Operational Plan
2018 / 2019
Quarter Two Review – 1 October to 31 December
Introduction


The Operational Plan sets the year’s direction for each of Council’s Departments. It outlines the activities and services the organisation will deliver this year towards implementing the objectives of the 2014-2019 Corporate Plan.

Aligning with the 2014-2019 Corporate Plan, the 2018/2019 Operational Plan is focussed on the four key priorities of Governance & Leadership, People, Place and Prosperity.

The development of Council’s Operational Plan is a legislative requirement under the Local Government Act 2009 and Local Government Regulation 2012. It is one of several key Council documents used to help Council and the community plan for a sustainable future.

While the Corporate Plan sets our strategic direction over the medium term, the Operational Plan outlines the annual steps towards delivering our Corporate Plan.

Council’s Budget funds the Operational Plan while Quarterly Reports monitor and report our progress throughout the year.
I am pleased to have joined Council at an exciting time and to have the opportunity to reflect on what was an exciting second quarter of activity. Notably, the progress of a significant portfolio of diverse projects continued to reach key milestones with the last of the disaster recovery roads and bridges projects moving into construction phase, the Shute Harbour redevelopment project releasing the tender for construction, the Airlie Foreshore project passing the 50% completion mark and construction commencing on the first stage of the Beautiful Bowen project. Our airport terminal expansion project is also on track to complete in March.

Our external Communications reach continues to grow with our Facebook followers now exceeding 7,000 and the quality of our previous year's Annual Report was recognised with a Bronze in the national awards. Even more impressive figures - at over $12 Million, more than double our target in external grant funding has been attracted so far this year.

Our Corporate Services team brought a huge amount of work to a conclusion with our first set of Asset Management Plans endorsed by Council in November. Our Fleet Replacement program is also ahead of schedule at over 60% and several building and property projects were significantly progressed, with Council’s Bowen Administration Centre refurbishment and restoration beautifully completed and re-opened to staff and public just before Christmas.

In the Planning & Development area, building and plumbing applications were consistent with annual trends. New Building Industry Forums were introduced, focussing on building checklists and guidance notes for class 1a dwellings as well as upcoming legislation changes. The Administrative and Planning Scheme Policy amendment public consultation was completed and commenced in December. There was a significant increase in the number of Material Change of Use applications for Short-term accommodation in response to a Council compliance strategy.

Our Community & Environment teams were busy with the annual renewal of Local Law licences and the annual inspection programs as well as conducting a number of events including another successful Whitsunday Schoolies event in Airlie Beach with over 1,200 attendees. Significant work was also progressed in our Cultural Heritage area, consulting with indigenous groups on a range of council projects and strategies.

The Customer Experience team continued their focus on excellent customer service through a busy period whilst also progressing a number of large projects in the waste area including issuing tenders for the extension of cells in Bowen and Kelsey Creek landfills and rehabilitation of the transfer station at Wilson Beach.

Despite the start of the wet season, the Engineering teams made excellent progress on a range of large works projects including the construction of the new recycled water main from Mullers Lagoon to the Bowen Racecourse; smart metering to existing irrigation networks; the construction of the Bowen Sewerage Treatment Plant; and the Trunk Sewer upgrade which is part of the Airlie Foreshore project. A range of roads and drainage projects were completed including Mt Nutt Rd and Herbert Street Bowen; Kerb and channelling at Brisk Bay; Proserpine Swimming pool carpark; and all sealing and drainage works on Gloucester Avenue, Hideaway Bay.

At the end of the quarter, Council farewelled CEO Barry Omundson who called time on his role and Councillors and staff wished him all the best in his future endeavours. Council especially commended Barry’s passion in creating a united Council that “got things done” for our residents. I am pleased to be working with a strong team of councillors and staff whilst the recruitment for a new CEO is undertaken.

**Bruce Davidson - Acting Chief Executive Officer**
Council’s 2018/19 Objectives
Some of the major objectives that you will see as themes throughout this year’s Operational Plan are to:

- Continue to develop strong leadership and a healthy culture that unifies;
- Embrace innovation and organisational change;
- Delivery of disaster recovery projects and the reinstatement of all Council facilities;
- Improved advocacy with stakeholders and other levels of government;
- Improved capacity and capability of the region’s air, land and marine transport facilities;
- Enhanced customer experience of Council’s facilities and services;
- Growth in the local economy through the implementation of the Economic Development Strategy;
- Improved organisational capability in procurement, contract management, asset management and project management;
- Exercise prudent and sustainable financial management.

Managing Risks
Whitsunday Regional Council recognises risk management is an integral part of good governance and management practice. The Council endorses the Enterprise Risk Management (ERM) model, to effectively manage operational and strategic risks. The ERM approach ensures risk management is performed consistently throughout the organisation, in line with Council’s set risk appetite.

Council’s strategic risk register identifies the response to uncertainties and opportunities experienced by Council in adopting and executing corporate strategies. The strategic risk register is a key consideration of the Council and the Audit and Risk Committee and is regularly reviewed and reported upon.

The Operational Risk Register is maintained by Directorates and reported against on a quarterly basis by the Directorates.
Organisational Performance Measures
The Operational Plan is divided up by the organisation's directorate functions. For each function the plan lists the key projects for the year, the significant key performance indicators and the relationship with the objectives of the 2014-2019 Corporate Plan - Governance and Leadership, Prosperity, People and Place.

**Governance and Leadership**
- Community and stakeholder satisfaction with Council;
- Financial sustainable ratios;
- Number of joint initiatives between Council and government, industry, business and community;
- Number of community engagement initiatives undertaken annually and community satisfaction with process;
- Progress in advocating our strategic priorities to government, industry, business and community;
- Development and implementation of strategies.

**Prosperity**
- Growth in Gross Regional Product (GRP) and the local economy;
- Growth in population;
- Increased investment in the local economy;
- Development and implementation of strategies.

**People**
- Response to emergencies and natural disasters;
- Community and stakeholder satisfaction with public spaces and facilities;
- Attendance at Council facilitated events.

**Place**
- Growing and aligning our asset base to meeting community needs and affordability;
- Community and stakeholder satisfaction with our road, water, waste water, marine and air infrastructure and networks;
- Compliance with State and Federal benchmarks and standards;
- Percentage of total capital works completed;
- Percentage of total operating projects completed;
- Development and implementation of strategies.
### Office of the Mayor and CEO

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Chief Executive Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Areas of Responsibility</strong></td>
<td><strong>Aeronautical and Commercial Infrastructure; Strategic Finance; Communications and Marketing; Economic Development and Tourism; Human Resources; Workplace Health and Safety; Legal and Governance; Strategy and Risk;</strong></td>
</tr>
<tr>
<td><strong>Risk Strategies</strong></td>
<td><strong>Annual Budget Planning; 10 Year Financial Planning; Financial controls; Asset management plans; Rates and charges modelling and forecasting; and Lobbying State for appropriate infrastructure charges to ensure strategic long-term financial planning is effectively managed.</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Fraud and Corruption Control Policy; Fraud and Corruption management framework; Staff training and awareness program; Internal controls (prevention); and Internal controls (early detection) to prevent fraudulent or corrupt conduct with consequential significant loss or damage.</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Attend regular scheduled meetings (ROC); LGAQ; Intentional program of advocacy and relationship building with State and Federal elected representatives; and Establishment of Advocacy Advisory Committee of Council to strengthen intergovernmental relationships and avoid exclusion, hostility or loss of opportunity with consequential increased complexity and decreased funding.</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Corporate Planning; Budget Asset Management Planning; and Sustainable financial planning processes to ensure Major Projects are delivered within time, budget or Community and/or Funding bodies’ expectation; and avoid withdrawal of funding.</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Liaison with contractors/suppliers (e.g. Civica) to be aware of developments and underutilised components of systems; and IT Leadership Group to ensure WRC embraces and embeds technological innovation and use through its people, products and processes.</strong></td>
</tr>
<tr>
<td><strong>Performance Improvement</strong></td>
<td><strong>Respond to actions from Strategic Reviews.</strong></td>
</tr>
</tbody>
</table>
Summary for Quarter Two

The Office of Mayor & CEO team continued a busy year, substantially progressing the airport terminal expansion project which is on track to complete in March and working on a number of strategies in response to a downturn in airport passenger numbers. Planning for the coming year is already underway with the 19/20 financial year budget process. Our Communications team have continued to excel, with our Facebook followers now exceeding 7000 and our previous year’s Annual Report awarded Bronze in the national awards. Council’s Economic Development Strategy implementation continued on track as did our Corporate Training, Culture Development Plans and Governance Policy review. At over $12M, more than double our target in external grant funding has been attracted so far this year.

The Office of Mayor & CEO also continued to coordinate the delivery of a very large portfolio of critical Council projects, which continued to move from design into procurement and construction. The last of the Disaster Recovery roads & bridges projects moved into construction phase and very large Shute Harbour redevelopment project reached a key milestone with the release of the tender for construction. The Airlie Foreshore project passed the 50% completion mark and construction commenced on the first stage of the Beautiful Bowen project. Council continued to advocate for additional funding for other projects with positive announcements expected early in the new year.
## Airports and Commercial Infrastructure

**Responsible Officer**

**General Manager Airports and Commercial Infrastructure**

- Driving sustainable passenger numbers growth to the region through the Whitsunday Coast Airport;
- Providing a variety of destinations and schedules for airport users;
- Ensuring appropriate infrastructure is provided to facilitate passenger growth and expanded aircraft schedules and type;
- Ensuring WCA has the financial capacity to maintain, operate and develop appropriate infrastructure;
- To operate and maintain all airports in full compliance with its regulatory obligations;
- To investigate any potential opportunities to attract users to the airport that will add value to the airport facility and/or region;
- Respond to the aeronautical needs of the community by providing appropriate airport facilities;
- Operations, Maintenance, Development of Shute Harbour;
- Provide to Council a sustainable dividend for Commercial activities;
- A formal commercial service level agreement (including business plans) with Council.

### Corporate Plan Outcomes

<table>
<thead>
<tr>
<th>Place</th>
<th>3.3</th>
<th>Our region is accessible and connected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prosperity</td>
<td>4.1</td>
<td>Our infrastructure enables economic development and facilitates investment opportunities</td>
</tr>
</tbody>
</table>

### Corporate Plan Strategies

<table>
<thead>
<tr>
<th>Governance and Leadership</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3.6</td>
</tr>
<tr>
<td><strong>Place</strong></td>
</tr>
<tr>
<td>3.3.1</td>
</tr>
<tr>
<td><strong>Prosperity</strong></td>
</tr>
<tr>
<td>4.1.1</td>
</tr>
<tr>
<td>Area Activity</td>
</tr>
<tr>
<td>-------------------------------</td>
</tr>
<tr>
<td><strong>Operational Budget</strong></td>
</tr>
<tr>
<td>Whitsunday Coast Airport</td>
</tr>
<tr>
<td>Shute Harbour Transit Facilities</td>
</tr>
<tr>
<td><strong>Capital Budget</strong></td>
</tr>
<tr>
<td>Whitsunday Coast Airport</td>
</tr>
<tr>
<td>Shute Harbour Transit Facilities</td>
</tr>
</tbody>
</table>
### Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/19 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase in aeronautical revenue over previous year (2017/2018)</td>
<td>General Manager Airports &amp; Commercial Infrastructure</td>
<td>10%</td>
<td>-1.5%</td>
<td>-4%</td>
<td>-3.0%</td>
<td>licas</td>
<td>Reflecting reduced passenger numbers and less pick up with extra VA flights than budgeted.</td>
</tr>
<tr>
<td>Increase in non-aeronautical revenue over previous year (2017/2018)</td>
<td>General Manager Airports &amp; Commercial Infrastructure</td>
<td>5%</td>
<td>20%</td>
<td>1.1%</td>
<td>1.1%</td>
<td>licas</td>
<td>Increase in commercial revenue was projected with the terminal expansion being completed.</td>
</tr>
<tr>
<td>Operational costs of airport, including terminals, to remain within budget</td>
<td>General Manager Airports &amp; Commercial Infrastructure</td>
<td>100%</td>
<td>95%</td>
<td>100%</td>
<td>100%</td>
<td>ics</td>
<td>Costs are tracking below budget helping to offset reduced aeronautical revenue.</td>
</tr>
<tr>
<td>Compliance - Number of safety and security alerts issued during Civil Aviation Safety Authority and Office of Transport Security surveillance activity</td>
<td>General Manager Airports &amp; Commercial Infrastructure</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>ics</td>
<td></td>
</tr>
<tr>
<td>Development projects progressed on time and within budget</td>
<td>General Manager Airports &amp; Commercial Infrastructure</td>
<td>95%</td>
<td>50%</td>
<td>50%</td>
<td>50%</td>
<td>licas</td>
<td>Change in completion for Shute Harbour from Jun 19 to Jun 20.</td>
</tr>
<tr>
<td>Annual maintenance of all facilities completed according to approved schedule, on time and within budget</td>
<td>General Manager Airports &amp; Commercial Infrastructure</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>ics</td>
<td></td>
</tr>
<tr>
<td>Active participation in Shute Harbour Project Group</td>
<td>General Manager Airports &amp; Commercial Infrastructure</td>
<td>Missing no more than 2 meetings</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>ics</td>
<td></td>
</tr>
</tbody>
</table>
Strategic Finance

Responsible Officer
Chief Financial Officer

Area Overview
- Preparation of Monthly and Annual Financial statements, statutory reports and returns to regulatory bodies, liaison with internal and external audit;
- Compilation of Budgets and related documents, and quarterly reviews thereof, formulation of fees & charges formulation, monthly and annual reporting;
- Securing & managing short and long-term financing facilities;
- Reporting of operational and financial activity to operational departments, analysis of financial performance and special investigations of business performance.

Corporate Plan Outcomes
Governance and Leadership
1.3 Our organisation is innovative, efficient and financially sustainable

Corporate Plan Strategies
Governance and Leadership
1.3.1 Ensure Council’s financial position is effectively managed and sustainable
1.3.6 Maximise commercial benefits to Council’s business units and assets

Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic Finance</td>
<td>0</td>
<td>0</td>
<td>290,492</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>----------------</td>
<td>-------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Operational</strong></td>
<td>642,335</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Capital Budget</strong></td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Key Performance Indicators**
<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018/19 Budget formulation process documented, approved by the Mayor and Councillors, scheduled, communicated to Councillors and managers and initiated</td>
<td>Chief Financial Officer</td>
<td>January 2019</td>
<td></td>
<td></td>
<td></td>
<td>↑</td>
<td>Draft Plan in place and communicated to Mayor/CEO. Initial kick off meeting with Councillors held.</td>
</tr>
<tr>
<td>Budget for 2019/20, including Long term Financial Plan (LTFF), and related documents presented to Council for adoption</td>
<td>Chief Financial Officer</td>
<td>June 2019</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preparation of the Financial Statements for audit by prescribed date (in accordance with the External Audit Plan)</td>
<td>Chief Financial Officer</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
<td>↑</td>
<td>Schedule for external audit &amp; preparation of annual financial report in place.</td>
</tr>
<tr>
<td>Preparation of the monthly financial statements for Council and its business activities</td>
<td>Chief Financial Officer</td>
<td>100% 100% 100% 100%</td>
<td></td>
<td></td>
<td></td>
<td>↑</td>
<td>Statements for Council has been presented to Council up to December 2019. Reporting for Business Activities now done by Business Units</td>
</tr>
<tr>
<td>Council’s liquid assets (cash, on call deposits, short term funding facilities) is maintained at or around three months operational working capital</td>
<td>Chief Financial Officer</td>
<td>100% 100% 100% 100%</td>
<td></td>
<td></td>
<td></td>
<td>↑</td>
<td>Liquid assets as at 31st December 2018 stood at around $ 30 Mn., with a further $ 20 Mn. in overdraft facilities available if required.</td>
</tr>
<tr>
<td>Council’s financial activities comply with all legislative requirements</td>
<td>Chief Financial Officer</td>
<td>100% 100% 100% 100%</td>
<td></td>
<td></td>
<td></td>
<td>↑</td>
<td>The 1st quarter budget review was presented and adopted during the second quarter. The second quarter review is scheduled for presentation to Councillors in mid-February.</td>
</tr>
<tr>
<td>Quarterly budget reviews are competed and adopted by Council</td>
<td>Chief Financial Officer</td>
<td>100% 100% 100% 100%</td>
<td></td>
<td></td>
<td></td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Active participation in Audit &amp; Risk Committee</td>
<td>Chief Financial Officer</td>
<td>100% 100% 100% 100%</td>
<td></td>
<td></td>
<td></td>
<td>↑</td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**

↑ On Target  
↓ Below Target  
☑ Completed  
*: Reporting not required this quarter
# Communications and Marketing

## Responsible Officer

**Communications and Marketing Manager**

- Management of media relations, website, social media and internal and external corporate newsletter;
- Market and promote Whitsunday Regional Council’s “brand” through digital and traditional corporate publications, promotional literature, press and electronic advertising, public notices and support to promoting organisational service programs including Council events and celebrations.

## Area Overview

- Management of media relations, website, social media and internal and external corporate newsletter;
- Market and promote Whitsunday Regional Council’s “brand” through digital and traditional corporate publications, promotional literature, press and electronic advertising, public notices and support to promoting organisational service programs including Council events and celebrations.

