

VML:CD
Vicki Lukritz
3810 6221

22 November 2018

Sir/Madam

Notice is hereby given that a Meeting of the **GOVERNANCE COMMITTEE** is to be held in the **Council Chambers** on the 2nd Floor of the Council Administration Building, 45 Roderick Street, Ipswich commencing at **12.30 pm or 10 minutes after the conclusion of the Environment Committee, whichever is the earlier** on **Tuesday, 27 November 2018**.

<u>MEMBERS OF THE GOVERNANCE COMMITTEE</u>	
Greg Chemello (Interim Administrator) (Chairperson)	

Yours faithfully

CHIEF EXECUTIVE OFFICER

GOVERNANCE COMMITTEE AGENDA

12.30 pm or 10 minutes after the conclusion of the Environment Committee,
whichever is the earlier on, 27 November 2018
Council Chambers

Item No.	Item Title	Officer
1	**Queensland Urban Utilities Quarterly Report for the Quarter Ended September 2018	DRM
2	**Tender 12550 – Queens Parks Lease and Operation	PO(PCO)
3	**New Lease to JBS Australia Pty Ltd, Part of 81 Riverview Road, Riverview, described as Lease A in Lot 2 on RP164517 on SP110194	DRM
4	**Proposed Arrangement to the West Moreton Greyhound Owners and Trainers Association Inc. Part of 126A Chubb Street, One Mile, described as Part of Lot 69 on SP169626	DRM
5	BUS 237-0313 Local Buy Tender Evaluation Report for Retail Electricity Supply for Street Lighting	CO
6	Adoption of the Minister’s Code of Conduct for Councillors	CSPO
7	Transformational Project No. 6 – Review and Implement an Improved Complaints Management Framework – Policies	CSPO
8	Assessment on Ipswich City Council’s (ICC) Progress Towards Implementing the 2018–2019 Operational Plan	A/COO(FCS)
9	Request for Rates Concession – 14 Howard Street, Goodna	RPS
10	Month-End Performance – October 2018	A/FM
11	Customer Service Activities Status Report – October 2018	SCOM
12	Financial Delegations Exercised – November 2018	A/CEO
13	Report – Employee Development Advisory Committee No. 2018(06) of 20 November 2018	-

** Item includes confidential papers

GOVERNANCE COMMITTEE NO. 2018(02)

27 NOVEMBER 2018

AGENDA

1. ****QUEENSLAND URBAN UTILITIES QUARTERLY REPORT FOR THE QUARTER ENDED SEPTEMBER 2018**

With reference to a report by the Development and Relationship Manager dated 30 October 2018 concerning Queensland Urban Utilities' (QUU) Quarterly Report for the quarter ended September 2018.

RECOMMENDATION

That report be received and the contents noted.

2. ****TENDER 12550 – QUEENS PARK LEASE AND OPERATION**

With reference to a report by the Principal Officer (Procurement and Contract Operations) dated 5 November 2018 concerning the award of Prequalified Supplier Arrangement for the lease and operation of the Queens Park Café.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That Council (Interim Administrator of Ipswich City Council) enter into a Trustee lease with Franchise Engineering Suppliers Pty Ltd ("the tenant") for a period of sixty months, from 1 March 2019 to 28 February 2024.
 - B. That Council (Interim Administrator of Ipswich City Council), as Trustee, resolve pursuant to section 227 of the *Local Government Regulation 2012* (the Regulation) to the disposal of the leasehold interest located at part of Lease D in Lot 1 on SP154140 ON SP230095 and Lease B & C being part of the ground floor and all of the first floor respectively of a building on lot 1 on SP154140 ("the land"), by way of a leasehold arrangement between Council and Franchise Engineering Suppliers Pty Ltd for a consideration sum of \$68,865.95 per annum, if demanded (excluding GST).
 - C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the Trustee Lease to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.
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3. **NEW LEASE TO JBS AUSTRALIA PTY LTD, PART OF 81 RIVERVIEW ROAD, RIVERVIEW, DESCRIBED AS LEASE A IN LOT 2 ON RP164517 ON SP110194

With reference to a report by the Development and Relationship Manager dated 30 October 2018 concerning the new lease between Ipswich City Council (Council) and JBS Australia Pty Ltd (JBS) located over part of 81 Riverview Road, Riverview and described as Lease A in Lot 2 on RP164517 on SP110194.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That pursuant to section 236(2) of the *Local Government Regulation 2012* (the Regulation), that the exceptions under sections 236(1)(b)(ii) and 236(1)(c)(iii) of the Regulation apply to the disposal of the leasehold interest located over:
 - Part of 81 Riverview Road, Riverview and described as Lease A in Lot 2 on RP164517 on SP110194.
 - B. That Council (interim administrator of Ipswich City Council) enter into a Lease with JBS Australia Pty Ltd as detailed in the Confidential Background Paper (Attachment C) of the report by the Development and Relationship Manager dated 30 October 2018.
 - C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the Lease (where applicable) to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.
-

