








Quarterly Operational Report

Quarter 1, 2024/2025

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	269	✓	The relevance of digital literacy and the ability to understand and use technology influences every aspect of daily life. Programs are conducted for all age groups. Digital literacy for seniors increases older peoples' trust and confidence in their ability to carry out online activities, to stay connected with family and friends, and to navigate 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
Community satisfaction of community facilities via bookings.	Organisation - Community & Environment - Community Services - Venues & Facilities	Trend	No results yet.	—	Survey has not yet commenced.
Number of occasions council Neighbourhood Centres are used to provide services/spaces to the community.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	535.00	—	The centres provide facilities for outreach services and local service providers along with community members to provide safe services and spaces. They offer opportunity for community participation and support.
Percentage of agreed service levels have been met.	Organisation - Community & Environment - Parks, Sport & Natural Areas - Parks Operations & Maintenance	≥ 85.00%	94.00%	✓	Everything progressing well and on target.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of Holiday Park accommodation occupied.	Organisation - Community & Environment - Community Services - Venues & Facilities	Trend	73.15%	—	78.9% at Burnett Heads Holiday Park, 82.3% at Elliott Heads Holiday Park, 54.3% at Miara Holiday Park and 77.1 % at Moore Park Beach Holiday Park.

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
Community Support Services Commonwealth Home Support Programme and Queensland Community Care (Federal Funded): Number of service users who received a service.	Organisation - Community & Environment - Community Services - Community Care	Trend	416	—	Client referrals are received through My Aged Care after they have been deemed eligible and assessed for required services.
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	4,306	✓	Libraries offer a wide range of programs catering for the interests and needs of the community. Regular programming was well attended. Flourish Family Fun Day in Bundaberg, Read to me Day in Childers and Paint Gin Gin REaD were the larger events held.
Number of community members/partners participating in community development projects, networks and initiatives through Neighbourhood Centres.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	852.00	—	Each centre maintains obligations under the service agreement with the State. Each centre is unique to the community it works within, tailoring activities to the needs and priorities of our community with high participation, it does this by linking people with formal and informal support, creating social connections and inclusion and integrates local community action.
Number of community members/partners participating in community development projects, networks and initiatives who report improved knowledge, skills or practices.	Organisation - Community & Environment - Community Services - Community Development	Trend	2,135.00	—	Trended similar to previous years. Slower periods in the very beginning of the financial year, especially as a significant planning phase and expected increases in projects and participation numbers as larger events and grant funding became available from August and beyond.





Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of Community Services grants provided.	Organisation - Community & Environment - Community Services - Community Development	Trend	10	—	Inception of an extra grant round was well received by community. Trends expect to see more in the final two rounds with the change of dates proving supportive of communities' intentions to apply.
Number of financial assistance requests/applications supported (individuals/sporting organisations/events).	Organisation - Community & Environment - Parks, Sport & Natural Areas - Sport & Recreation	Trend	5	—	Five successful applications for Young People in Sport. There was one unsuccessful application for Sport Championship Funding Program.
Number of occasions that information, advice and referral services were provided.	Organisation - Community & Environment - Community Services - Neighbourhood Centres	Trend	3,163	—	Childers and Gin Gin Neighbourhood Centres continue to be a vital resource to the community with requests for information advice and referral ongoing.
Number of programs, activities and events facilitated by Community Development that foster social connections and Inclusion.	Organisation - Community & Environment - Community Services - Community Development	Trend	14.00	—	Project numbers similarly reflect the time of year, community services and community groups use this time to plan and re-evaluate activities for the next 12-months. Projects included Flourish Family Fun Day, RUOK? Day, leading the Bundaberg Housing & Homelessness Forum to navigate sleepbus project, continuing ongoing position in all networks planning projects, such as, Options Day, Seniors month and Walk for Awareness, and Domestic and Family Violence project worker.
Number of projects and activities facilitated by Community Development that encourage and empower community members to become actively involved.	Organisation - Community & Environment - Community Services - Community Development	Trend	15.00	—	Similarly, slow part of year for planning. Planning for delivery of Foundation for Rural and Regional Renewal ABC Heywire grant youth project, Domestic Family Violence project, supported development of the Rainbow Leadership group, and continued work with networks. Creative Australia grant application made for \$50,000 to deliver two-month long project in 2025.
Social Connectedness - Commonwealth Home Support Programme and Queensland Community Care (Federal funded):	Organisation - Community & Environment - Community Services - Community Care	≥ 150	416	✓	Clients are supported to access transport, social support groups and respite to limit social isolation. All in home services are provided by care workers, volunteers and contractors with face-to-face