## Corporate Plan Outcomes

**Governance and Leadership**

1.1  Our leadership engages with the community and provides open, accountable and transparent local government
1.3  Our organisation is innovative, efficient and financially sustainable
1.4  Our workforce is skilled, valued and productive

## Corporate Plan Strategies

**Governance and Leadership**

1.1.3 Engage with government, industry, business and community to inform Council’s decision-making processes
1.1.4 Engage with government, industry, business and community to inform Council’s decision-making processes
1.3.4 Develop Council’s knowledge management systems to make available information as required by the community and council decision makers
1.4.2 Develop and implement various engagement processes to effectively communicate Council’s objectives and decisions to staff
## Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget ($)</th>
<th>Revenue Actual YTD ($)</th>
<th>Expenditure Budget ($)</th>
<th>Expenditure Actual YTD ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Corporate Communications</td>
<td>0</td>
<td>195</td>
<td>602,285</td>
<td>278,002</td>
</tr>
<tr>
<td>Advertising and Promotions</td>
<td>96,500</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Budget</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased participation and registration in the online consultation website Your Say Whitsunday</td>
<td>Communications &amp; Marketing Manager</td>
<td>50%</td>
<td>50%</td>
<td>50%</td>
<td>50%</td>
<td>On Target</td>
<td>Your Say proving a popular tool for engagement and community consultation activities</td>
</tr>
<tr>
<td>Produce a minimum of 5 digital staff newsletter per annum covering both indoor and outdoor workforces</td>
<td>Communications &amp; Marketing Manager</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>On Target</td>
<td>Digital newsletters gaining traction and positive feedback with new screens now in workshops</td>
</tr>
<tr>
<td>Feedback on staff newsletter reveals high levels of satisfaction with relevance and information.</td>
<td>Communications &amp; Marketing Manager</td>
<td>85%</td>
<td>85%</td>
<td>85%</td>
<td>85%</td>
<td>On Target</td>
<td>As per above</td>
</tr>
<tr>
<td>Website and Social Media attract increasing levels of reach, engagement and interaction demonstrated by Google Analytics.</td>
<td>Communications &amp; Marketing Manager</td>
<td>50%</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
<td>On Target</td>
<td>FB cracked 7000 followers so has tripled in 2 years</td>
</tr>
<tr>
<td>Media enquiries are responded to in accordance with approved service standards.</td>
<td>Communications &amp; Marketing Manager</td>
<td>90%</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>On Target</td>
<td>Good relationship with all media outlets and growing demand for us to send news grabs to Ch 7 and 9</td>
</tr>
<tr>
<td>Annual Report is prepared and submitted to Council within statutory timeframe.</td>
<td>Communications &amp; Marketing Manager</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>On Target</td>
<td>Completed to high standard and entered for award after winning bronze last year</td>
</tr>
<tr>
<td>Produce monthly Council Community Update newsletter to appear in all local print media</td>
<td>Communications &amp; Marketing Manager</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>On Target</td>
<td>Comms have now added a monthly digital Update to compliment the print media update</td>
</tr>
<tr>
<td>Development of a wide range of Council external branding campaigns and videos aimed at engaging, informing and creating improved relationship between Whitsunday Regional Council and our community.</td>
<td>Communications &amp; Marketing Manager</td>
<td>100%</td>
<td>100%</td>
<td>50%</td>
<td>50%</td>
<td>On Target</td>
<td>Your Say proving a popular tool for engagement and community consultation activities</td>
</tr>
</tbody>
</table>

**Legend:**
- **On Target**
- **Below Target**
- **Completed**
- **Reporting not required this quarter**
## Economic Development

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Executive Officer Economic Development</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Mayor and Councillor and ED interaction at Government and regional levels, partnerships with local and peak organisations and representation on regional and industry bodies;</td>
</tr>
<tr>
<td></td>
<td>• Advocacy with international investors.</td>
</tr>
</tbody>
</table>

### Area Overview

#### Corporate Plan Outcomes

<table>
<thead>
<tr>
<th>Governance &amp; Leadership</th>
<th>Place</th>
<th>Prosperity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2</td>
<td>3.3</td>
<td>4.1</td>
</tr>
<tr>
<td>Our leadership partners with government, industry, business and community to deliver positive outcomes</td>
<td>Our region is accessible and connected</td>
<td>Our infrastructure enables economic development and facilitates investment opportunities</td>
</tr>
<tr>
<td>3.4</td>
<td></td>
<td>4.2</td>
</tr>
<tr>
<td>Our infrastructure supports our region’s current and future needs</td>
<td>Our mining sector enjoys access to strong export and development opportunities</td>
<td></td>
</tr>
<tr>
<td>4.3</td>
<td>4.4</td>
<td>4.5</td>
</tr>
<tr>
<td>Our agriculture sector is sustainable and enjoys access to strong export and development opportunities</td>
<td>Our tourism and small business sectors are strong, sustainable and actively promoted</td>
<td>Our region provides strong education, employment and training pathways</td>
</tr>
<tr>
<td>Corporate Plan Strategies</td>
<td>Governance &amp; Leadership</td>
<td></td>
</tr>
<tr>
<td>---------------------------</td>
<td>-------------------------</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>1.2.1</strong> Build and maintain strong, collaborative and cooperative relationships across all levels of government, business, industry and the community.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>1.2.2</strong> Identify opportunities for alignment between Council’s interests and objectives with those of Federal and State Governments.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>1.2.3</strong> Partner with government, business, industry and the community to promote the Whitsunday Region at both a national and international level.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Place</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>3.3.3</strong> Partner with Federal and State Governments to develop and maintain a high-quality transport and road network.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>3.4.7</strong> Partner with Federal and State Governments to enhance the Whitsunday region’s capacity for ongoing development and infrastructure maintenance.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>3.4.8</strong> Engage with Federal and State Governments regarding regional and nation water security issues.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Prosperity</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>4.1.1</strong> Develop and implement an Economic Development Strategy and Regional Investment Prospectus.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>4.1.3</strong> Partner with government, industry, business and community to create economic opportunities through encouraging and attracting investment to the Whitsunday Region.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>4.2.2</strong> Partner with government, business and industry to develop a Mining and Logistics Support Industry Precinct.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>4.3.1</strong> Develop an Agriculture Strategy to facilitate the growth of the agriculture, horticulture and seafood sectors and identify export opportunities.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>4.3.3</strong> Partner with primary producers and industry stakeholders to promote the Whitsunday Region as a suitable location for a fresh produce canning and processing plant.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>4.3.4</strong> Partner with primary producers and industry stakeholders to identify opportunities and challenges facing our agriculture, horticulture and seafood sectors.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>4.4.3</strong> Partner with tourism, business and economic development organisations to deliver training programs and initiatives for the tourism and small business sectors.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>4.4.4</strong> Partner with tourism, business and economic development organisations to promote the local tourism and small business sectors.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>4.4.5</strong> Promote the Whitsunday Region as a desirable domestic and international tourist destination.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>4.4.7</strong> Promote the continued development of the tourism sector.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>4.4.8</strong> Promote living, investing and shopping locally.</td>
<td></td>
</tr>
</tbody>
</table>
4.4.9 Encourage the retention of existing local industries and businesses and the development of emerging industries and businesses.
4.5.1 Partner with government, industry, business and community to support development and business growth that generates employment opportunities.
4.5.2 Promote the Whitsunday Region as a suitable location for a variety of education facilities including a university campus and boarding school or private boarding facility.
4.5.3 Promote initiatives designed to enhance and increase local employment and training opportunities.
4.5.4 Promote the development of a skilled and flexible workforce to benefit local industries and businesses.

## Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Economic Development</td>
<td>65,306</td>
<td>0</td>
<td>1,848,419</td>
<td>786,223</td>
</tr>
<tr>
<td>Industry Partnerships</td>
<td></td>
<td>1,154,000</td>
<td></td>
<td>392,892</td>
</tr>
<tr>
<td>Collinsville VIC &amp; RV Park</td>
<td>0</td>
<td>0</td>
<td></td>
<td>-</td>
</tr>
<tr>
<td><strong>Capital Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation of Actions for the Economic Development Strategy as agreed by EDAC for the year ended 30 June 2019</td>
<td>Executive Officer Economic Development</td>
<td>100%</td>
<td>25%</td>
<td>25%</td>
<td>50%</td>
<td>↑</td>
<td>Revision of EDS action items in progress, to be presented to EDAC in Feb 2019 for approval</td>
</tr>
<tr>
<td>Develop business cases for top 6 projects identified as game changer projects in the EDS during 2018/19 which can be updated or adapted when funding opportunities arise</td>
<td>Executive Officer Economic Development</td>
<td>$6M</td>
<td>BCs Developed: 14</td>
<td>BCs Approved: 4</td>
<td>Target exceeded</td>
<td>Game Changer projects currently identified are: WMCE, Shute Harbour, Lake Proserpine, WCA &amp; Trade Coast, Hotel &amp; Conference Development, Water Security for Ag Growth and Industry development in Collinsville</td>
<td></td>
</tr>
<tr>
<td>Demonstrated consultation and engagement with key industry and business regarding Economic Development of the Region</td>
<td>Executive Officer Economic Development</td>
<td>Quarterly activity reporting including participation rates</td>
<td>25%</td>
<td>25%</td>
<td>50%</td>
<td>↑</td>
<td>Consultation and engagement have occurred. Report format has not yet been developed</td>
</tr>
<tr>
<td>In collaboration with Tourism Whitsundays, develop and implement a tourism destination plan for 2018-2022</td>
<td>Executive Officer Economic Development</td>
<td>100%</td>
<td>25%</td>
<td>25%</td>
<td>50%</td>
<td>↑</td>
<td>Destination Tourism Plan (DTP) has been placed on hold by TW until regional branding has been completed. Will be completed in the financial year</td>
</tr>
<tr>
<td>In collaboration with Adani, develop a Social Impacts Management Strategy clearly defining WRC’s Economic and Community requirements for the Adani project during the construction and operations phases.</td>
<td>Executive Officer Economic Development</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>↓</td>
<td>This outcome is contingent on Adani providing information. Information has been requested</td>
</tr>
</tbody>
</table>

**Legend:**  
↑ On Target  
↓ Below Target  
☑ Completed  
♦ Reporting not required this quarter
# Human Resources

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Executive Manager Human Resources and Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Area Overview</strong></td>
<td>Workforce planning, attraction, job analysis, retention, succession planning, organisational review, recruitment, induction orientation, probation and separation;</td>
</tr>
<tr>
<td></td>
<td>Performance appraisal, reward and recognition, counselling and discipline;</td>
</tr>
<tr>
<td></td>
<td>Training needs assessment, program acquisition and delivery;</td>
</tr>
<tr>
<td></td>
<td>Employee engagement and wellbeing, Industrial relations;</td>
</tr>
<tr>
<td></td>
<td>Personnel entitlement records, timesheet management, Awards and allowances, payroll operation, deductions and remittals;</td>
</tr>
<tr>
<td></td>
<td>Application and recovery of workforce overheads.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Corporate Plan Outcomes</th>
<th>Governance &amp; Leadership</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.5</strong></td>
<td>Our workforce is skilled, valued and productive</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Corporate Plan Strategies</th>
<th>Governance and Leadership</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.4.1</strong></td>
<td>Recruit and develop a professional, capable and responsive workforce</td>
</tr>
<tr>
<td><strong>1.4.3</strong></td>
<td>Develop and implement a workplace cultural transformation program that promotes innovation, productivity and best business practice across the organisation</td>
</tr>
</tbody>
</table>
## Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Human Resources Management</td>
<td>95,500</td>
<td>196,535</td>
<td>1,288,094</td>
<td>384,535</td>
</tr>
<tr>
<td>Employee Oncost &amp; Recoveries</td>
<td>102,000</td>
<td>87,178</td>
<td>898,618</td>
<td>715,463</td>
</tr>
<tr>
<td><strong>Capital Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KPI</td>
<td>Responsible Officer</td>
<td>2018/2019 Target</td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>---------------------------------------------</td>
<td>------------------</td>
<td>----</td>
<td>----</td>
</tr>
<tr>
<td>Corporate training calendar</td>
<td>Executive Manager Human Resources &amp; Safety</td>
<td>On-going</td>
<td>🟢</td>
<td>🟢</td>
</tr>
<tr>
<td>completed</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payroll completed</td>
<td>Executive Manager Human Resources &amp; Safety</td>
<td>On-going</td>
<td>🟢</td>
<td>🟢</td>
</tr>
<tr>
<td>fortnightly in agreed timeframes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery of Culture Development</td>
<td>Executive Manager Human Resources &amp; Safety</td>
<td>Action completed</td>
<td>🟢</td>
<td>✔️</td>
</tr>
<tr>
<td>Plan</td>
<td></td>
<td>Kongested</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recruitment completed within</td>
<td>Executive Manager Human Resources &amp; Safety</td>
<td>Within 37 days</td>
<td>🟢</td>
<td>🟢</td>
</tr>
<tr>
<td>agreed timeframes</td>
<td></td>
<td>from approval to</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>offer, due to</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>changes in process</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>involving</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>functional</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>capacity</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>evaluations for</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>external roles</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**

- 🟢 On Target
- 🟥 Below Target
- ✔️ Completed
- ⚫ Reporting not required this quarter
## Workplace Health and Safety

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Executive Manager Human Resources and Safety</th>
</tr>
</thead>
</table>
| **Area Overview**   | • Strive to achieve the highest standard of Work Health and Safety, by implementing “Safe Plan” and engaging all workers to adopt “best practice” principles;  
• Develop a safety training program to ensure workers are provided with the required skill sets and Council is compliant with legislative;  
• Identify areas of significant risk and adopt strategies to implement and monitor acceptable controls;  
• Establish, effective early intervention and return to work programs to minimise the impact of operations. |

| Corporate Plan Outcomes | Governance & Leadership  
1.4 Our workforce is skilled, valued and productive |
|-------------------------|--------------------------------------------------|
| Corporate Plan Strategies | Governance & Leadership  
1.4.4 Provide for the safety, security, health and well-being of Council employees and contractors |

## Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workplace Health &amp; Safety Operations</td>
<td>1,070</td>
<td>520</td>
<td>572,234</td>
<td>231,987</td>
</tr>
<tr>
<td>Workers Compensation &amp; Rehabilitation</td>
<td>0</td>
<td>0</td>
<td></td>
<td>10,327</td>
</tr>
<tr>
<td>Capital Budget</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance in accordance with the Workplace Health and Safety</td>
<td>Executive Manager Human Resources &amp; Safety</td>
<td>Achievement of Plan</td>
<td>🟢</td>
<td>🟢</td>
<td>🟢</td>
<td>On Target</td>
<td></td>
</tr>
<tr>
<td>Management System Plan 2018/19</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018 Workplace Health and Safety Audit</td>
<td>Executive Manager Human Resources &amp; Safety</td>
<td>≥ 70% compliance</td>
<td>🟢</td>
<td>🟢</td>
<td>🟢</td>
<td>On Target</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**

- 🟢 On Target
- 🔴 Below Target
- ✔ Completed
- ⭐ Reporting not required this quarter
## Legal and Governance

### Responsible Officer

**Chief Staff Officer**

- Coordination of external legal advisers;
- Council meetings, agendas and minutes;
- Policy development, review and implementation;
- Legislative compliance including maintaining registers;
- Right to Information, Information Privacy, complaints management and administrative investigations;
- Delegations and Authorised Persons.

### Area Overview

- Coordination of external legal advisers;
- Council meetings, agendas and minutes;
- Policy development, review and implementation;
- Legislative compliance including maintaining registers;
- Right to Information, Information Privacy, complaints management and administrative investigations;
- Delegations and Authorised Persons.

### Corporate Plan Outcomes

#### Governance & Leadership

1.1 Our leadership engages with the community and provides open, accountable and transparent local government

1.3 Our organisation is innovative, efficient and financially sustainable

### Corporate Plan Strategies

#### Governance and Leadership

1.1.1 Provide open, accountable and transparent leadership that ensures community confidence in Council and achieves positive outcomes for the Whitsunday Region

1.1.2 Develop a Governance Framework that provides accountable and transparent decision-making and supports Council in meeting its legislative responsibilities

1.3.7 Improve methods of service delivery to the community
## Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td>Governance</td>
<td>1,040</td>
<td>45,478</td>
<td>1,904,606</td>
</tr>
<tr>
<td>Capital Budget</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/19 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Registers of Interest are current and reviewed at least annually</td>
<td>Chief Staff Officer</td>
<td>100%</td>
<td>100%</td>
<td>90%</td>
<td>90%</td>
<td>✅️</td>
<td>Some ROI for new appointees yet to be obtained</td>
</tr>
<tr>
<td>Council agendas and business papers are delivered to Councillors within required timeframes</td>
<td>Chief Staff Officer</td>
<td>100%</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
<td>✅️</td>
<td>Averaging 1 late or urgent item per meeting which is sent as an amended agenda after the original.</td>
</tr>
<tr>
<td>Policy register is current and reviews undertaken in accordance with review schedule</td>
<td>Chief Staff Officer</td>
<td>100%</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
<td>✅️</td>
<td>Substantial review underway with majority of policies revised in past year. On track for completion by end of FY. Significant number due in Qtr 3</td>
</tr>
<tr>
<td>Right to Information (RTI) applications are processed within statutory timeframes</td>
<td>Chief Staff Officer</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>✅️</td>
<td></td>
</tr>
<tr>
<td>Delegated and Authorised Persons Registers are current</td>
<td>Chief Staff Officer</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>✅️</td>
<td></td>
</tr>
<tr>
<td>Internal and External Review are processed within statutory timeframes</td>
<td>Chief Staff Officer</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>✅️</td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**
- ✅️ On Target
- ✅️ Completed
- ✅️ Reporting not required this quarter
- ✅️ Below Target
Strategy and Risk

Responsible Officer: Chief Staff Officer

Area Overview
- Provision of information and administrative support to Mayor and Councillors, processing of enquiries and correspondence and providing researched advice to assist the role of the elected members;
- Corporate, Strategic and Operational planning and reporting;
- Advocacy at a regional, state and federal level.

