vehicle Regulator permit approvals at approximately 170 requests each. Although the average completion days have increased, the Corridor Management team have improved on the target to allow us to stay on track.

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
No. incident investigations managed within acceptable and appropriate timeframes.	Organisation - People and Performance - Work, Health & Safety - Work, Health & Safety	= 100.00%	100.00%	✓	Six investigations undertaken within the reporting period. The average duration is two weeks.
Number of Administrative Action Complaints finalised within the quarter.	Organisation - Corporate Services - Governance & Legal Services - Governance & Legal Services	Trend	51	—	54 administrative action complaints (AACs) were received this quarter, with nine matters ongoing. 51 AACs were finalised including matters received in previous quarters.
Number of outstanding inspections from approved Hazard Inspection Program for the reporting period.	Organisation - People and Performance - Work, Health & Safety - Work, Health & Safety	= 0	7	●	Seven outstanding inspections with numerous follow ups to business areas. This shall be closely monitored.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of Right to Information and Information Privacy application decisions made.	Organisation - Corporate Services - Governance & Legal Services - Governance & Legal Services	Trend	A total of five decisions were made this quarter.	—	12 Right to Information (RTI) applications and one Information Privacy (IP) application were received this quarter. Five RTI decisions were made this quarter, with 10 RTI applications and one IP application awaiting decision.

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

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Internal Audits are progressing for completion in line with the Internal Audit Plan.	Organisation - Corporate Services - Audit Services - Audit Services	Yes	Yes	✓	BDO have completed two audits this quarter.
Quality Audits are progressing for completion in line with the Quality Audit Plan.	Organisation - Corporate Services - Audit Services - Audit Services	Trend	2	—	BDO have completed two quality audits this quarter.

3.3: Open communication

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

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Council stories published on Bundaberg Now and across digital platforms.	Organisation - Communications & Marketing - Communications & Marketing - Communications & Marketing	≥ 95	190	✓	179 stories were published under the Council tab on Bundaberg Now, and 11 Council videos published to the Bundaberg Now YouTube channel with a total of 190 for the 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 <ul style="list-style-type: none">- Communications & Marketing- Communications & Marketing- Communications & Marketing	≥ 22.00%	33.55%	✓	Bundaberg Now e-newsletter open rate, as at 12/10/2023, across this quarter returned an average of 33.55%.