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of service users with improved social connectedness.					interactions which provides opportunity for conversation and connection.



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	12	✓	Community engagement programs have included a major author, as well as two local authors. The successful introduction of Chess Club in Gin Gin Library has resulted in an average of sixteen participants for each session.
Number of community groups using the Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	9	—	This number is higher than the previous quarter due to new community groups using the Moncrieff.
Number of patrons visiting our library branches.	Organisation - Community & Environment - Library Services - Library Services	≥ 35,000	54,002	✓	Bundaberg Regional Libraries provides respectful, supportive and safe places for community members. It is an inclusive place where people are inspired to study, create, think, and enjoy learning opportunities.
Number of patrons visiting the Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	≥ 10,000	10,914	✓	This is a marked increase on the quarterly target due to additional events at the Moncrieff.
Number of people visiting the Galleries.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	≥ 6,000	8,655	✓	This includes: 3,277 at Bundaberg Regional Art Gallery and 5,378 at Childers Arts Space. The total was made up of 7,225 adults and 1,430 children.

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	≥ 1,000	875		Lower than target due to reduced engagement with Queensland Museum Kits.
Number of visitors to Hinkler Hall of Aviation and Fairymead House.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities	> 4,500	6,500		Experienced a visitation high this quarter as a result of southern visitors and school holidays.
Percentage of total days booked at Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	69%		There has been a significant increase in this quarter compared to this time last year.
Percentage of total seats booked at Moncrieff Entertainment Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	31%		This percentage is slightly down compared to this 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	1,728		Includes exhibition openings, workshops, Red Shoes Sessions, Art Walks and Artist Talks.
Number of performing arts initiatives designed to engage with our community.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities	≥ 3	4		There were four diverse initiatives that engaged the community, including vocal workshops, and post-performance question and answer sessions.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
	and Events - Moncrieff Entertainment Centre				

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	8	✓	Highlights included a community clean-up event in Walla Street Park for the Reef Guardian Program, Community Dune Care activity at Oaks Beach and TAFE students assisting with tree planting at the South Head Parklands wetland restoration site.
Number of public awareness, education programs and activities delivered.	Organisation - Community & Environment - Parks, Sport & Natural Areas - Natural Resource Management	≥ 6	47	✓	Highlights include the Zoo and Natural Areas school holiday program with water bug activities at Baldwin Swamp, building Frog Hotels at the Zoo, 36 zookeeper talks, Land Protection display at Agrotrend and a tour of the weed biocontrol facility for TAFE students. A new Zoo flyer and "Zoo Kids 1,2 Zoo..." Activity Book were launched in time for the September school holidays.