Corporate Plan Outcomes

Governance & Leadership
1.1 Our leadership engages with the community and provides open, accountable and transparent local government
1.3 Our organisation is innovative, efficient and financially sustainable

Corporate Plan Strategies

Governance and Leadership
1.1.3 Engage with government, industry, business and community to inform Council’s decision-making processes
1.1.6 Operate advisory committees, industry reference groups and community reference groups

Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elected Members</td>
<td>60,065</td>
<td>56,541</td>
<td>1,281,929</td>
<td>655,455</td>
</tr>
<tr>
<td>Major Projects</td>
<td>450,000</td>
<td>46,783</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Major Projects Board</td>
<td></td>
<td></td>
<td>128,000</td>
<td>36,480</td>
</tr>
<tr>
<td>Capital Budget</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Mayor and Councillors are provided with relevant, accurate and</td>
<td>Chief Staff Officer</td>
<td>95%</td>
<td>95%</td>
<td>95%</td>
<td>95%</td>
<td>↑</td>
<td>Councilor requests responded to within 48hrs and averaging less than 5 outstanding</td>
</tr>
<tr>
<td>timely advice and support in accordance with approved levels of</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operational Plan Performance Reports are presented to Council for</td>
<td>Chief Staff Officer</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td>Quarter 1 report submitted &amp; approved.</td>
</tr>
<tr>
<td>adoption Quarterly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operational Plan is prepared for 2019/2020</td>
<td>Chief Staff Officer</td>
<td>June 2019</td>
<td>100%</td>
<td>-</td>
<td>-</td>
<td>⬇️</td>
<td></td>
</tr>
<tr>
<td>Updated Corporate Plan is prepared for 2018-2022</td>
<td>Chief Staff Officer</td>
<td>February 2019</td>
<td>100%</td>
<td>-</td>
<td>-</td>
<td>⬇️</td>
<td></td>
</tr>
<tr>
<td>Annual Review of Council’s Risk Management Framework and Business</td>
<td>Chief Staff Officer</td>
<td>March 2019</td>
<td>100%</td>
<td>-</td>
<td>-</td>
<td>⬇️</td>
<td>On track</td>
</tr>
<tr>
<td>Continuity planning</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audit &amp; Risk Committee agendas and business papers are delivered</td>
<td>Chief Staff Officer</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>to Members within required timeframes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advocacy register developed and updated at least quarterly and</td>
<td>Chief Staff Officer</td>
<td>August 2018</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>⬇️</td>
<td>Register not yet developed. However, various material created, and efforts undertaken as required with good effect.</td>
</tr>
<tr>
<td>reported to Council</td>
<td></td>
<td>November 2018</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Council’s Strategic Risk Register is updated at least quarterly</td>
<td>Chief Staff Officer</td>
<td>August 2018</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td>↑</td>
<td>Reported to Aug &amp; Nov meetings</td>
</tr>
<tr>
<td>and reported to Council through Audit Committee</td>
<td></td>
<td>May 2019</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**
- ↑ On Target
- ↓ Below Target
- ✔ Completed
- ⬤ Reporting not required this quarter
## Major Projects

<table>
<thead>
<tr>
<th>Major Project</th>
<th>Responsible Officer</th>
<th>Percentage complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Enterprise Resource Planning Project – replacing many IT systems &amp; invoking significant change</td>
<td>Director Corporate Services</td>
<td>20%</td>
</tr>
<tr>
<td>Water &amp; Waste – Greening &amp; Growing Bowen - Recycled effluent network upgrade</td>
<td>Chief Operating Officer - Whitsunday Water</td>
<td>60%</td>
</tr>
<tr>
<td>Water &amp; Waste – Greening &amp; Growing Bowen - Sewerage Treatment Plant Upgrade &amp; Network improvements</td>
<td>Chief Operating Officer - Whitsunday Water</td>
<td>15%</td>
</tr>
<tr>
<td>NDRRA</td>
<td>Disaster Recovery Project Director</td>
<td>50%</td>
</tr>
<tr>
<td>Insurance Works</td>
<td>Disaster Recovery Project Director</td>
<td>30%</td>
</tr>
<tr>
<td>Works for Queensland – Round 1</td>
<td>Director Engineering</td>
<td></td>
</tr>
<tr>
<td>Works for Queensland – Round 2</td>
<td>Director Engineering</td>
<td></td>
</tr>
<tr>
<td>Shute Harbour</td>
<td>Disaster Recovery Project Director</td>
<td>42%</td>
</tr>
<tr>
<td>Airport Runway</td>
<td>Major Projects Program Director</td>
<td>99%</td>
</tr>
<tr>
<td>Airport Terminal</td>
<td>Major Projects Program Director</td>
<td>60%</td>
</tr>
<tr>
<td>Airlie Foreshore</td>
<td>Major Projects Program Director</td>
<td>50%</td>
</tr>
<tr>
<td>Bowen Harbour Marine Centre of Excellence</td>
<td>Major Projects Program Director</td>
<td>0%</td>
</tr>
<tr>
<td>Faust Dam Recreational Facility</td>
<td>Major Projects Program Director</td>
<td>3%</td>
</tr>
<tr>
<td>Beautiful Bowen</td>
<td>Major Projects Program Director</td>
<td>20%</td>
</tr>
</tbody>
</table>
# Corporate Services

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Director Corporate Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Areas of Responsibility</strong></td>
<td><strong>• Asset Management;</strong></td>
</tr>
<tr>
<td></td>
<td><strong>• Rates;</strong></td>
</tr>
<tr>
<td></td>
<td><strong>• Finance;</strong></td>
</tr>
<tr>
<td></td>
<td><strong>• Fleet Management;</strong></td>
</tr>
<tr>
<td></td>
<td><strong>• Information Management;</strong></td>
</tr>
<tr>
<td></td>
<td><strong>• Information Technology;</strong></td>
</tr>
<tr>
<td></td>
<td><strong>• Procurement;</strong></td>
</tr>
<tr>
<td></td>
<td><strong>• Property and Facilities Management;</strong></td>
</tr>
<tr>
<td></td>
<td><strong>• Workplace Health and Safety.</strong></td>
</tr>
</tbody>
</table>

| Risk Strategies | Asset management plans; Maintaining accurate asset register; Inspection programs; Maintenance programs; Asset Condition Inspection programs; AS55000 Readiness Plan; Strategic Asset Management Plan; Asset Management Leadership; and Advisory Group (AMLAG) to ensure asset management and future infrastructure requirements do not impact on the sustainability of Council's services. |

| Performance Improvement | Respond to actions from IT and Strategic reviews |

## Summary for Quarter Two

Quarter two was a busy month for Corporate Services with several critical projects delivered and/or progressed.

The Asset Management Team worked with asset owners to review the Strategic Asset Management Plan and to establish a range of Asset Management Plans. These documents were endorsed by Council at the November meeting. This is the first time in Council's history that a full suite of Asset Management Plans have existed and this represents a significant step forward in asset management maturity for the organisation.

Work on the Project Management Framework also continued with an integrated project framework now defined. The Framework facilitates a consistent project approach in regard to business case development, reporting and governance. Implementation of the framework will occur in early 2019.

The Fleet Replacement program continued with 61% of the fleet program completed and the remainder in action.

Information and Technology related services continued to perform well with a major focus across the division on replacement of the enterprise software solution (ERP). The ERP replacement will deliver significant benefits across the organization and to the broader community.

Property Services delivered several major projects including the Bowen Administration Centre refurbishment. The building has been lovingly restored to its former glory with key façade details celebrated adding character to the Bowen main street.
## Asset Management

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Executive Manager Assets &amp; Project Management</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Area Overview</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Lead the development and implementation of Council's strategic asset management;</td>
</tr>
<tr>
<td></td>
<td>- Continuous improvement of enterprise asset management systems, including asset accounting, asset register, valuations, renewal projections and provision of in-field asset management tools;</td>
</tr>
<tr>
<td></td>
<td>- Maintain an accurate 10 Year Capital Work Program to inform Council’s infrastructure decision making.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Corporate Plan Outcomes</strong></th>
<th><strong>Governance &amp; Leadership</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Our leadership engages with the community and provides open, accountable and transparent local government</td>
<td>1.1.2 Develop a Governance Framework that provides accountable and transparent decision-making and supports Council in meeting its legislative responsibilities</td>
</tr>
<tr>
<td>1.3 Our organisation is innovative, efficient and financially sustainable</td>
<td>1.3.1 Ensure Council’s financial position is effectively managed and sustainable</td>
</tr>
<tr>
<td>Place</td>
<td>1.3.3 Develop and implement business improvement systems and long term asset management plans that support innovation and sustainability of service delivery</td>
</tr>
<tr>
<td>3.4 Our infrastructure supports our region’s current and future needs</td>
<td><strong>Place</strong></td>
</tr>
<tr>
<td>3.4.3 Develop integrated asset management plans to effectively manage and maintain road, water and waste water infrastructure and ensure assets meet the demands of a growing population</td>
<td></td>
</tr>
</tbody>
</table>
## Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational Budget</strong></td>
<td>Asset Management</td>
<td>963,255</td>
<td></td>
<td>497,800</td>
</tr>
<tr>
<td><strong>Capital Budget</strong></td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation of the Asset Management Strategy</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>95% of Annual Plan Completed</td>
<td>On Target</td>
<td>40%</td>
<td>60%</td>
<td>↑</td>
<td>Asset Mgt Plans endorsed by Council Nov 2018.</td>
</tr>
<tr>
<td>Assist the ERP project by leading the development of corporate asset management capability and processes within the ERP and business processes</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>June 2019</td>
<td>On Target</td>
<td>On Target</td>
<td>On Target</td>
<td>↑</td>
<td>Currently working with ERP Project Team to ensure a smooth transition.</td>
</tr>
<tr>
<td>Annual review of Strategic Asset Management Plan</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>March 2019</td>
<td>On Target</td>
<td>70%</td>
<td>100%</td>
<td>✓</td>
<td>Revised Strategic Asset Mgt Plan endorsed by Council Nov 2018.</td>
</tr>
<tr>
<td>Capital works projects capitalised within three months from completion of the project</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Asset Management Leadership Advisory Group meetings agendas and business papers are delivered to Members within required timeframes with at least 10 meeting held over the year.</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>100%</td>
<td>100%</td>
<td>50%</td>
<td>100%</td>
<td>↓</td>
<td>Meeting scheduled changed to accommodate Council endorsement of Asset Management Plans. 2 meetings change in Q2. No significant impact.</td>
</tr>
<tr>
<td>Valuation of Council’s assets, in compliance with the Valuation Plan and preparation plan for the Annual Financial Statements</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>June 2019</td>
<td>On Target</td>
<td>On Target</td>
<td>On Target</td>
<td>↑</td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**
- ↑ On Target
- ↓ Below Target
- ✓ Completed
- ⋮ Reporting not required this quarter
Project Management Framework

Responsible Officer
Executive Manager Assets & Project Management

Area Overview

- Lead the further development, implementation and performance of the organisational Project Management Framework
- Establish corporate Project Management Office to lead the governance of projects and provisions of support and tools required by project managers
- Provide training and professional development to enhance Council’s skills and ability in project management

Corporate Plan Outcomes

Governance & Leadership

1.1 Our leadership engages with the community and provides open, accountable and transparent local government
1.3 Our organisation is innovative, efficient and financially sustainable

Corporate Plan Strategies

Governance & Leadership

1.1.2 Develop a Governance Framework that provides accountable and transparent decision-making and supports Council in meeting its legislative responsibilities
1.3.1 Ensure Council’s financial position is effectively managed and sustainable
1.3.3 Develop and implement business improvement systems and long-term asset management plans that support innovation and sustainability of service delivery

Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asset and Project Management</td>
<td>0</td>
<td>0</td>
<td>212,585</td>
<td>85,369</td>
</tr>
<tr>
<td>Administration</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish a Project Management Office to provide adequate governance and project support.</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>Functions established by 30 August 2018</td>
<td>On Target</td>
<td>Delayed</td>
<td>Delayed</td>
<td>↓</td>
<td>Staffing changes have delayed establishment of the PMO. PMO to be established again by 31 March 2019.</td>
</tr>
<tr>
<td>Establish a tailored corporate project management methodology.</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>By 30 September 2018</td>
<td>On Target</td>
<td>Delayed</td>
<td>Delayed</td>
<td>↓</td>
<td>Project Management methodology established. Training to commence.</td>
</tr>
<tr>
<td>Establish adequate governance functions to take over responsibilities of the Major Projects Advisory Board</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>Upon finalisation of the Board</td>
<td>On Target</td>
<td>On Target</td>
<td>On Target</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Develop project management training and development framework.</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>By 30 December 2018</td>
<td>On Target</td>
<td>Delayed</td>
<td>Delayed</td>
<td>↓</td>
<td>Training materials being established.</td>
</tr>
<tr>
<td>Work with the ERP project team to embed the project management framework into the ERP solution.</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>50% complete by 30 June 2019</td>
<td>N/A</td>
<td>On Target</td>
<td>On Target</td>
<td>↑</td>
<td></td>
</tr>
</tbody>
</table>

### Legend:
- ↑ On Target
- ↓ Below Target
- ✓ Completed
- ⬤ Reporting not required this quarter
Operational Finance

Program Overview

- Provision of Operational Finance activities including taxation, insurances, cash management, accounts payable and accounts receivable.

Corporate Plan Outcomes

Governance & Leadership

1.3 Our organisation is innovative, efficient and financially sustainable

Corporate Plan Strategies

Governance & Leadership

1.3.1 Ensure Council’s financial position is effectively managed and sustainable
1.3.6 Maximise commercial benefits to Council’s business units and assets

Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Finance Operations</td>
<td>5,602,441</td>
<td>2,052,043</td>
<td>1,697,552</td>
<td>890,809</td>
</tr>
<tr>
<td>Insurance</td>
<td></td>
<td></td>
<td>1,162,775</td>
<td></td>
</tr>
<tr>
<td>Cyclone Insurance</td>
<td>7,506,053</td>
<td>-</td>
<td>0</td>
<td>20,351</td>
</tr>
<tr>
<td><strong>Capital Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Finance Operations</td>
<td></td>
<td></td>
<td>998,208</td>
<td>488,895</td>
</tr>
<tr>
<td>Cyclone Insurance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procurement of insurance policies to sufficiently mitigate Council’s risks</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>Adequate insurance coverage for 2018/19 adopted by Council and procured by 30 June 2018</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Complete monthly general ledger reconciliations and audit controls monthly</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>100% complete each month</td>
<td>95%</td>
<td>98%</td>
<td>96.5%</td>
<td>▼</td>
<td>Minor delays occurred over Christmas period. Inconsequential for reporting purposes.</td>
</tr>
<tr>
<td>Monthly review of recovery actions for general debtors</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>100% complete each month</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Work with the ERP project team to embed the finance processes and requirements into the ERP solution.</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>50% complete by 30 June 2019</td>
<td>N/A</td>
<td>On Target</td>
<td>On Target</td>
<td>✔</td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**
- ▲ On Target
- ▼ Below Target
- ✔ Completed
- ⚫ Reporting not required this quarter
Rates

Responsible Officer: Executive Manager Assets & Project Management

Area Overview:
- Administer Council’s rate and charges policies, including a customer centric focus in the raising and collection of rates and charges, and the management of debtors.

Corporate Plan Outcomes:
Governance & Leadership
1.3 Our organisation is innovative, efficient and financially sustainable
1.4 Our workforce is skilled, valued and productive

Corporate Plan Strategies:
Governance & Leadership
1.3.7 Improve methods of service delivery to the community
1.4.3 Develop and implement a workplace cultural transformation program that promotes innovation, productivity and best business practice across the organisation

Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td>Rates and Charges</td>
<td>48,721,398</td>
<td>24,354,041</td>
<td>692,207</td>
</tr>
<tr>
<td>Capital Budget</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debt recovery actions undertaken in accordance with Council policy and in a responsible manner to minimise outstanding rates and charges</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>Rates and charges in arrears less than 6% of total rates and charges revenue</td>
<td>16.80%</td>
<td>7.80%</td>
<td>7.80%</td>
<td>↓</td>
<td>Performance against target relative to timing in rating cycle. Increased use of payment plans, which prevent need to utilise more aggressive rates recovery actions, increasing also impacting performance.</td>
</tr>
<tr>
<td>Provide adequate secretarial and administrative support to the Rates Relief Advisory Committee</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>Agenda distributed to members at least 5 days prior to a meeting</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td>Where quorum available.</td>
</tr>
<tr>
<td>Rates and charges are administered in compliance with Council’s Revenue Statement and Policies</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>100% of rates and charges raised in compliance with adopted Rates and Charges at Budget Meeting</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Work with the ERP project team to embed the rates processes and requirements into the ERP solution.</td>
<td>Executive Manager Assets &amp; Project Management</td>
<td>50% complete by 30 June 2019</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>⚫⚫</td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**

- On Target
- Below Target
- Completed
- Reporting not required this quarter
Information Management

**Responsible Officer**
Manager Innovation and Technology

**Program Overview**
- Lead excellence in record management practices across Council, including development of policy, enterprise systems and workforce capability;
- Manage the collection, storage, security and retrieval of Council data and information to support operational and decision-making activities of Council;
- Capture, registration, security, access and retrieval of digitised geographical and spatial information.