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
Number of passengers processed through Bundaberg Regional Airport terminal.	Organisation - Community & Environment - Bundaberg Airport - Bundaberg Airport	≥ 30,000	37,438	✓	Passenger numbers for the quarter have returned to pre-COVID-19 levels, with the reduction compared to the 2023/24 financial year being due to the cessation of Bonza's flights direct to Melbourne.
Number of visitors attending events at the Bundaberg Multiplex Sport and Convention Centre.	Organisation - Community & Environment - Arts, Culture, Tourism Facilities and Events - Multiplex	Trend	Approximately 1,988.	—	There were 10 events hosted at the Multiplex during the quarter with approximately 1988 attendees. There were also three cancelled events during the quarter.
Percentage usage of halls and community facilities including Coronation Hall, School of Arts, Gin Gin RSL, St George Hall, Elliott Heads Hall and Bargara Cultural Centre.	Organisation - Community & Environment - Community Services - Venues & Facilities	Trend	21.1% for School of Arts 21.1%, 36.2% for Coronation Hall 36.2% and 2.48% for Gin Gin RSL Hall.	—	Calculation is derived from all available bookable spaces.
Percentage usage of the Recreational Precinct.	Organisation - Community & Environment - Community Services - Venues & Facilities	Trend	Utilisation Total 6.03%	—	Calculation is derived from all available bookable spaces.
Swimming pool attendance at Aquatic Pool.	Organisation - Community & Environment - Community Services - Venues & Facilities	Trend	0.00	—	Pool facility has not yet opened to the public.
Swimming pool attendance at Childers Pool.	Organisation - Community & Environment - Community Services - Venues & Facilities	Trend	1,515.00	—	Isis Swimming Pool opened to the public on Monday 22 July 2024. Figure consists of 1,443 attendees and 72 spectators.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Swimming pool attendance at Gin Gin Pool.	Organisation - Community & Environment - Community Services - Venues & Facilities	Trend	437.00		Gin Gin Swimming Pool opened to the public 14 September 2024. Figure consists of 377 attendees and 60 spectators.
Swimming pool attendance at Norville Pool.	Organisation - Community & Environment - Community Services - Venues & Facilities	Trend	5,050.00		Norville Swimming Pool opened to the public from 1 September 2024. Figure consists of 4,351 attendees and 699 spectators.

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%	0.70%		Only six hydrants inspected reactively out of 828 hydrants planned. The bulk of the planned hydrants to be inspected as part of the external contract which is currently being instigated. Depending on the internal capability, the external program may need to be upsized.
Percentage of scheduled actions achieved in window (month).	Organisation - Infrastructure Services - Water Services - Water Services Operations	> 95.00%	82.00%		Resourcing remains a contributor to this KPI not being achieved. Ongoing exploration for alternate ways to deliver reactive work as well as revision of beneficial schedules in system.
Wastewater reliability: number of sewer main chokes inspected.	Organisation - Infrastructure Services - Water Services - Water Services Operations	= 50.00%	74.00%		Majority of sewer chokes where inspections were not undertaken was due to accessibility, further inspection required or afterhours work.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Wastewater reliability: percentage of customers who do not experience interruption.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≥ 98.00%	99.81%	✓	48 properties experienced a service interruption from a total of 24,684 sewer connections during the quarter one reporting period.
Wastewater reliability: total count of sewer main breaks and chokes.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 65	37	✓	37 sewer main breaks and chokes occurred across the region during the quarter one reporting period. The total length of sewer main is 748.9 km.
Wastewater: number of reportable sewer reticulation incidents.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 15	2	✓	Two reportable sewer reticulation incidents occurred in the Rubyanna catchment within the quarter one reporting period.
Wastewater: number of reportable wastewater treatment plant incidents.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 15	10	✓	10 reportable exceedances in total occurred during the quarter one reporting period - three at Bargara Wastewater Treatment Plant (WWTP), one at Rubyanna WWTP, one at Thabeban WWTP, one at Gin Gin WWTP and four at Childers WWTP.)
Water supply quality: number of water quality complaints.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≤ 35	20	✓	20 water quality complaints were received during the quarter 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	1	✓	One water quality incident was reported during the quarter one reporting period: low chlorine exceedance at Heaps Street Ground Water Treatment Plant (Bundaberg Water Service Area).
Water supply reliability: percentage of customers who do not experience a planned interruption.	Organisation - Infrastructure Services - Water Services - Water Services Operations	≥ 95.00%	98.51%	✓	515 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	16	—	The Raw Water usage during the quarter one reporting period was 2655ML from a total combined yearly allocation of 16,899ML surface and ground water. The raw water usage during this period is equivalent to the usage for the same period in 2022/23 and 2023/24. (Note: 730ML medium priority surface water has been auctioned/sold this financial year, removed from yearly allocation total.)

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	140,000	—	This is the projected annual total after the first quarter. Free green waste at University Drive and Qunaba waste facilities ceased in September.


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 and Light Vehicles.	Organisation - Infrastructure Services - Fleet Services - Fleet Services	≥ 95.00%	98.38%	✓	Meeting expected targets.
Mean Time Between Failures (MTBF) of Major Plant and Light Vehicles (in hours).	Organisation - Infrastructure Services - Fleet Services - Fleet Services	≥ 123.00	270.64	✓	Meeting expected targets.
Mean Time to Repair (MTTR) Of Major Plant and Light Vehicles (in hours).	Organisation - Infrastructure Services - Fleet Services - Fleet Services	< 4.80	3.13	✓	Meeting expected targets.


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%		25 subdivision plans were approved in the quarter.
Percentage of low complexity development applications decided within 10 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 90.00%	83.00%		10 low complexity applications were decided within target timeframes 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%	97.00%		65 pre-lodgement advices were issued within target timeframes out of a total of 67 issued for the quarter.
Percentage of total code assessable development applications decided within 25 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 80.00%	89.00%		40 code assessable development applications were decided within target timeframes out of a total of 45 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%	60.00%		Three impact assessable applications were decided within target timeframes out of a total of five applications decided for the quarter.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of total referral agency assessments decided within 10 days or less.	Organisation - Development - Development Assessment - Development Assessment	≥ 95.00%	99.00%		123 referral agency responses were issued within target timeframes out of a total of 124 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	81		81 new compliance 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, expenditure is within the budget parameter at 1%, although at a fund level, Waste is slightly outside the target range at 3%. A contributing factor is that external plant hire costs are below forecast levels.
Percentage of creditors paid within agreed terms.	Organisation - Financial Services - Accounting Services - Accounts Payable	≥ 95.00%	97.00%	✓	Target met and consistent with previous periods.
Weighted average of investment returns above the official cash rate.	Organisation - Financial Services - Accounting Services - Statutory Accounting	> 0.65	0.63	●	The cash rate has remained steady this quarter at 4.35%. However, there are predictions that the cash rate will drop within the financial year and we are seeing this factored into the term deposit rates offered. We continue to seek the most competitive returns available to us and diversify investments in accordance with Council's risk profile.

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%	52.00%	●	Concerted effort has been put toward asset data collection and validation program via internal and external resources. Sewage pump stations, and most of the wastewater treatment plants are complete. Data collection for water treatment plants is about to commence.
Ratio of weekly reactive verse planned maintenance. (30% reactive, 70% planned).	Organisation - Infrastructure Services - Water Services - Water Services Operations	= 0.70	0.82	✓	As high as 90% in August. Achieving KPI target.

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%	44%		This KPI target is aspirational, given Council's decision to rescind the Buy Local Policy in June 2024. Strategic Procurement & Supply continue to encourage Buyers to uphold the Sound Contracting Principles outlined in the Local Government Act 2009. These principles advocate for the development of competitive local businesses and industries, reinforcing our commitment to fostering economic growth within our community.

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	31		Recruitment process completion is 31 days for this quarter.
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	1.51		The rolling 12-month (Sept 23 - Sept 24) average for Bundaberg Regional Council was 13.96. The rolling 12-month (Sept 23 - Sept 24) average for the Local Government Workcover Scheme was 9.26.
Maintain duration of workers compensation claims below Scheme Rate.	Organisation - People and Performance - Work, Health & Safety - Work, Health & Safety	≤ 19.00	0.33		The rolling 12-month (Sept 23 - Sept 24) Duration Rate for Bundaberg Regional Council is 14.79. The rolling 12-month (Sept 23 - Sept 24) Duration Rate for the Local Government Workcover Scheme is 15.26.
Percentage of employees who completed mandatory training	Organisation - People and Performance - Organisational Development and Learning	= 90.00%	92.00%		In Quarter one, there were 549 unique training attendances, including the delivery of new