**Corporate Plan Outcomes**

**Corporate Plan Strategies**

**Governance & Leadership**
1.3 Our organisation is innovative, efficient and financially sustainable

1.3.4 Develop Council’s knowledge management systems to make available information as required by the community and Council decision makers

1.3.7 Improve methods of service delivery to the community

**Budget Summary**

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Records Management</td>
<td>94,460</td>
<td>54,312</td>
<td>642,516</td>
<td>265,145</td>
</tr>
<tr>
<td>Geographic Information Systems</td>
<td></td>
<td></td>
<td>289,066</td>
<td>100,216</td>
</tr>
<tr>
<td><strong>Capital Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status as at 31 December 2018</th>
<th>Status Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery of Strategic Record Keeping Implementation Plan.</td>
<td>Manager Innovation and Technology</td>
<td>95% of 2018/19 objectives</td>
<td>55%</td>
<td>15%</td>
<td>70%</td>
<td>⊁</td>
<td></td>
</tr>
<tr>
<td>Organisational Information Management maturity as measured by industry standard assessment methodology is between 2 and 3 across all areas.</td>
<td>Manager Innovation and Technology</td>
<td>Maturity externally assessed between 2 and 3 by 30th June 2019</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>★</td>
<td>Review of all new and updated records occurs daily, with issues addressed.</td>
</tr>
<tr>
<td>Monthly review of Name and Address Register with all identified duplicates (confirmed) and all data inaccuracies addressed within 3 months.</td>
<td>Manager Innovation and Technology</td>
<td>All identified (confirmed) NAR issues resolved within 3 months.</td>
<td>50%</td>
<td>20%</td>
<td>70%</td>
<td>⊁</td>
<td>Review of all new and updated records occurs daily, with issues addressed.</td>
</tr>
<tr>
<td>Prevent the creation of physical records (excluding permanent records for State Archives) for storage by leveraging digital technologies and system improvements.</td>
<td>Manager Innovation and Technology</td>
<td>Less than 100 boxes of new physical records created and added to records storage</td>
<td>19</td>
<td>18</td>
<td>37</td>
<td>⊁</td>
<td>No destruction during Q2 due to staffing changes.</td>
</tr>
<tr>
<td>Reduction in boxes of physical records stored either on site or at offsite storage locations</td>
<td>Manager Innovation and Technology</td>
<td>Physical records stored reduced by 200 boxes</td>
<td>56</td>
<td>0</td>
<td>56</td>
<td>⊀</td>
<td>Regular training program being introduced as part of IT training initiative.</td>
</tr>
<tr>
<td>All users of the Electronic Document Management System (ECM) receive training within 8 weeks of starting at Council and at least every 2 years thereafter.</td>
<td>Manager Innovation and Technology</td>
<td>90% of users of ECM have current training</td>
<td>70%</td>
<td>70%</td>
<td>70%</td>
<td>⊀</td>
<td>Regular training program being introduced as part of IT training initiative.</td>
</tr>
<tr>
<td>Work with the ERP project team to embed the information management processes and requirements into the ERP solution, including the enablement of process improvements across the organisation as they relate to Information Management.</td>
<td>Manager Innovation and Technology</td>
<td>50% complete by 30 June 2019</td>
<td>10%</td>
<td>On Target</td>
<td>On Target</td>
<td>⊁</td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**
- ⊁ On Target
- ⊀ Below Target
- ★ Completed
- ✿ Reporting not required this quarter
Information Technology

Responsible Officer

Manager Innovation and Technology

Area Overview

- Provision of information management architecture to serve Council’s business needs, including the delivery of ICT Strategy;
- Design, acquisition, configuration, maintenance and management of IT infrastructure;
- Provision of business systems and applications that meets the current and future needs of the organisation;
- Provision of IT helpdesk function, including timely resolution of customer requests.

Corporate Plan Outcomes

Governance & Leadership
1.3 Our organisation is innovative, efficient and financially sustainable

Corporate Plan Strategies

Governance & Leadership
1.3.3 Develop and implement business improvement systems and long-term asset management plans that support innovation and sustainability of service delivery
1.3.4 Develop Council’s knowledge management systems to make available information as required by the community and Council decision makers
1.3.7 Improve methods of service delivery to the community

Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td>IT Services</td>
<td>9,000</td>
<td>12,444</td>
<td>133,509</td>
</tr>
<tr>
<td>Capital Budget</td>
<td>IT Services</td>
<td>87,000</td>
<td>-</td>
<td>2,324,902</td>
</tr>
</tbody>
</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace Enterprise Resource Planning System</td>
<td>Manager Innovation and Technology</td>
<td>50% of ERP project completed by June 2019</td>
<td>5%</td>
<td>10%</td>
<td>15%</td>
<td>↑</td>
<td>Project initiation planning completed with vendor. 20 modules to be implemented in a staged approach.</td>
</tr>
<tr>
<td>PC Replacement Program implementation</td>
<td>Manager Innovation and Technology</td>
<td>1/3 of PC fleet replaced by 30 June 2019</td>
<td>35%</td>
<td>50%</td>
<td>85%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Technology Incidents resolved within 3 business days</td>
<td>Manager Innovation and Technology</td>
<td>90% of incidents resolved within 3 business days</td>
<td>93%</td>
<td>91%</td>
<td>92%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Technology Incidents resolved on same day</td>
<td>Manager Innovation and Technology</td>
<td>65% of incidents resolved on the same day of being logged</td>
<td>70%</td>
<td>73%</td>
<td>72%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Technology Service Requests resolved within 3 business days</td>
<td>Manager Innovation and Technology</td>
<td>50% of service requests resolved within 3 business days</td>
<td>63%</td>
<td>63%</td>
<td>63%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Infrastructure and applications maintained and available</td>
<td>Manager Innovation and Technology</td>
<td>97% uptime relative to unplanned outages</td>
<td>98%</td>
<td>98%</td>
<td>98%</td>
<td>↑</td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**
- ↑ On Target
- ↓ Below Target
- ✔ Completed
- Reporting not required this quarter
**Procurement**

**Responsible Officer**
Executive Manager Procurement, Property & Fleet

**Area Overview**
- Provision of enterprise procurement solutions that deliver value for money, in compliance with statutory responsibilities and Council policy direction;
- Provision of specialist contract management advice and support;
- Established corporate supply arrangements, including preferred suppliers, prequalified suppliers and standard offer arrangements.

**Corporate Plan Outcomes**

**Governance & Leadership**
1.1 Our leadership engages with the community and provides open, accountable and transparent local government
1.3 Our organisation is innovative, efficient and financially sustainable

**Corporate Plan Strategies**

**Governance & Leadership**
1.1.2 Develop a Governance Framework that provides accountable and transparent decision-making and supports Council in meeting its legislative responsibilities
1.3.1 Ensure Council’s financial position is effectively managed and sustainable

**Budget Summary**

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchasing and Stores</td>
<td>0</td>
<td>1,580</td>
<td>327,040</td>
<td>156,758</td>
</tr>
<tr>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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## Key Performance Indicators

<table>
<thead>
<tr>
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<th>Q1</th>
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<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>All major procurements are issued within two weeks of received completed tender specifications and drawings</td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Development of Annual Procurement Plan</td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>100%</td>
<td>50%</td>
<td>10%</td>
<td>60%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Annual review and delivery of the procurement and contract management training and development program</td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>Review conducted by 30th November 2018</td>
<td>75%</td>
<td>10%</td>
<td>85%</td>
<td>↑</td>
<td>Training of Procurement Policy, individual contracts completed. Update for new staff and refresher training to be rolled out in March 2019.</td>
</tr>
<tr>
<td>Annual review of procurement tools and templates, including tendering and contract templates</td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>Review conducted by 30th November 2018</td>
<td>100%</td>
<td>NA</td>
<td>100%</td>
<td>↑</td>
<td>Review completed with Australian Standard Suite of Contracts being updated for various major projects.</td>
</tr>
<tr>
<td>Review of contract performance conducted at the end of each large contract</td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>95% reviewed within 1 month of contract termination</td>
<td>N/A</td>
<td>NA</td>
<td>NA</td>
<td>▼</td>
<td>No major contract completed yet with the Whitsunday Coast Airport Terminal Project being the first to be reviewed.</td>
</tr>
<tr>
<td>Establishment of an organisational Procurement Manual for staff as a reference guide for all procurement activities</td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>Procurement Manual established and communicated</td>
<td>80%</td>
<td>10%</td>
<td>90%</td>
<td>↑</td>
<td>Contract Manual has been drafted and is currently under internal review before circulation to all departments for comment.</td>
</tr>
</tbody>
</table>

**Legend:**
- ↑ On Target
- ↓ Below Target
- ✔ Completed
- * Reporting not required this quarter
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
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<th>Status</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Procurement and contracts activities register established and communicated</td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>List of all procurements and contracts completed, in action or planned available to all staff via the Intranet</td>
<td>95%</td>
<td>0%</td>
<td>95%</td>
<td>🟢</td>
<td>Register has been completed with the upload to Intranet being completed in February 2019</td>
</tr>
<tr>
<td>Work with ERP project team to embed procurement and contract management processes and requirements into the ERP solution</td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>50% complete by 30 June, 2019</td>
<td>N/A</td>
<td>On Target</td>
<td>On Target</td>
<td>🟢</td>
<td>Information requested supplied to the Project team for inclusion in testing data.</td>
</tr>
</tbody>
</table>

**Legend:**
- 🟢 On Target
- 🔴 Below Target
- ✔️ Completed
- ✶ Reporting not required this quarter
## Property and Facilities

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Executive Manager Procurement, Property &amp; Fleet</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Area Overview</strong></td>
<td>• Portfolio management of Council’s buildings and facilities, including asset management planning, capital works, planned and reactive maintenance, lease management and condition inspections.</td>
</tr>
<tr>
<td><strong>Corporate Plan Outcomes</strong></td>
<td>Governance &amp; Leadership</td>
</tr>
<tr>
<td></td>
<td>1.1 Our leadership engages with the community and provides open, accountable and transparent local government</td>
</tr>
<tr>
<td></td>
<td>1.3 Our organisation is innovative, efficient and financially sustainable</td>
</tr>
<tr>
<td><strong>Corporate Plan Strategies</strong></td>
<td>Governance &amp; Leadership</td>
</tr>
<tr>
<td></td>
<td>1.1.1 Provide open, accountable and transparent leadership that ensures community confidence in Council and achieves positive outcomes for the Whitsunday region</td>
</tr>
<tr>
<td></td>
<td>1.3.1 Ensure Council’s financial position is effectively managed and sustainable</td>
</tr>
<tr>
<td></td>
<td>1.3.3 Develop and implement business improvement systems and long-term asset management plans that support innovation and sustainability of service delivery</td>
</tr>
</tbody>
</table>
## Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property and Facilities Administration</td>
<td>13,200</td>
<td>50,222</td>
<td>1,433,815</td>
<td>1,034,426</td>
</tr>
<tr>
<td>Halls and Community Centres</td>
<td>7,000</td>
<td>7,615</td>
<td>1,090,071</td>
<td>472,543</td>
</tr>
<tr>
<td>PCYC Centres</td>
<td></td>
<td></td>
<td>43,421</td>
<td>73,793</td>
</tr>
<tr>
<td><strong>Capital Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property and Facilities Administration</td>
<td>1,000,000</td>
<td>-</td>
<td>5,295,891</td>
<td>2,017,226</td>
</tr>
</tbody>
</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Completion of asset inspections, as outlined in the Asset Management Plan</strong></td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>90% Inspections completed</td>
<td>20%</td>
<td>15%</td>
<td>35%</td>
<td>🟢</td>
<td></td>
</tr>
<tr>
<td><strong>Complete 2018/2019 building capital works program</strong></td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>90% completed by 30 June 2019</td>
<td>20%</td>
<td>55%</td>
<td>75%</td>
<td>🟢</td>
<td></td>
</tr>
<tr>
<td><strong>Undertake cyclical and preventative maintenance of building and facilities</strong></td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>90% of planned cyclical and preventative maintenance</td>
<td>20%</td>
<td>30%</td>
<td>50%</td>
<td>🟢</td>
<td></td>
</tr>
<tr>
<td><strong>Provision of lease management function which enables the provision of facilities to community groups combined with commercial leases which provide a return on investment.</strong></td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>100% of leases executed in accordance with legislative responsibilities</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>🟢</td>
<td></td>
</tr>
<tr>
<td><strong>Review of Council’s land portfolio and provision of Strategic Plan</strong></td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>Plan completed by 28 February 2019</td>
<td>20%</td>
<td>10%</td>
<td>30%</td>
<td>🟢</td>
<td></td>
</tr>
<tr>
<td><strong>Work with the ERP project team to embed property and facilities processes and requirements into the ERP solution.</strong></td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>50% complete by 30 June 2019</td>
<td>N/A</td>
<td>NA</td>
<td>NA</td>
<td>✔</td>
<td>Reporting not required this quarter</td>
</tr>
</tbody>
</table>

**Legend:**

- 🟢 On Target
- 🔴 Below Target
- ✔ Completed
- Reporting not required this quarter
Fleet Management

Responsible Officer
Executive Manager Procurement, Property & Fleet

Area Overview
• Provision of an efficient and adequate fleet of plant, vehicles and equipment to meet the business needs of Council;
• Maintenance of fleet items, including the provision of efficient workshops

Corporate Plan Outcomes
Governance & Leadership
1.1 Our leadership engages with the community and provides open, accountable and transparent local government
1.3 Our organisation is innovative, efficient and financially sustainable

Corporate Plan Strategies
Governance & Leadership
1.1.2 Develop a Governance Framework that provides accountable and transparent decision-making and supports Council in meeting its legislative responsibilities
1.3.1 Ensure Council’s financial position is effectively managed and sustainable

Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plant Operations</td>
<td>7,617,609</td>
<td>2,168,282</td>
<td>5,015,941</td>
<td>2,694,804</td>
</tr>
<tr>
<td>Small Plant Operations</td>
<td>315,000</td>
<td>45,435</td>
<td>86,000</td>
<td>62,762</td>
</tr>
<tr>
<td>Capital Budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plant Operations</td>
<td>414,500</td>
<td>346,843</td>
<td>3,708,153</td>
<td>832,449</td>
</tr>
</tbody>
</table>
## Key Performance Indicators

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<thead>
<tr>
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<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery of the 2018/2019 renewal program in accordance with adopted budget</td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>95%</td>
<td>46%</td>
<td>15%</td>
<td>61%</td>
<td>↑</td>
<td>Replacement program well underway with significant numbers of plant being awarded in January 2019.</td>
</tr>
<tr>
<td>All plant items are serviced in accordance with Original Equipment Manufacturers specifications</td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>95%</td>
<td>94%</td>
<td>96%</td>
<td>95%</td>
<td>↑</td>
<td>Increase in utilisation on some assets is evident however there is continued focus on low use plant items.</td>
</tr>
<tr>
<td>Plant and Fleet utilisation percentages in accordance with industry recognised minimum parameters or as agreed within defined service levels</td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>85%</td>
<td>75%</td>
<td>80%</td>
<td>80%</td>
<td>↓</td>
<td>Proactive maintenance and improved asset age is reducing downtime of plant. As further investment occurs this will reduce further.</td>
</tr>
<tr>
<td>Reduction in downtime as a result of increased maintenance planning</td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>95%</td>
<td>94%</td>
<td>96%</td>
<td>95%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Work with the ERP project team to embed fleet management processes and requirements into the ERP solution.</td>
<td>Executive Manager Procurement, Property &amp; Fleet</td>
<td>50% complete by 30 June 2019</td>
<td>N/A</td>
<td>NA</td>
<td>N/A</td>
<td>••</td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**
- ↑ On Target
- ↓ Below Target
- ✓ Completed
- •• Reporting not required this quarter
Planning and Development Services

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Director Planning and Development Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Areas of Responsibility</td>
<td></td>
</tr>
<tr>
<td>• Building and Plumbing Assessment;</td>
<td></td>
</tr>
<tr>
<td>• Development Assessment;</td>
<td></td>
</tr>
<tr>
<td>• Strategic Planning.</td>
<td></td>
</tr>
</tbody>
</table>

Summary for Quarter Two

The numbers of building and plumbing applications lodged this quarter is consistent with the trends in the 2nd quarter for previous years. The numbers of plumbing applications are higher for November and December 2018. This can be attributed to the Blue Drum development compliance remedial works. The amount of building and plumbing inspections undertaken this quarter remain higher than in previous years maintaining the trend of the 1st Quarter.

This period saw the implementation of Building Industry Forum’s in Bowen and Cannonvale. The forum introduced the new building checklist and guidance notes for class 1a dwellings to assist customers with applications and improve the quality of applications. The forum gave also gave an opportunity to update industry on the forthcoming plumbing legislation changes and introduction of the new Building Code of Australia, NCC 2019. During the event, Industry comments, input and views were invited to help improve Building and Plumbing Services. While uptake of attendance at the event was not what it could have been, it was nevertheless a success forum and another is planned for later this year.

Compliance complaints is an area where targets are not being achieved in a timely manner this quarter, improvements in record keeping are being implemented to ensure good statistics are captured to accurately reflect works undertaken. In part, this can be attributed to compliance staff supporting other directorates, training and staff leave.

Strategic Planning has not had a full complement of staff for the last two quarters, resulting in earlier targets not being achieved. The Administrative and Planning Scheme Policy amendment completed public consultation and subsequently commenced on 21 December. The Airlie Beach Local Plan has been delayed allowing for informal discussions with state agencies and stakeholders relating to development potential and an internal road structure plan being explored for the land inside the Waterson Way horseshoe. The Local Government Infrastructure Plan V2 was delayed due to the need to explore a Low-growth Scenario to provide a juxtaposition to the Medium-growth Scenario for the Region, which was supported by Council. The draft of the LGIP V2 based on the Medium-growth scenario is now under development. The Cannon Valley Growth Strategy has experienced short delays to allow further discussion with the engineers, to apply better modelling standards and ensure accuracy. The draft Structure Plan is now ready for its initial internal review.

Development Assessment received significantly more Material Change of Use (MCU) applications than in the previous quarter. The increase (54 versus 15) is due to an influx of applications for Short-term Accommodation (Airbnb) in response to Council’s new compliance strategy which commenced in October. It is estimated that approximately 25% of privately operated Airbnb dwelling houses and units have now made application to Council, taking advantage of the 75% fee discount period. Other applications remained steady through the quarter, with full compliance with adopted timeframes.
# Building and Plumbing Assessment

## Responsible Officer
Manager Building and Plumbing Inspections

## Area Overview
- Assess development applications within relevant statutory timeframes, promote ongoing communication and cooperation between Branches;
- Manage and regulate any enforcement procedures relevant to Planning and Development Directorate;
- Assess applications for carrying out plumbing and drainage works, re-certification;
- Assess applications for pool safety certificates and review the Swimming Pool Register, promote and conduct pool safety compliance inspections as quickly as possible.

## Corporate Plan Outcomes

### Governance & Leadership
1.1 Our leadership engages with the community and provides open, accountable and transparent local government
1.2 Our leadership partners with government, industry, business and community to deliver positive outcomes
1.3 Our organisation is innovative, efficient and financially sustainable
1.4 Our workforce is skilled, valued and productive

### Place
3.1 Our built environment is well planned, effectively managed and protects our region’s heritage and character

## Corporate Plan Strategies

### Governance & Leadership
1.1.3 Engage with government, industry, business and community to inform Council's decision-making processes
1.2.1 Build and maintain strong, collaborative and cooperative relationships across all levels of government, industry, business and community
1.3.1 Ensure Council’s financial position is effectively managed and sustainable
1.3.6 Maximise commercial benefits to Council’s business units and assets
1.3.7 Improve methods of service delivery to the community

### Place
3.1.1 Develop and implement an efficient, effective and accountable framework for managing the growth and development of the Whitsunday Region
# Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td>Building Certification</td>
<td>776,000</td>
<td>375,860</td>
<td>1,392,502</td>
</tr>
<tr>
<td>Capital Budget</td>
<td>N/A</td>
<td></td>
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<td></td>
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</table>
# Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Build Referrals are responded to within statutory timeframes</td>
<td>Manager Building &amp; Plumbing Inspections</td>
<td>90%</td>
<td>94%</td>
<td>83%</td>
<td>90%</td>
<td>↓</td>
<td>Meeting target YTD (Siting referrals Planning Dept)</td>
</tr>
<tr>
<td>Building Applications are decided within statutory timeframes</td>
<td>Manager Building &amp; Plumbing Inspections</td>
<td>90%</td>
<td>100%</td>
<td>92%</td>
<td>98%</td>
<td>↑</td>
<td>Exceeding target</td>
</tr>
<tr>
<td>Building Complaints are investigated within 10 business days</td>
<td>Manager Building &amp; Plumbing Inspections</td>
<td>90%</td>
<td>83%</td>
<td>31%</td>
<td>66%</td>
<td>↓</td>
<td>Below target – Compliance staff supporting other directorates (local laws, leave and new staff.)</td>
</tr>
<tr>
<td>Building Inspections are completed within corporate timeframes</td>
<td>Manager Building &amp; Plumbing Inspections</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td>Exceeding target</td>
</tr>
<tr>
<td>Plumbing Applications are decided within statutory timeframes</td>
<td>Manager Building &amp; Plumbing Inspections</td>
<td>90%</td>
<td>73%</td>
<td>91%</td>
<td>80%</td>
<td>↓</td>
<td>Below target. (new staff being trained to improve efficiency.)</td>
</tr>
<tr>
<td>Plumbing Complaints are investigated within 10 business days</td>
<td>Manager Building &amp; Plumbing Inspections</td>
<td>90%</td>
<td>86%</td>
<td>-</td>
<td>100%</td>
<td>↑</td>
<td>No items this period</td>
</tr>
<tr>
<td>Plumbing Inspections are completed within corporate timeframes</td>
<td>Manager Building &amp; Plumbing Inspections</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td>Exceeding target</td>
</tr>
<tr>
<td>Pool Safety Certificates are decided within statutory timeframes</td>
<td>Manager Building &amp; Plumbing Inspections</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td>Exceeding target</td>
</tr>
</tbody>
</table>

**Legend:**
- ↑ On Target
- ↓ Below Target
- ✔ Completed
- • Reporting not required this quarter
## Development Assessment

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Manager Development Assessment</th>
</tr>
</thead>
</table>
| **Area Overview**   | • Assessing land use requirements of the Planning Scheme and other planning provisions, making recommendations to Council as appropriate;  
|                     | • Assessing, regulating and enforcing the engineering requirements of the Planning Scheme and other planning provisions;  
|                     | • Assessing, regulating and enforcing the subdivision requirements of the Planning Scheme and other planning provisions. |
| **Corporate Plan Outcomes** | **Place**  
|                     | 3.1 Our built environment is well planned, effectively managed and protects our region’s heritage and character  
|                     | 3.2 Our Natural environment is valued and sustainable  
|                     | 3.4 Our infrastructure supports our region’s current and future needs |
| **Corporate Plan Strategies** | **Place**  
|                     | 3.1.1 Develop and implement an efficient, effective and accountable framework for managing the growth and development of the Whitsunday Region  
|                     | 3.1.2 Develop and implement strategies to preserve the unique character of our community and heritage places  
|                     | 3.2.1 Develop and implement policies and strategies that protect and enhance the Whitsunday Region’s natural environment  
|                     | 3.4.1 Develop and maintain effective roads and drainage infrastructure, networks and facilities  
|                     | 3.4.2 Develop and maintain effective water and waste water infrastructure, networks and facilities |
## Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget ($)</th>
<th>Revenue Actual YTD ($)</th>
<th>Expenditure Budget ($)</th>
<th>Expenditure Actual YTD ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td>Planning Assessment</td>
<td>1,628,352</td>
<td>720,324</td>
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</tr>
<tr>
<td></td>
<td>Planning Compliance</td>
<td>895,000</td>
<td>617,300</td>
<td></td>
</tr>
<tr>
<td>Capital Budget</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development Applications are decided within statutory timeframes</td>
<td>Manager Development Assessment</td>
<td>90%</td>
<td>95%</td>
<td>99%</td>
<td>97%</td>
<td>↑</td>
<td>Timeframes met</td>
</tr>
<tr>
<td>Delegated authority development applications are decided within statutory timeframes</td>
<td>Manager Development Assessment</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td>Timeframes met</td>
</tr>
<tr>
<td>Planning Complaints are investigated within 10 business days</td>
<td>Manager Development Assessment</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td>Timeframes met</td>
</tr>
<tr>
<td>Planning &amp; Development Certificates are completed within statutory timeframes</td>
<td>Manager Development Assessment</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td>Timeframes met</td>
</tr>
<tr>
<td>Engineering (Op Works) Applications are decided within statutory timeframes</td>
<td>Manager Development Assessment</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td>Timeframes met</td>
</tr>
<tr>
<td>Engineering (Op Works) Inspections are completed within corporate timeframe</td>
<td>Manager Development Assessment</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td>Timeframes met</td>
</tr>
</tbody>
</table>

**Legend:**

- ↑ On Target
- ↓ Below Target
- ✓ Completed
- *:* Reporting not required this quarter
## Area Overview
- Strategic Planning initiatives, strategic planning instruments and strategic infrastructure planning;
- Research, analysis and policy formulation to manage growth in the region.

## Corporate Plan Outcomes

<table>
<thead>
<tr>
<th>Corporate Plan Outcomes</th>
<th>People</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.2 Our region is inclusive and motivated by a range of social, cultural and recreation opportunities</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Corporate Plan Outcomes</th>
<th>Place</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Our built environment is well planned, effectively managed and protects our region’s heritage and character</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Corporate Plan Outcomes</th>
<th>Prosperity</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2 Our mining sector enjoys access to strong export and development opportunities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.3 Our agriculture sector is sustainable and enjoys access to strong export and development opportunities</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Corporate Plan Strategies

<table>
<thead>
<tr>
<th>Corporate Plan Strategies</th>
<th>People</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.2.4 Facilitate affordable living through encouraging diversity in housing development</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Corporate Plan Strategies</th>
<th>Place</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1.1 Develop and implement an efficient, effective and accountable framework for managing the growth and development of the Whitsunday Region</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.1.2 Develop and implement strategies to preserve the unique character of our community and heritage places</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.2.1 Develop and implement policies and strategies that protect and enhance the Whitsunday Region’s natural environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.4.1 Develop and maintain effective roads and drainage infrastructure, networks and facilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.4.2 Develop and maintain effective water and waste water infrastructure, networks and facilities</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Corporate Plan Strategies</th>
<th>Prosperity</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2.2 Partner with government, business and industry to develop a Mining and Logistics Support Industry Precinct</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.3.1 Develop an Agriculture Strategy to facilitate the growth of the agriculture, horticulture and seafood sectors and identify export opportunities</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td>Strategic Planning Operations</td>
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<td>414,424</td>
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<tr>
<td>Capital Budget</td>
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</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1st Amendment Package</td>
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<td></td>
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</tr>
<tr>
<td>-</td>
<td>Preparation of draft amendment</td>
<td>Manager Strategic Planning</td>
<td>Sept 2018</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>✔️</td>
</tr>
<tr>
<td>-</td>
<td>Public Exhibition</td>
<td>Manager Strategic Planning</td>
<td>Dec 2018</td>
<td>40%</td>
<td>100%</td>
<td>100%</td>
<td>✔️</td>
</tr>
<tr>
<td>-</td>
<td>Consideration of Submissions</td>
<td>Manager Strategic Planning</td>
<td>Mar 2019</td>
<td>0%</td>
<td>100%</td>
<td>100%</td>
<td>✔️</td>
</tr>
<tr>
<td>-</td>
<td>Minister approval</td>
<td>Manager Strategic Planning</td>
<td>Jun 2019</td>
<td>0%</td>
<td>100%</td>
<td>100%</td>
<td>✔️</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Airlie Beach Local Plan</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>-</td>
<td>Public exhibition of Local Plan</td>
<td>Manager Strategic Planning</td>
<td>Sept 2018</td>
<td>40%</td>
<td>50%</td>
<td>50%</td>
<td>➖</td>
</tr>
<tr>
<td>-</td>
<td>Consideration of Submissions</td>
<td>Manager Strategic Planning</td>
<td>Dec 2018</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>➖</td>
</tr>
<tr>
<td>-</td>
<td>Adoption</td>
<td>Manager Strategic Planning</td>
<td>Mar 2019</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>➖</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Local Government Infrastructure Plan – Version 2</td>
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<tr>
<td>-</td>
<td>Preparation of draft LGIP</td>
<td>Manager Strategic Planning</td>
<td>Sept 2018</td>
<td>20%</td>
<td>40%</td>
<td>40%</td>
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</tr>
<tr>
<td>-</td>
<td>Independent and State Review</td>
<td>Manager Strategic Planning</td>
<td>Dec 2018</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>➖</td>
</tr>
<tr>
<td>-</td>
<td>Public Exhibition</td>
<td>Manager Strategic Planning</td>
<td>Mar 2019</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>➖</td>
</tr>
<tr>
<td>-</td>
<td>Consideration of Submissions, Final Review and Adoption</td>
<td>Manager Strategic Planning</td>
<td>Jun 2019</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>➖</td>
</tr>
</tbody>
</table>

**Legend:**

- ➖: Below Target
- ➖: Additional growth scenarios delayed initial preparation
- ➖: Industry exhibition due first half 2019
- ➖: Submissions after industry exhibition
- ➖: Reporting not required this quarter
- ➖: Commenced 21 December 2018
- ✔️: Completed
<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Gain internal agreement and Council support for draft strategy</td>
<td>Manager Strategic Planning</td>
<td>Sept 2018</td>
<td>80%</td>
<td>100%</td>
<td>100%</td>
<td>↓</td>
<td>Internal consultation delayed final development of the draft</td>
</tr>
<tr>
<td>- Public and Agency Consultation</td>
<td>Manager Strategic Planning</td>
<td>Dec 2018</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>↓</td>
<td>Preparing final draft for consideration</td>
</tr>
<tr>
<td>- Consideration of Submissions</td>
<td>Manager Strategic Planning</td>
<td>Mar 2019</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>••</td>
<td></td>
</tr>
<tr>
<td>- Final Review and Adoption</td>
<td>Manager Strategic Planning</td>
<td>Jun 2019</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>••</td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**
- **↑** On Target
- **↓** Below Target
- ✔ Completed
- •• Reporting not required this quarter
Summary for Quarter Two

The second quarter of 2018/2019 saw another eventful and diverse quarter for the Community & Environment with the team undertaking several events, projects and compliance tasks including:

- The Community Team organised a successful 2018 Whitsunday Schoolies Event held in Airlie Beach with 1,263 attendees along with two (2) internal and two (2) external events.
- Health, Environment & Climate issued the annual Local Law Licences/Permits/Approvals Renewals and conducted the Annual Approved Inspection Program pertaining to dog/cat registrations plus Regulated Swimming Pools.
- The NRM Team were involved in the Feral Animal Management Shoot Project targeting pest animals in various areas across the region resulting in the destruction of 151 prohibited pest animals.
- A number of meetings were held with Traditional Owner Groups to include Aboriginal Cultural Heritage input into Council’s Planning Scheme, Coastal Hazard Adaptation Projects and compliance with Indigenous Land Use Agreements (ILUA).
- 218 diverse range of community events, programs and activities were conducted both internally and as an outreach session across the Region’s four Libraries.
### Area Overview

- Administration, operation and monitoring of all programs, including the Community Assistance Grants Policy, coordinate and promote volunteering resources, host, support and operate programs for the aged, host citizen ceremonies, refresh library technology hubs, oversee the management of facilities including caravan parks and entertainment centre, promote the annual community events calendar;
- Operate and maintain libraries, mobile and home library service; including the collection management, core programs (story time, home library service) literacy, school holiday programs, public access computers;
- Administration of the Regional Arts Development Fund (RADF) grants program, plan and deliver;