Performance Measure	Organisation Link	Target	Actual	Status	Comments
requirements within the reporting period.	- Organisational Development and Learning				confrontational persons and de-escalation skills training.
Percentage of internal employee grievances and disputes managed within timeframes specified in Certified Agreement.	Organisation - People and Performance - Human Resources Operations - Human Resource Operations	> 95.00%	95.00%	✓	Internal employee grievances and disputes have been managed within timeframes specified in Certified Agreement.
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%	30.30%	✓	This quarter an additional five Diversity Equity and Inclusion Action Plan items have been completed. To date 20 of 66 action items have been completed. <i>Target is to be reached by end of financial year.</i>
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%	✓	99% compliance to all health monitoring requirements. The remaining 1% are on long term leave etc.

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%	88.00%	●	The combined issue of Property Rates and Animal Renewal notices resulted in 21,653 inbound calls, which impacted service delivery.
Percentage of customer requests processed/investigated within timeframes.	Organisation - Development - Development Administration - Development Administration	≥ 90.00%	98.00%	✓	999 CRMS were actioned within set timeframes out of a total of 1020 received for the quarter.
Percentage of new water and wastewater connections installed within 25 days.	Organisation - Infrastructure Services - Water Services	≥ 95.00%	97.00%	✓	Some of the water connections payments were received in late September.


Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of planning and building searches issued within statutory and corporate timelines.	<ul style="list-style-type: none"> - Water Services Planning & Delivery Organisation - Development - Development Administration - Development Administration 	≥ 95.00%	95.00%	✓	247 Building compliance searches and 17 planning certificates were issued for the quarter.
Percentage of plumbing approvals decided within 10 days.	<ul style="list-style-type: none"> Organisation - Infrastructure Services - Water Services - Water Services Plumbing Compliance 	≥ 95.00%	99.00%	✓	Plumbing Assessment completed within 10 days, meets target 230 times out of 232. Target met at 99%.
Percentage of Road, Drainage and Footpath Customer Requests determined and responded to within allocated time periods.	<ul style="list-style-type: none"> Organisation - Infrastructure Services - Engineering Services - Corridor Management 	≥ 80.00%	76.58%	●	There were 1409 CRMs received for the quarter, of which 1079 were closed. The average completion timeframe was 8.5 days. The majority of these requests were National Heavy Vehicle Regulator permit approvals, followed by enquiries relating to driveways, public utilities, road pavements and stormwater matters. There has been a 13.5% increase in requests received by the Corridor Management team over the previous quarter, with the average completion days decreasing from 9.6 to 8.5 days.

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.	<ul style="list-style-type: none"> Organisation - Corporate Services - Governance & Legal Services - Governance & Legal Services 	Trend	76	—	76 Administrative Action Complaints (AACs) were received this quarter, with eight matters ongoing. 54 AACs were finalised including matters received in previous quarters.
Number of incident investigations managed within acceptable and appropriate timeframes.	<ul style="list-style-type: none"> Organisation - People and Performance - Work, Health & Safety - Work, Health & Safety 	= 100.00%	100.00%	✓	Incident investigations undertaken within the required timeframe.


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	4		Seven Right to Information (RTI) applications and no Information Privacy (IP) applications were received this quarter. Four RTI decisions were made this quarter with one carried over from the previous quarter. Four RTI applications and no IP applications are 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
Audits are progressing for completion in line with the Quality and Internal Audit Plan.	Organisation - Corporate Services - Audit Services - Audit Services	Yes	Yes		Cedars Waste Facility Compliance audit was completed during the quarter. This was presented to the Audit and Risk Committee in August 2024. Audits in progress: Animal Management, Rate Register and Rate Searches, and Data Governance. It's anticipated, these will be presented to the Audit and Risk Committee in November 2024.


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	137		Meeting the required targets for Bundaberg Now stories.

3.3.2: Proactively support and encourage community engagement and collaboration.

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
Corporate e-newsletter open rate, measured against industry standard.	Organisation - Communications & Marketing - Communications & Marketing - Communications & Marketing	≥ 37.38%	34.20%		New distribution schedule being trialled.