### Corporate Plan Outcomes

<table>
<thead>
<tr>
<th>Governance &amp; Leadership</th>
<th>1.1 Our leadership engages with the community and provides open, accountable and transparent local government</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.2 Our leadership partners with government, industry, business and community to deliver positive outcomes</td>
</tr>
<tr>
<td></td>
<td>1.3 Our organisation is innovative, efficient and financially sustainable</td>
</tr>
<tr>
<td>People</td>
<td>2.1 Our region is active, healthy, safe and resilient</td>
</tr>
<tr>
<td></td>
<td>2.2 Our region is inclusive and motivated by a range of social, cultural and recreation opportunities</td>
</tr>
<tr>
<td>Place</td>
<td>3.1 Our built environment is well planned, effectively managed and protects our region’s heritage and character</td>
</tr>
<tr>
<td></td>
<td>3.2 Our natural environment is valued and sustainable</td>
</tr>
<tr>
<td>Prosperity</td>
<td>4.1 Our infrastructure enables economic development and facilitates investment opportunities</td>
</tr>
<tr>
<td></td>
<td>4.4 Our tourism and small business sectors are strong, sustainable and actively promoted</td>
</tr>
<tr>
<td>Corporate Plan Strategies</td>
<td>Governance &amp; Leadership</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>1.1.3</td>
<td>Engage with government, industry, business and community to inform Council's decision-making processes</td>
</tr>
<tr>
<td>1.1.4</td>
<td>Communicate Council's objectives and decisions to the community through a variety of communication tools</td>
</tr>
<tr>
<td>1.1.5</td>
<td>Develop and implement a Community Engagement Strategy that identifies multiple approaches to inform, consult and involve the community in Council decisions and initiatives</td>
</tr>
<tr>
<td>1.1.6</td>
<td>Operate advisory committees, industry reference groups and community reference groups</td>
</tr>
<tr>
<td>1.2.1</td>
<td>Build and maintain strong, collaborative and cooperative relationships across all levels of government, industry, business and community</td>
</tr>
<tr>
<td>1.2.3</td>
<td>Partner with government, industry, business and community to promote the Whitsunday region at both a national and international level</td>
</tr>
<tr>
<td>1.3.7</td>
<td>Improve methods of service delivery to the community</td>
</tr>
<tr>
<td>People</td>
<td>Effectively maintain and develop community hubs, libraries and facilities across the Whitsunday Region</td>
</tr>
<tr>
<td>2.2.2</td>
<td>Develop systems and promote the funding of local sport and recreation facilities</td>
</tr>
<tr>
<td>2.2.3</td>
<td>Encourage cooperation between community and sporting groups and maximise benefits to sporting and recreation facilities across the Whitsunday Region</td>
</tr>
<tr>
<td>2.2.5</td>
<td>Support community groups in facilitating a variety of cultural, community, sporting and recreation activities, events and programs</td>
</tr>
<tr>
<td>Place</td>
<td>Support and facilitate a variety of community awareness initiatives and programs that promote the Whitsunday region's natural environment</td>
</tr>
<tr>
<td>Prosperity</td>
<td>Partner with government, industry, business and community to create economic opportunities through encouraging and attracting investment to the Whitsunday region</td>
</tr>
</tbody>
</table>
## Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community and Social Development</td>
<td>57,500</td>
<td>85,054</td>
<td>1,753,688</td>
<td>1,106,494</td>
</tr>
<tr>
<td>Arts and Culture</td>
<td>36,720</td>
<td>35,240</td>
<td>359,546</td>
<td>154,132</td>
</tr>
<tr>
<td>Sports and Recreational Development</td>
<td></td>
<td></td>
<td>17,704</td>
<td>9,791</td>
</tr>
<tr>
<td>Library Services Operations</td>
<td>203,800</td>
<td>117,037</td>
<td>2,439,665</td>
<td>1,207,447</td>
</tr>
<tr>
<td>Youth Services and Development</td>
<td>197,530</td>
<td>176,774</td>
<td>246,618</td>
<td>212,112</td>
</tr>
<tr>
<td>Heart of the Reef Transit Facilities</td>
<td>10,000</td>
<td>196</td>
<td>21,763</td>
<td>5,373</td>
</tr>
<tr>
<td>Caravan Parks</td>
<td>701,000</td>
<td>381,594</td>
<td>584,913</td>
<td>275,243</td>
</tr>
<tr>
<td>Collinsville Independent Living</td>
<td>143,000</td>
<td>14,000</td>
<td>268,088</td>
<td>125,091</td>
</tr>
<tr>
<td>Cultural Heritage</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Capital Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library Services Operations</td>
<td>0</td>
<td>27,828</td>
<td>12,533</td>
<td>12,533</td>
</tr>
<tr>
<td>Caravan Parks</td>
<td></td>
<td>165,000</td>
<td></td>
<td>38,306</td>
</tr>
</tbody>
</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Development projects are completed on time and within budget</td>
<td>Manager Community &amp; Libraries</td>
<td>90%</td>
<td>95%</td>
<td>95%</td>
<td>95%</td>
<td>↑</td>
<td>Some applications are submitted too close to, or after, the event to allow the approval process to be completed within corporate timeframes.</td>
</tr>
<tr>
<td>Community &amp; RADF Grant Applications are decided within corporate timeframes</td>
<td>Manager Community &amp; Libraries</td>
<td>95%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Fee Waivers are processed within corporate timeframes</td>
<td>Manager Community &amp; Libraries</td>
<td>95%</td>
<td>90%</td>
<td>95%</td>
<td>93%</td>
<td>↓</td>
<td>Some applications are submitted too close to, or after, the event to allow the approval process to be completed within corporate timeframes.</td>
</tr>
<tr>
<td>Council civic events are completed on time and within budget</td>
<td>Manager Community &amp; Libraries</td>
<td>95%</td>
<td>90%</td>
<td>100%</td>
<td>95%</td>
<td>↑</td>
<td>No unscheduled events held in this period.</td>
</tr>
<tr>
<td>Whitsunday Schoolies is completed on time and within budget</td>
<td>Manager Community &amp; Libraries</td>
<td>95%</td>
<td>60%</td>
<td>100%</td>
<td>100%</td>
<td>✔</td>
<td>This is a progressive report. Schoolies was held from 17 to 23 November 2018.</td>
</tr>
<tr>
<td>Advise respective applicants that suitable funding grant rounds are open</td>
<td>Manager Community &amp; Libraries</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Libraries available to the public as advertised</td>
<td>Manager Community &amp; Libraries</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**
- ↑ On Target
- ↓ Below Target
- ✔ Completed
- ❗ Reporting not required this quarter
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>50% of the library collection has been acquired within the last 5 years</td>
<td>Manager Community &amp; Libraries</td>
<td>100%</td>
<td>66%</td>
<td>68%</td>
<td>67%</td>
<td></td>
<td>It is a requirement of State Library Queensland that 50% of books in libraries are less than 5 years old.</td>
</tr>
<tr>
<td>Home library program service is completed on schedule and budget</td>
<td>Manager Community &amp; Libraries</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library computers are available at the advertised times</td>
<td>Manager Community &amp; Libraries</td>
<td>95%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Occupancy rates at the Proserpine Tourist Park</td>
<td>Manager Community &amp; Libraries</td>
<td>45%</td>
<td>53%</td>
<td>31%</td>
<td>42%</td>
<td></td>
<td>Rates are seasonal. YTD is an increase of 7% on the 2017/18 Q2 YTD rates.</td>
</tr>
<tr>
<td>Occupancy rates at the Wangaratta Caravan Park</td>
<td>Manager Community &amp; Libraries</td>
<td>55%</td>
<td>80%</td>
<td>23%</td>
<td>52%</td>
<td></td>
<td>Rates are seasonal. YTD is an increase of 5% on the 2017/18 Q2 YTD rates.</td>
</tr>
<tr>
<td>Revenue shows an increase against 2017/18 – Proserpine Tourist Park</td>
<td>Manager Community &amp; Libraries</td>
<td>5%</td>
<td>$100,503</td>
<td>$45,104</td>
<td>$145,607</td>
<td></td>
<td>YTD is approximately $56,000 up on 2017/18 Q2 (62%) YTD revenue.</td>
</tr>
<tr>
<td>Revenue shows an increase against 2017/18 – Wangaratta Caravan Park</td>
<td>Manager Community &amp; Libraries</td>
<td>5%</td>
<td>$228,859</td>
<td>$55,639</td>
<td>$284,498</td>
<td></td>
<td>YTD is approximately $57,500 up on 2017/18 Q2 (25%) YTD revenue.</td>
</tr>
</tbody>
</table>

**Legend:**
- **↑** On Target
- **↓** Below Target
- **✓** Completed
- **••** Reporting not required this quarter

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Page | 74
Health, Environment and Climate

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Manager Health, Environment and Climate</th>
</tr>
</thead>
</table>
| Program Overview    | • Administer Whitsunday Regional Council Local Law No. 2 (Animal Management) 2014; and Animal Management (Cats and Dogs) Act 2008;  
|                     | • Maintain, enforce and assess applications in accordance with local laws and legislation; Maintain and operate off-street car parking stations;  
|                     | • Manage, regulate and assess applications - food safety programs and licences in accordance with the relevant legislation;  
|                     | • Regulation of the disposal of trade waste, and the implementation Councils trade waste program. |

Corporate Plan Outcomes

- **People**
  - 2.1 Our region is active, healthy, safe and resilient
  - 2.2 Our region is inclusive and motivated by a range of social, cultural and recreation opportunities

- **Place**
  - 3.2 Our natural environment is valued and sustainable
  - 3.4 Our infrastructure supports our region’s current and future needs

- **Prosperity**
  - 4.4 Our tourism and small business sectors are strong, sustainable and actively promoted

Corporate Plan Strategies

- **People**
  - 2.1.3 Implement enforce and review community health regulations and standards and deliver a timely and effective response to emerging health issues
  - 2.1.4 Promote healthy and balanced lifestyles and encourage physical activity
  - 2.2.6 Support community groups in facilitating a variety of cultural, community, sporting and recreation activities, events and programs

- **Place**
3.2.1 Develop and implement policies and strategies that protect and enhance the Whitsunday Region’s natural environment

3.2.3 Support and facilitate a variety of community awareness initiatives and programs that promote the Whitsunday Region’s natural environment

3.2.4 Partner with landholders to mitigate the effects of pests on the Whitsunday Region’s natural environment

3.2.5 Promote the conservation of environmental assets including the Great Barrier Reef, beaches and wetlands

Prosperity

4.4.1 Ensure a regulatory environment which is business friendly and considerate of business needs

---

**Budget Summary**

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local Laws</td>
<td></td>
<td></td>
<td>1,428,858</td>
<td>650,780</td>
</tr>
<tr>
<td>Climate Change</td>
<td>0</td>
<td>-</td>
<td>338,175</td>
<td>180,196</td>
</tr>
<tr>
<td>Public Health Management</td>
<td>202,500</td>
<td>175,056</td>
<td>690,842</td>
<td>687,061</td>
</tr>
<tr>
<td>Parking Management</td>
<td>862,200</td>
<td>556,014</td>
<td>361,172</td>
<td>148,718</td>
</tr>
<tr>
<td>Liquid Trade Waste</td>
<td>110,000</td>
<td>33,345</td>
<td>443,288</td>
<td>179,689</td>
</tr>
<tr>
<td><strong>Capital Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Law &amp; Environmental Health Applications are decided within statutory timeframes</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>90%</td>
<td>81%</td>
<td>84%</td>
<td>82.5%</td>
<td>▼</td>
<td>Low resources available with vacant LLO position during entire period</td>
</tr>
<tr>
<td>Liquor Licence referrals are responded to within corporate timeframes</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>95%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Local Law &amp; Animal Management complaints are investigated within 10 business days</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>90%</td>
<td>81%</td>
<td>92%</td>
<td>86.5%</td>
<td>▼</td>
<td>Low resources available with vacant LLO position during entire period</td>
</tr>
<tr>
<td>Environmental, Litter, Asbestos and Public Health complaints are investigated within 10 business days</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>90%</td>
<td>100%</td>
<td>80%</td>
<td>90%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Prescribed Activities under the Local Law are audited annually</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>90%</td>
<td>100%</td>
<td>20%</td>
<td>20%</td>
<td>↑</td>
<td>New audit period commenced</td>
</tr>
<tr>
<td>Food Business &amp; Food Safety Programs are audited annually</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>90%</td>
<td>95%</td>
<td>20%</td>
<td>15%</td>
<td>↑</td>
<td>New audit period commenced</td>
</tr>
<tr>
<td>Personal Appearance &amp; Devolved Environmentally Relevant Activities Services are audited annually</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>90%</td>
<td>100%</td>
<td>20%</td>
<td>18%</td>
<td>↑</td>
<td>New audit period commenced</td>
</tr>
<tr>
<td>Parking Infringements waived</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>Max 10%</td>
<td>50%</td>
<td>26%</td>
<td>38%</td>
<td>▼</td>
<td>Above target due to historical infringements being waived</td>
</tr>
</tbody>
</table>

**Legend:**

- ↑ On Target
- ▼ Below Target
- ✔ Completed
- ✿ Reporting not required this quarter
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completion of a Coastal Hazard Adaptation Plan (CHAS) that considers and communicates the impacts of climate change on our coastal communities</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>100%</td>
<td>65%</td>
<td>75%</td>
<td>70%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Businesses with liquid trade waste approvals are audited annually</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>90%</td>
<td>90%</td>
<td>30%</td>
<td>60%</td>
<td>↑</td>
<td>New monitoring period</td>
</tr>
<tr>
<td>Trade Waste applications are decided in 10 business days</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>90%</td>
<td>96%</td>
<td>92%</td>
<td>94%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Development applications are assessed in relation to environmental matters within 10 business days</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>90%</td>
<td>90%</td>
<td>95%</td>
<td>92.5%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Opening of Whitsunday Regional Council Climate Change Innovation Hub</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>June 2019</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>✔</td>
<td>Completed</td>
</tr>
<tr>
<td>Off-street parking stations available during advertised times</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>&gt;95%</td>
<td>85%</td>
<td>91%</td>
<td>88%</td>
<td>↓</td>
<td>Reliability of machines drastically increasing since major servicing in Q1</td>
</tr>
<tr>
<td>Revenue shows an increase against 2017/18 – Heart of the Reef Transit</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>5%</td>
<td>45%</td>
<td>&lt;1.2%</td>
<td>22%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Revenue shows an increase against 2017/18 – Commercial Parking Operations</td>
<td>Manager Health, Environment &amp; Climate</td>
<td>5%</td>
<td>46%</td>
<td>&gt;0.5%</td>
<td>22%</td>
<td>↑</td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**  
↑ On Target  
↓ Below Target  
✔ Completed  
☆ Reporting not required this quarter
**Natural Resources**

**Responsible Officer**
Manager Natural Resource Management

**Area Overview**

**Corporate Plan Outcomes**

| Place | 3.2 Our natural environment is valued and sustainable |

**Corporate Plan Strategies**

<table>
<thead>
<tr>
<th>Place</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.2.1 Develop and implement policies and strategies that protect and enhance the Whitsunday Region's natural environment</td>
</tr>
<tr>
<td>3.2.3 Support and facilitate a variety of community awareness initiatives and programs that promote the Whitsunday Region's natural environment</td>
</tr>
<tr>
<td>3.2.4 Partner with landholders to mitigate the effects of pests on the Whitsunday Region's natural environment</td>
</tr>
<tr>
<td>3.2.5 Promote the conservation of environmental assets including the Great Barrier Reef, beaches and wetlands</td>
</tr>
</tbody>
</table>

**Budget Summary**

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Natural Resource Management</td>
<td>627,140</td>
<td>525,503</td>
<td>1,351,270</td>
<td>627,089</td>
</tr>
<tr>
<td><strong>Capital Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KPI</td>
<td>Responsible Officer</td>
<td>2018/2019 Target</td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td>--------------------------------------------------------------------</td>
<td>------------------------------------------------</td>
<td>------------------</td>
<td>----</td>
<td>----</td>
</tr>
<tr>
<td>Develop and/or review Property Pest Plans for the region</td>
<td>Manager Natural Resource Management</td>
<td>90%</td>
<td>25%</td>
<td>50%</td>
</tr>
<tr>
<td>Response to Declared Weeds customer complaints within timeframes</td>
<td>Manager Natural Resource Management</td>
<td>95%</td>
<td>25%</td>
<td>50%</td>
</tr>
<tr>
<td>Treat declared weeds on State &amp; Council Controlled Roads</td>
<td>Manager Natural Resource Management</td>
<td>95%</td>
<td>25%</td>
<td>50%</td>
</tr>
<tr>
<td>Facilitate NRM Education Workshop &amp; Field Days</td>
<td>Manager Natural Resource Management</td>
<td>90%</td>
<td>25%</td>
<td>50%</td>
</tr>
<tr>
<td>Coordinate feral animal ground baiting activities within the region</td>
<td>Manager Natural Resource Management</td>
<td>90%</td>
<td>25%</td>
<td>50%</td>
</tr>
<tr>
<td>Coordinate aerial shooting activities throughout the region</td>
<td>Manager Natural Resource Management</td>
<td>90%</td>
<td>25%</td>
<td>50%</td>
</tr>
<tr>
<td>Treat known mosquito breeding sites</td>
<td>Manager Natural Resource Management</td>
<td>90%</td>
<td>0%</td>
<td>25%</td>
</tr>
<tr>
<td>Develop/review community bushfire management plans</td>
<td>Manager Natural Resource Management</td>
<td>90%</td>
<td>25%</td>
<td>50%</td>
</tr>
<tr>
<td>Develop/review coastal foreshore plans</td>
<td>Manager Natural Resource Management</td>
<td>90%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Develop/review beach nourishment and coastal protection work</td>
<td>Manager Natural Resource Management</td>
<td>90%</td>
<td>25%</td>
<td>50%</td>
</tr>
<tr>
<td>Develop a Reef Guardian Council Annual Plan 2018/2019</td>
<td>Manager Natural Resource Management</td>
<td>100%</td>
<td>100%</td>
<td>-</td>
</tr>
</tbody>
</table>

**Legend:**

- ↑ On Target
- ↓ Below Target
- ✓ Completed
- ⋆ Reporting not required this quarter
### Area Overview

To provide quality of life to the independent people in our population through the following objectives:

- Provide homelike accommodation; Establish and ongoing program of recreational activities to encourage tenant participation; Encourage tenant's families to contribute to the Facility's activities and functions; Market the Facility as a venue for professional service delivery and group activities; Conduct practical fundraising activities; Commit to honest and open communication, which provides accurate and appropriate information for all.

### Corporate Plan Outcomes

<table>
<thead>
<tr>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.2  Our region is inclusive and motivated by a range of social, cultural and recreation opportunities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Prosperity</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.4  Our tourism and small business sectors are strong, sustainable and actively promoted</td>
</tr>
</tbody>
</table>

### Corporate Plan Strategies

<table>
<thead>
<tr>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.2.4 Facilitate affordable living through encouraging diversity in housing development</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Prosperity</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.4.8 Promote living, investing and shopping locally</td>
</tr>
<tr>
<td>4.4.9 Encourage the retention of existing local industries and businesses and the development of emerging industries and businesses</td>
</tr>
</tbody>
</table>

### Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collinsville Independent Living</td>
<td>143,000</td>
<td>14,000</td>
<td>268,088</td>
<td>125,091</td>
</tr>
<tr>
<td>KPI</td>
<td>Responsible Officer</td>
<td>2018/2019 Target</td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td>-----</td>
<td>---------------------</td>
<td>------------------</td>
<td>----</td>
<td>----</td>
</tr>
<tr>
<td>Occupancy rates at Collinsville Independent Living Facility</td>
<td>Manager Cultural Heritage &amp; Independent Living Facility</td>
<td>20%</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>Revenue shows an increase against 2017/18 – Collinsville Independent Living Facility</td>
<td>Manager Cultural Heritage &amp; Independent Living Facility</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
</tr>
</tbody>
</table>

**Legend:**
- ➤ On Target
- ✗ Below Target
- ✔ Completed
- ✫ Reporting not required this quarter
### Cultural Heritage

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Manager Cultural Heritage &amp; Independent Living Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Overview</td>
<td>To provide equality opportunities to the Aboriginal and Torres Strait Islander people and to understand their history through the following objectives:</td>
</tr>
<tr>
<td></td>
<td>- Enriching relationships (community engagement); Enriching respect (cultural awareness and understanding); Creating opportunities (employment opportunities); Tracking progress and reporting.</td>
</tr>
</tbody>
</table>

### Corporate Plan Outcomes

<table>
<thead>
<tr>
<th>People 2.2</th>
<th>Our region is inclusive and motivated by a range of social, cultural and recreation opportunities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place 3.1</td>
<td>Our built environment is well planned, effectively managed and protects our region's heritage and character</td>
</tr>
</tbody>
</table>

### Corporate Plan Strategies

<table>
<thead>
<tr>
<th>People 2.2.6</th>
<th>Support community groups in facilitating a variety of cultural, community, sporting and recreation activities, events and programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place 3.1.2</td>
<td>Develop and implement strategies to preserve the unique character of our community and heritage places</td>
</tr>
</tbody>
</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meetings held with all Traditional Owner Groups</td>
<td>Manager Cultural Heritage &amp; Independent Living Facility</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Indigenous Land Use Agreements (ILUA) completed with all Traditional Owner Groups</td>
<td>Manager Cultural Heritage &amp; Independent Living Facility</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Reconciliation Action Plan completed</td>
<td>Manager Cultural Heritage &amp; Independent Living Facility</td>
<td>90%</td>
<td>50%</td>
<td>60%</td>
<td>55%</td>
<td>↑</td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**
- ↑ On Target
- ↓ Below Target
- ✔ Completed
- •• Reporting not required this quarter
### Summary for Quarter Two

The second quarter of the 2018/2019 Operational Plan saw the Customer Experience Directorate undertake a number of projects and activities, including:

- The contract for the Bowen Landfill Cell 1 Project was awarded to Mendi Constructions Pty Ltd;
- The RFQ for the Asset Condition Rating & Report Project was awarded to CT Management Group;
- Council advertised the tender for the Kelsey Creek Landfill Cell 5 Project;
- Council resolved to commit to a long-term Customer Service presence in the Cannonvale/Airlie Beach region;
- Envirocom were in the area continuing their School Outreach Program to better educate children around recycling;
- Customer Service aided Corporate Services in the roll-out of BPay View;
- Rehabilitation works were carried out at the Wilson Beach Transfer Station to tidy up the site and address safety issues.
Customer Service

Responsible Officer
Manager Customer Service

Area Overview
- Lead excellence in the delivery of the Customer Service Charter across the organisation, including business process improvements, e-services, after-hours service, customer contact centres and customer request management.

Corporate Plan Outcomes

Governance & Leadership
1.3 Our organisation is innovative, efficient and financially sustainable
1.4 Our workforce is skilled, valued and productive

Corporate Plan Strategies

Governance & Leadership
1.3.2 Drive a positive, proactive and responsive customer service culture across the organisation
1.3.7 Improve methods of service delivery to the community
1.4.3 Develop and implement a workplace cultural transformation program that promotes innovation, productivity and best business practice across the organisation

Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td>Customer Service Operations</td>
<td>100</td>
<td>2334</td>
<td>1,123,948</td>
</tr>
<tr>
<td>Capital Budget</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review of Customer Service Standards, completion of Customer Service Capability Framework and Process Mapping/ streamlining of Organisational Procedures to prepare for ERP implementation.</td>
<td>Manager Customer Service</td>
<td>100%</td>
<td>20%</td>
<td>50%</td>
<td>70%</td>
<td>🟢</td>
<td>A full review and regular reference to our Charter has improved standards across organisation. Q2 has seen completion of Capability training</td>
</tr>
<tr>
<td>Customer Service Requests resolved within the target timeframes</td>
<td>Manager Customer Service</td>
<td>90%</td>
<td>88.8%</td>
<td>85.8%</td>
<td>87.3%</td>
<td>⬇</td>
<td>This financial year return phone calls (Call Backs) were added to our CRM totals to improve accountability. Regular CRM resolution is at 90.14%</td>
</tr>
<tr>
<td>Customer Service Requests resolved at first point of contact</td>
<td>Manager Customer Service</td>
<td>85%</td>
<td>81.8%</td>
<td>78.2%</td>
<td>80.2%</td>
<td>⬇</td>
<td>This year CEO wanted a 5% increase to 85%. Specialised requests have seen more calls transferred to departments.</td>
</tr>
<tr>
<td>Electronic Payments as total of Payments (%)</td>
<td>Manager Customer Service</td>
<td>60%</td>
<td>65.8%</td>
<td>51.0%</td>
<td>61.1%</td>
<td>🟢</td>
<td>Q2 has seen payments fall to 51%. The upcoming notice periods in Feb/March and BPAY View implementation will see % increase.</td>
</tr>
<tr>
<td>Maintain Call Centre ASL (average service level) standard including Afterhours</td>
<td>Manager Customer Service</td>
<td>81%</td>
<td>85.3%WRC</td>
<td>86.9%WRC</td>
<td>86.2%WR C</td>
<td>🟢</td>
<td>Both WRC and After hours call centre are exceeding set Average Service Level for calls</td>
</tr>
</tbody>
</table>

**Legend:**
- 🟢 On Target
- ⬇ Below Target
- ✔ Completed
- ⚫ Reporting not required this quarter
## Parks and Gardens

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Manager Parks and Gardens</th>
</tr>
</thead>
</table>

### Area Overview

- Maintenance of active and passive open space areas;
- Maintenance and construction of cemeteries, opening and closing of graves, landscaping and presentation;
- Maintenance and construction, including assurance of safety, health standards, management of contract conditions associated with parks assets;
- Administration, maintenance and management of contract conditions at aquatic facilities;
- Administration and operation of all playgrounds.

### Corporate Plan Outcomes

#### Governance & Leadership

1.3 Our organisation is innovative, efficient and financially sustainable

#### People

2.2 Our region is inclusive and motivated by a range of social, cultural and recreation opportunities

### Corporate Plan Strategies

#### Governance & Leadership

1.3.7 Improve methods of service delivery to the community

#### People

2.2.1 Effectively maintain public spaces and ensure they are accessible to people of all ages and abilities

2.2.6 Support community groups in facilitating a variety of cultural, community, sporting and recreation activities, events and programs.
# Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cemeteries</td>
<td>169,621</td>
<td>63,781</td>
<td>469,397</td>
<td>236,224</td>
</tr>
<tr>
<td>Parks and Gardens</td>
<td>8,692</td>
<td>3,630</td>
<td>9,660,925</td>
<td>4,322,820</td>
</tr>
<tr>
<td>Public Amenities</td>
<td>0</td>
<td>3,234</td>
<td>1,557,416</td>
<td>796,342</td>
</tr>
<tr>
<td>Pools, Lagoons &amp; Enclosures</td>
<td>2,500</td>
<td>1,636</td>
<td>2,332,551</td>
<td>969,375</td>
</tr>
<tr>
<td><strong>Capital Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cemeteries</td>
<td></td>
<td></td>
<td>30,000</td>
<td>20,733</td>
</tr>
<tr>
<td>Parks and Gardens</td>
<td>12,557,000</td>
<td>1,736,296</td>
<td>14,746,318</td>
<td>3,480,448</td>
</tr>
<tr>
<td>Public Amenities</td>
<td></td>
<td></td>
<td>25,000</td>
<td></td>
</tr>
<tr>
<td>Pools, Lagoons &amp; Enclosures</td>
<td>916,755</td>
<td></td>
<td>439,914</td>
<td></td>
</tr>
<tr>
<td>KPI</td>
<td>Responsible Officer</td>
<td>2018/2019 Target</td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td>--------------------------------------------------------------------</td>
<td>---------------------</td>
<td>------------------</td>
<td>-----</td>
<td>-----</td>
</tr>
<tr>
<td>Adopted maintenance schedules for all P&amp;G Assets completed on time and within budget</td>
<td>Manager Parks &amp; Gardens</td>
<td>95%</td>
<td>95%</td>
<td>95%</td>
</tr>
<tr>
<td>All developmental and improvement works for P&amp;G assets completed on time and within budget</td>
<td>Manager Parks &amp; Gardens</td>
<td>95%</td>
<td>95%</td>
<td>95%</td>
</tr>
<tr>
<td>All passive spaces and recreation networks are available, safe and accessible at all reasonable hours</td>
<td>Manager Parks &amp; Gardens</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Active spaces, Assets and Aquatic facilities comply with all relevant standards for safety, occupancy and environmental impact</td>
<td>Manager Parks &amp; Gardens</td>
<td>100%</td>
<td>85%</td>
<td>90%</td>
</tr>
<tr>
<td>All P&amp;G contracts including aquatic facilities are managed and audited to ensure compliance</td>
<td>Manager Parks &amp; Gardens</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Legend:**
- ↑ On Target
- ↓ Below Target
- ✔ Completed
- ⚫ Reporting not required this quarter
Waste Services

Responsible Officer
Manager Waste Services

Area Overview
- Collection, recycling and disposal of domestic waste, landfill management, environmental management;
- Construction and upgrade of waste management infrastructure and facilities.

Corporate Plan Outcomes
Place
3.2 Our natural environment is valued and sustainable

Corporate Plan Strategies
Place
3.2.2 Develop waste services and systems that ensure the integrity of the Whitsunday Region's natural environment

Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
<th>Proposed Dividend to Council</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Waste Management Administration</td>
<td></td>
<td></td>
<td>505,755</td>
<td>262,948</td>
<td></td>
</tr>
<tr>
<td>Refuse Tips and Transfer Stations</td>
<td>4,707,810</td>
<td>2,322,674</td>
<td>4,396,261</td>
<td>1,964,088</td>
<td></td>
</tr>
<tr>
<td>Waste Management Domestic Refuse Collection</td>
<td>4,808,210</td>
<td>2,377,780</td>
<td>2,386,371</td>
<td>1,158,020</td>
<td></td>
</tr>
<tr>
<td>Capital Budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Waste Management</td>
<td>6,560,860</td>
<td></td>
<td></td>
<td>172,261</td>
<td></td>
</tr>
</tbody>
</table>
# Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance with Environmental Licence conditions and any DES requirements arising from Environmental Inspections</td>
<td>Manager Waste Services</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery of Capital Works Program</td>
<td>Manager Waste Services</td>
<td>100%</td>
<td>33%</td>
<td>38%</td>
<td>38%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Achieve annual kerbside waste diversion of 20% for 2018-2019 period</td>
<td>Manager Waste Services</td>
<td>20%</td>
<td>15%</td>
<td>45%</td>
<td>30%</td>
<td></td>
<td>The significant increase is due to increased recycling activities and improvements made around reporting.</td>
</tr>
<tr>
<td>Establish new Landfill Cell for Bowen Landfill site</td>
<td>Manager Waste Services</td>
<td>100%</td>
<td>40%</td>
<td>45%</td>
<td>45%</td>
<td></td>
<td>Contract awarded to Mendi Pty Ltd. Site preparations commenced however works were ceased as of 10 December due to inclement weather.</td>
</tr>
<tr>
<td>Establish new Landfill Cell for Kelsey Creek Landfill site</td>
<td>Manager Waste Services</td>
<td>100%</td>
<td>20%</td>
<td>30%</td>
<td>30%</td>
<td></td>
<td>Tender advertised 3 December 2018.</td>
</tr>
</tbody>
</table>

**Legend:**
- 
- Reporting not required this quarter
## Engineering Services

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Director Engineering Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Areas of Responsibility</strong></td>
<td></td>
</tr>
<tr>
<td>• Disaster Management;</td>
<td></td>
</tr>
<tr>
<td>• Disaster Recovery;</td>
<td></td>
</tr>
<tr>
<td>• Foxdale Quarry;</td>
<td></td>
</tr>
<tr>
<td>• Roads;</td>
<td></td>
</tr>
<tr>
<td>• Stormwater Drainage;</td>
<td></td>
</tr>
<tr>
<td>• Whitsunday Water.</td>
<td></td>
</tr>
</tbody>
</table>

| Risk Strategies | Emergency Services legislation; Statutory/design standards; Natural Disaster Management Plans; Appointment of a Disaster Management Coordinator; Communication strategies; and Local Disaster Management Group to help prevent disruption risks and/or delays to response during an adverse event resulting in prolonged service outages to the Community. |

## Summary for Quarter Two

Construction of the new recycled water main from Mullers Lagoon to the Bowen Racecourse is progressing well with contractors having installed the pipeline through Mullers Lagoon Parkland and also through sites on Hillview and Argyle Park Road; The installation of smart metering and upgrades to existing irrigation networks in several parklands has also commenced. The construction of the Bowen Sewerage Treatment Plant by Principal Contractor Aquatec Maxcon commenced in Late December. Aquatec Maxcon established site mid-December, constructing site offices and starting significant earth works. Throughout the Quarter, Water and Sewerage crews have been utilised on the Airlie Foreshore Trunk Sewer upgrade and have also commenced refurbishment works on Cannonvale Sewerage Pump Stations.

Wet weather has hampered Roads and drainage construction projects however significant works were still completed throughout December. Reconstruction of Mt Nutt Rd, including drainage upgrades was completed along with the redesign and construction of pedestrian infrastructure in Herbert Street Bowen. Installation of Kerb and Channelling at Brisk bay, Whyte Avenue was also finalised. Proserpine Work crews finalised work on an additional carpark at Proserpine Swimming pool and finished all sealing and drainage works on Gloucester Avenue. In Collinsville, upgrade of the intersection of Stanley Street and Railway Road is being finalised prior to commencement of further upgrade on Strathmore Rd.
Disaster Management

Responsible Officer

Disaster Management Coordinator

Area Overview

- Emergency management planning and preparedness, community awareness, risk identification and mitigation, WDM Group training and simulation;
- Support for the local State Emergency Service in ensuring response capability;
- Activation of response and recovery operations to natural and human-made disasters.

Corporate Plan Outcomes

People

2.1 Our region is active, healthy, safe and resilient

Corporate Plan Strategies

People

2.1.1 Maintain and develop Council’s emergency and disaster management planning, prevention, response and recovery capabilities

2.1.2 Continue to partner with emergency service providers, government agencies and recovery authorities to ensure effective resource planning and provision

Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disaster Management Operations</td>
<td>17,618</td>
<td>17,098</td>
<td>688,885</td>
<td>381,098</td>
</tr>
<tr>
<td>State Emergency Service Support</td>
<td>22,400</td>
<td></td>
<td>255,005</td>
<td>50,179</td>
</tr>
<tr>
<td>Disaster Management Response</td>
<td></td>
<td></td>
<td>340,110</td>
<td>-</td>
</tr>
<tr>
<td>Capital Budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disaster Management Operations</td>
<td></td>
<td></td>
<td>70,469</td>
<td>34,033</td>
</tr>
<tr>
<td>KPI</td>
<td>Responsible Officer</td>
<td>2018/2019 Target</td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------------------</td>
<td>------------------</td>
<td>----</td>
<td>----</td>
</tr>
<tr>
<td>Annual review of Whitsunday Disaster Management Plan in accordance with s59 Disaster Management Act 2003</td>
<td>Disaster Management Coordinator</td>
<td>June 2019</td>
<td>-</td>
<td>100%</td>
</tr>
<tr>
<td>Annual Disaster Management Exercise to review and assess disaster management and disaster response capability of Whitsunday Disaster Management group in accordance with s30 &amp; s80 Disaster Management Act 2003</td>
<td>Disaster Management Coordinator</td>
<td>100%</td>
<td>25%</td>
<td>25%</td>
</tr>
<tr>
<td>Disaster Management group meetings are held at least 1 in every 6 months</td>
<td>Disaster Management Coordinator</td>
<td>100%</td>
<td>50%</td>
<td>-</td>
</tr>
<tr>
<td>Support State Emergency Service (SES) by ensuring operational expenditure of allocated budget</td>
<td>Disaster Management Coordinator</td>
<td>75%</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>Annual servicing, maintenance and upgrades where approved of Council owned and operated Flood Warning Systems including Rainfall and River Stations, Automatic Weather Stations and Flood Cameras</td>
<td>Disaster Management Coordinator</td>
<td>100%</td>
<td>25%</td>
<td>25%</td>
</tr>
</tbody>
</table>

**Legend:**

- 🔺 On Target
- 🔻 Below Target
- ✓ Completed
- ◆ Reporting not required this quarter
Foxdale Quarry

Responsible Officer
Director Engineering Services

Area Overview
- The Foxdale quarry’s predominant role is to produce and meet the quarry product needs of Council’s road infrastructure maintenance and construction operations;
- To provide external client base quality quarry construction materials and in turn provide Council a return on investment as the external client base keeps the quarry operations focused as a commercial entity.

Corporate Plan Outcomes
1.2 Our leadership partners with government, industry, business and community to deliver positive outcomes.
1.3 Our organisation is innovative, efficient and financially sustainable.
3.4 Our infrastructure supports our region’s current and future needs.

Corporate Plan Strategies
1.2.1 Build and maintain strong, collaborative and cooperative relationships across all levels of government, industry, business and community.
1.3.3 Develop and implement business improvement systems and long-term asset management plans that support innovation and sustainability of service delivery.
1.3.6 Maximise commercial benefits to Council’s business units and assets.
1.3.7 Improve methods of service delivery to the community.
3.4.1 Develop and maintain effective roads and drainage infrastructure, networks and facilities.

Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Operational Budget</th>
<th>Capital Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Revenue Budget $</td>
<td></td>
</tr>
<tr>
<td>Quarry Operations</td>
<td>2,569,650</td>
<td>593,776</td>
</tr>
<tr>
<td></td>
<td>Revenue Actual YTD $</td>
<td></td>
</tr>
<tr>
<td>Quarry Operations</td>
<td>1,207,697</td>
<td>287,269</td>
</tr>
<tr>
<td></td>
<td>Expenditure Budget $</td>
<td></td>
</tr>
<tr>
<td>Quarry Operations</td>
<td>3,154,171</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Expenditure Actual YTD $</td>
<td></td>
</tr>
<tr>
<td>Quarry Operations</td>
<td>1,001,388</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Proposed dividend to Council</td>
<td></td>
</tr>
<tr>
<td></td>
<td>As per Dividend Policy</td>
<td></td>
</tr>
</tbody>
</table>

Key Performance Indicators
<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finalise the Quarry crushing plant upgrade - installation of additional new crushing plant and equipment to increase the daily production capability to over 1,000 tonnes per day output.</td>
<td>Quarry Manager</td>
<td>100%</td>
<td>75%</td>
<td>100%</td>
<td>100%</td>
<td>⬆</td>
<td>Installation of the new crushing plant is complete. During November and December, the crushing plant’s output regularly exceeded 1100 tonnes per day.</td>
</tr>
<tr>
<td>Following implementation of new crushing plant and equipment, re-establish pre-existing relationships with local concrete batch plants with a view of returning to preferred supplier status.</td>
<td>Quarry Manager</td>
<td>75%</td>
<td>25%</td>
<td>10%</td>
<td>35%</td>
<td>⬇</td>
<td>The quarry has verified that the new crushing plant produces a premium concrete aggregate. Further marketing of our product is required to increase sales of concrete aggregate in a very competitive market</td>
</tr>
<tr>
<td>Crush, establish and maintain minimum stockpiles balances to align with product peak demand periods in advance of the wet season.</td>
<td>Quarry Manager</td>
<td>100%</td>
<td>50%</td>
<td>50%</td>
<td>50%</td>
<td>⬆</td>
<td>Quarry stock piles are at or exceed their recommended levels as of December 31st, 2018. Due to the very large stock piles of armour rock being held for Shute Harbour, Production stock piling is hampered as stock pile room is restricted</td>
</tr>
<tr>
<td>To operate as a commercially focussed entity and aim to meet client expectation (both internal and external). Focus for the quarry to continue to generate a profit to ensure its ongoing validity.</td>
<td>Quarry Manager</td>
<td>June 2019</td>
<td>25%</td>
<td>50%</td>
<td></td>
<td>⬆</td>
<td>The quarry has incurred substantial costs to prepare armour rock for the Shute Harbour upgrade. Once revenue is received for the sales of these materials, the quarry is expected to return to profitability.</td>
</tr>
</tbody>
</table>

**Legend:**
- ⬆ On Target
- ⬇ Below Target
- ✔ Completed
- ⚫ Reporting not required this quarter
### Roads

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Executive Manager Roads &amp; Drainage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Area Overview</strong></td>
<td>• Engineering investigations works programming and design, certifications, asset management planning;</td>
</tr>
<tr>
<td></td>
<td>• Scheduled and reactive maintenance, reseals, patching, street lighting, material stockpiles, boat ramps, bridges, footpaths, traffic control, facilities, signs and rural roads;</td>
</tr>
<tr>
<td></td>
<td>• Construction and re-construction of roads and public facilities;</td>
</tr>
<tr>
<td></td>
<td>• NDRRA projects as required;</td>
</tr>
<tr>
<td></td>
<td>• Maintenance works on state controlled roads.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Corporate Plan Outcomes</th>
<th>Governance &amp; Leadership</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Corporate Plan Strategies</strong></td>
<td>1.1 Our leadership engages with the community and provides open, accountable and transparent local government</td>
</tr>
<tr>
<td></td>
<td>1.2 Our infrastructure supports our region’s current and future needs</td>
</tr>
<tr>
<td></td>
<td>1.3 Our organisation is innovative, efficient and financially sustainable</td>
</tr>
<tr>
<td></td>
<td>1.4 Our workforce is skilled, valued and productive</td>
</tr>
<tr>
<td><strong>Place</strong></td>
<td>3.3 Our region is accessible and connected</td>
</tr>
<tr>
<td></td>
<td>3.4 Our infrastructure supports our region’s current and future needs</td>
</tr>
<tr>
<td><strong>Prosperity</strong></td>
<td>4.3 Our agriculture sector is sustainable and enjoys access to strong export and development opportunities</td>
</tr>
</tbody>
</table>

**Governance & Leadership**

<table>
<thead>
<tr>
<th>Corporate Plan Strategies</th>
<th>Governance &amp; Leadership</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1.5 Develop and implement a Community Engagement Strategy that identifies multiple approaches to inform, consult and involve the community in Council decisions and initiatives</td>
<td></td>
</tr>
<tr>
<td>1.2.1 Build and maintain strong, collaborative and cooperative relationships across all levels of government, industry, business and community</td>
<td></td>
</tr>
<tr>
<td>1.2.2</td>
<td>Identify opportunities for alignment between Council’s interests and objectives with those of Federal and State Governments</td>
</tr>
<tr>
<td>1.3.3</td>
<td>Develop and implement business improvement systems and long-term asset management plans that support innovation and sustainability of service delivery</td>
</tr>
<tr>
<td>1.3.4</td>
<td>Develop Council’s knowledge management systems to make available information as required by the community and council decision makers</td>
</tr>
<tr>
<td>1.3.7</td>
<td>Improve methods of service delivery to the community</td>
</tr>
<tr>
<td>1.4.3</td>
<td>Develop and implement a workplace cultural transformation program that promotes innovation, productivity and best business practice across the organisation</td>
</tr>
<tr>
<td>1.4.4</td>
<td>Provide for the safety, security, health and well-being of Council employees and contractors</td>
</tr>
</tbody>
</table>

**Place**

| 3.3.2 | Improve Collinsville-Proserpine connectivity and investigate the viability of a direct Collinsville-Proserpine Transport Corridor |
| 3.3.3 | Partner with Federal and State Governments to develop and maintain a high-quality transport and road network |
| 3.4.1 | Develop and maintain effective roads and drainage infrastructure, networks and facilities |
| 3.4.3 | Develop integrated asset management plans to effectively manage and maintain road, water and waste water infrastructure and ensure assets meet the demands of a growing population |
| 3.4.7 | Partner with Federal and State Governments to enhance the Whitsunday region’s capacity for ongoing development and infrastructure maintenance |
| 4.3.2 | Maintain road infrastructure that meets the needs of primary producers and industry stakeholders |
## Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aquatic Assets &amp; Boat Ramps</td>
<td>71,500</td>
<td>73,000</td>
<td>127,095</td>
<td>90,520</td>
</tr>
<tr>
<td>Design &amp; Asset Management</td>
<td>1,040</td>
<td>520</td>
<td>1,480,678</td>
<td>406,441</td>
</tr>
<tr>
<td>Flood Damage Restoration</td>
<td>3,274,402</td>
<td>872,634</td>
<td>4,119,315</td>
<td>1,470,830</td>
</tr>
<tr>
<td>RMPC Recoverable Works</td>
<td>4,085,000</td>
<td>1,666,764</td>
<td>3,738,613</td>
<td>1,311,887</td>
</tr>
<tr>
<td>Road Maintenance</td>
<td>1,488,430</td>
<td>521,998</td>
<td>13,448,859</td>
<td>6,125,807</td>
</tr>
<tr>
<td><strong>Capital Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aquatic Assets &amp; Boat Ramps</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Road Construction</td>
<td>3,423,197</td>
<td>1,248,220</td>
<td>12,765,528</td>
<td>5,031,782</td>
</tr>
<tr>
<td>Flood Damage Restoration</td>
<td>54,217,601</td>
<td>5,644,953</td>
<td>64,542,068</td>
<td>16,341,688</td>
</tr>
<tr>
<td>W4Q</td>
<td>600,000</td>
<td>2,907</td>
<td>2,402,984</td>
<td>834,038</td>
</tr>
</tbody>
</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designs for 2019/20 pre-planned capital works program to be completed by March 2019</td>
<td>Executive Manager Roads &amp; Drainage</td>
<td>75%</td>
<td>40%</td>
<td>50%</td>
<td>50%</td>
<td>🟢</td>
<td>Currently on target to achieve</td>
</tr>
<tr>
<td>Scheduled maintenance works are completed on time and budget</td>
<td>Executive Manager Roads &amp; Drainage</td>
<td>100%</td>
<td>25%</td>
<td>55%</td>
<td>55%</td>
<td>🟢</td>
<td>Works progressing in line with budget.</td>
</tr>
<tr>
<td>Road construction programs are completed according to approved schedule on time and budget</td>
<td>Executive Manager Roads &amp; Drainage</td>
<td>100%</td>
<td>30%</td>
<td>50%</td>
<td>50%</td>
<td>🟢</td>
<td>Overall works progressing to program, some delays on individual projects</td>
</tr>
<tr>
<td>RMPC contracted works delivered on time and budget</td>
<td>Executive Manager Roads &amp; Drainage</td>
<td>100%</td>
<td>25%</td>
<td>45%</td>
<td>45%</td>
<td>🔴</td>
<td>Works delivered consistent with program, some delay in progress claims</td>
</tr>
</tbody>
</table>

**Legend:**

- 🟢 On Target
- 🔴 Below Target
- ✅ Completed
- ••• Reporting not required this quarter
Stormwater Drainage

Responsible Officer
Executive Manager Roads & Drainage

Area Overview
- Scheduled and reactive maintenance to maintain the stormwater drainage network serviceable;
- Construction and upgrade of stormwater drainage infrastructure and facilities.

Corporate Plan Outcomes
Place
3.4 Our infrastructure supports our region’s current and future needs

Corporate Plan Strategies
Place
3.4.2 Develop and maintain effective water and waste water infrastructure, networks and facilities
3.4.3 Develop integrated asset management plans to effectively manage and maintain road, water and waste water infrastructure and ensure assets meet the demands of a growing population

Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Budget</td>
<td>Stormwater Drainage Operations</td>
<td>0</td>
<td>51,152</td>
<td></td>
</tr>
<tr>
<td>Capital Budget</td>
<td>Stormwater Drainage Operations</td>
<td>250,000</td>
<td>76,960</td>
<td>1,298,265</td>
</tr>
</tbody>
</table>
### Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designs for capital works program to be completed by 31/3/19</td>
<td>Executive Manager Roads &amp; Drainage</td>
<td>100%</td>
<td>40%</td>
<td>70%</td>
<td>70%</td>
<td>✔️</td>
<td>Majority of designs completed</td>
</tr>
<tr>
<td>Drainage network maintained in accordance with approved service levels as identified in the Transport Asset Management Plan</td>
<td>Executive Manager Roads &amp; Drainage</td>
<td>100%</td>
<td>25%</td>
<td>50%</td>
<td>50%</td>
<td>✔️</td>
<td>Works progressing in line with budget</td>
</tr>
<tr>
<td>Scheduled maintenance works are completed on time and budget</td>
<td>Executive Manager Roads &amp; Drainage</td>
<td>90%</td>
<td>25%</td>
<td>55%</td>
<td>55%</td>
<td>✔️</td>
<td>Works progressing in line with budget</td>
</tr>
<tr>
<td>Stormwater drainage construction programs are completed according to approved schedule on time and budget</td>
<td>Executive Manager Roads &amp; Drainage</td>
<td>100%</td>
<td>25%</td>
<td>70%</td>
<td>70%</td>
<td>✔️</td>
<td>Program of works is progressing to schedule</td>
</tr>
</tbody>
</table>

**Legend:**
- ✔️ On Target
- 🔻 Below Target
- ✅ Completed
- ✞ Reporting not required this quarter
## Water and Sewerage

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Chief Operating Officer Whitsunday Water</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Area Overview</strong></td>
<td>• Sewerage Operations, waste treatment, collection and reticulation;</td>
</tr>
<tr>
<td></td>
<td>• Scheduled and reactive maintenance to maintain the sewerage network serviceable;</td>
</tr>
<tr>
<td></td>
<td>• Construction and upgrade of sewerage infrastructure and facilities;</td>
</tr>
<tr>
<td></td>
<td>• Water treatment, distribution and reticulation;</td>
</tr>
<tr>
<td></td>
<td>• Scheduled and reactive maintenance to maintain the water supply network serviceable;</td>
</tr>
<tr>
<td></td>
<td>• Construction and upgrade of water supply infrastructure and facilities.</td>
</tr>
</tbody>
</table>

### Corporate Plan Outcomes

<table>
<thead>
<tr>
<th>Place</th>
<th>3.2 Our natural environment is valued and sustainable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3.4 Our infrastructure supports our region’s current and future needs</td>
</tr>
</tbody>
</table>

### Corporate Plan Strategies

<table>
<thead>
<tr>
<th>Place</th>
<th>3.2.2 Develop water and waste services and systems that ensure the integrity of the Whitsunday Region's natural environment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3.4.2 Develop and maintain effective water and waste water infrastructure, networks and facilities</td>
</tr>
<tr>
<td></td>
<td>3.4.3 Develop integrated asset management plans to effectively manage and maintain road, water and waste water infrastructure and ensure assets meet the demands of a growing population</td>
</tr>
<tr>
<td></td>
<td>3.4.5 Develop effective customer focused water and sewerage services that protect public health</td>
</tr>
<tr>
<td></td>
<td>3.4.6 Develop a planned approach to securing the Whitsunday Region’s water supply</td>
</tr>
<tr>
<td></td>
<td>3.4.7 Partner with Federal and State Governments to enhance the Whitsunday region’s capacity for ongoing development and infrastructure maintenance</td>
</tr>
<tr>
<td></td>
<td>3.4.8 Engage with Federal and State Governments regarding regional and national water security issues</td>
</tr>
</tbody>
</table>
## Budget Summary

<table>
<thead>
<tr>
<th>Area Activity</th>
<th>Revenue Budget $</th>
<th>Revenue Actual YTD $</th>
<th>Expenditure Budget $</th>
<th>Expenditure Actual YTD $</th>
<th>Proposed Dividend to Council</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sewerage Operations</td>
<td>15,688,000</td>
<td>8,018,797</td>
<td>16,330,655</td>
<td>6,859,358</td>
<td>As per Dividend Policy</td>
</tr>
<tr>
<td>Water Supply Operations</td>
<td>17,545,853</td>
<td>8,825,366</td>
<td>17,792,525</td>
<td>9,045,850</td>
<td>As per Dividend Policy</td>
</tr>
<tr>
<td><strong>Capital Budget</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sewerage Operations</td>
<td>3,363,269</td>
<td>19,618</td>
<td>28,916,011</td>
<td>3,146,379</td>
<td></td>
</tr>
<tr>
<td>Water Supply Operations</td>
<td>1,000,000</td>
<td>275,232</td>
<td>11,161,638</td>
<td>948,902</td>
<td></td>
</tr>
</tbody>
</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance with Customer Service Standards</td>
<td>COO Whitsunday Water</td>
<td>95%</td>
<td>98%</td>
<td>99%</td>
<td>99%</td>
<td>↑</td>
<td>On Target</td>
</tr>
<tr>
<td>Compliance with Drinking Water Quality Management Plans; samples meet ADWG</td>
<td>COO Whitsunday Water</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↑</td>
<td>On Target</td>
</tr>
<tr>
<td>Compliance with Environmental Licence conditions; no offences received</td>
<td>COO Whitsunday Water</td>
<td>100%</td>
<td>98%</td>
<td>100%</td>
<td>99%</td>
<td>↓</td>
<td>Proserpine STP Ammonia Exceedance by Downer Utilities on 20th of July.</td>
</tr>
<tr>
<td>Delivery of Capital Works Program on time and within budget</td>
<td>COO Whitsunday Water</td>
<td>90%</td>
<td>11.57%</td>
<td>27.5%</td>
<td>39%</td>
<td>↑</td>
<td>Rate of Project Completing Increases in Q3 and Q4 as Projects were in planning, design and procurement stages in Q1 &amp; Q2</td>
</tr>
<tr>
<td>2018-19 Capital works planning program in place with project briefs &amp; detailed description statements (BID) in place</td>
<td>COO Whitsunday Water</td>
<td>March 2019</td>
<td>-</td>
<td>30%</td>
<td>30%</td>
<td>⋆</td>
<td>Reporting not required this quarter</td>
</tr>
<tr>
<td>Network master plans updated for water, sewerage and recycled water networks to meet region’s needs</td>
<td>COO Whitsunday Water</td>
<td>June 2019</td>
<td>-</td>
<td>70%</td>
<td>70%</td>
<td>⋆</td>
<td>Plans in place for water and sewerage networks, but revision opportunity exists with modest water savings</td>
</tr>
<tr>
<td>Feasibility planning for Dalrymple Point Sewer completed</td>
<td>COO Whitsunday Water</td>
<td>June 2019</td>
<td>-</td>
<td>-</td>
<td>100%</td>
<td>✔</td>
<td>Completed</td>
</tr>
</tbody>
</table>

**Legend:**
- ↑ On Target
- ↓ Below Target
- ✔ Completed
- ⋆ Reporting not required this quarter
### Key Performance Indicators

<table>
<thead>
<tr>
<th>KPI</th>
<th>Responsible Officer</th>
<th>2018/2019 Target</th>
<th>Q1</th>
<th>Q2</th>
<th>YTD</th>
<th>Status</th>
<th>Status Commentary as at 31 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detailed design for Cannonvale Bulk Water Pipeline Upgrade Project completed</td>
<td><strong>COO Whitsunday Water</strong></td>
<td>March 2019</td>
<td>-</td>
<td>90%</td>
<td>90%</td>
<td>vagy</td>
<td>On Target</td>
</tr>
<tr>
<td>Asset renewal priority annual programs (i.e. Sewer relining, Unlined CI Fitting replacement, switchboards, pumps, bores and meter replacement)</td>
<td><strong>COO Whitsunday Water</strong></td>
<td>March 2019</td>
<td>-</td>
<td>60%</td>
<td>60%</td>
<td>vagy</td>
<td>On Target</td>
</tr>
<tr>
<td>Compliance with Service Indicators as detailed in the Whitsunday Regional Water and Waste Annual Performance Plan 2018-2019</td>
<td><strong>COO Whitsunday Water</strong></td>
<td>June 2019</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>végig</td>
<td>Reporting not required this quarter</td>
</tr>
</tbody>
</table>

**Legend:**
- **↑** On Target
- **↓** Below Target
- **✓** Completed
- **•** Reporting not required this quarter