4. **PROPOSED ARRANGEMENT TO THE WEST MORETON GREYHOUND OWNERS AND TRAINERS ASSOCIATION INC. PART OF 125A CHUBB STREET, ONE MILE, DESCRIBED AS PART OF LOT 69 ON SP169626

With reference to a report by the Development and Relationship Manager dated 6 November 2018 concerning the proposed arrangement with the West Moreton Greyhound Owners and Trainers Association Inc. (West Moreton Greyhounds) for tenure over Part of 125A Chubb Street One Mile described as Part of Lot 69 on RP169626.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That Council enter into a permit with West Moreton Greyhound Owners and Trainers Association Inc. for an area contained in the land at 125A Chubb Street One Mile as detailed in Attachment A of the report by the Development and Relationship Manager dated 6 November 2018.

- B. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the Permit (where applicable) to be executed by Council (Interim Administrator of Ipswich City Council) and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.
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5. BUS 237-0313 LOCAL BUY TENDER EVALUATION REPORT FOR RETAIL ELECTRICITY SUPPLY FOR STREET LIGHTING

With reference to a report by the Contracts Officer dated 13 November 2018 concerning a new contract for the electricity supply to Council's Street Lighting network under Local Buy Preferred Supplier arrangement Bus 237-0313.

RECOMMENDATION

That the report be received and the contents noted.

6. ADOPTION OF THE MINISTER'S CODE OF CONDUCT FOR COUNCILLORS

With reference to a report by the Corporate Services Project Officer dated 19 November 2018 concerning the adoption of the Minister for Local Government, Racing and Multicultural Affairs' Code of Conduct for Councillors.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That the policy titled Councillor Code of Conduct as per Recommendation A of Item No. 4 of the Policy and Administration Advisory Committee No. 2018(02) of 13 March 2018 and as per Item 12 of the City Management, Finance and Community Engagement Committee No. 2018(03) of 20 March 2018 and adopted at the Council Ordinary Meeting on 27 March 2018, be repealed as of 3 December 2018.
- B. That the policy titled Councillor Code of Conduct as detailed in Attachment A, to the report by the Corporate Services Project Officer dated 19 November 2018, be adopted and take effect as of 3 December 2018.
-

7. TRANSFORMATIONAL PROJECT NO. 6 – REVIEW AND IMPLEMENT AN IMPROVED COMPLAINTS MANAGEMENT FRAMEWORK - POLICIES

With reference to a report by the Corporate Services Project Officer dated 12 November 2018 concerning policies developed as a deliverable of Transformational Project No. 6 – Review and Implement an Improved Complaints Management Framework.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That the policy titled "Employee Complaints Policy" as detailed in Attachment A, to the report by the Corporate Services Project Officer dated 12 November 2018, be adopted
 - B. That policy titled "Management of Council's Public Interest Disclosure" as detailed in Attachment C to the report by the Corporate Services Project Officer dated 12 November 2018, as per Recommendation 2A of the Policy and Administration Board No. 2011(10) of 22 November 2011 – City Management and Finance Committee No. 2011(12) of 29 November 2011, adopted at the Council Ordinary Meeting on 6 December 2011, be repealed.
 - C. That the policy titled "Public Interest Disclosure" as detailed in Attachment D, to the report by the Corporate Services Project Officer dated 12 November 2018, be adopted.
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8. ASSESSMENT ON IPSWICH CITY COUNCIL'S (ICC) PROGRESS TOWARDS IMPLEMENTING THE 2018-2019 OPERATIONAL PLAN

With reference to a report by the Acting Chief Operating Officer (Finance and Corporate Services) dated 15 November 2018 concerning an assessment of Ipswich City Council's progress towards implementing the 2018–2019 Operational Plan.

RECOMMENDATION

That the report be received and the contents noted.

9. REQUEST FOR RATES CONCESSION – 14 HOWARD STREET, GOODNA

With reference to a report by the Rates/Property Specialist dated 2 November 2018 concerning a request from Goodna/Ipswich Youth and Community Action Association Inc, for a rates concession of the general rates on their property at 14 Howard Street, Goodna.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

That the request for the rate concession, 100% remission of the differential general rates, for the property at 14 Howard Street, GOODNA QLD 4300 owned by Goodna/Ipswich Youth & Community Action Association Inc, be granted and backdated to 4 July 2018 (date of purchase).

10. MONTH-END PERFORMANCE – OCTOBER 2018

With reference to a report by the Acting Finance Manager dated 19 November 2018 concerning Council performance for the period ending 31 October 2018, submitted in accordance with Section 204 of the *Local Government Regulation 2012*.

RECOMMENDATION

That the report be received and the contents noted.

11. CUSTOMER SERVICES ACTIVITIES STATUS REPORT – OCTOBER 2018

With reference to a report by the Strategic Client Office Manager dated 14 November 2018 concerning customer service delivery activities for the period 1 October to 31 October 2018.

RECOMMENDATION

That the report be received and the contents noted.

12. FINANCIAL DELEGATIONS EXERCISED – NOVEMBER 2018

With reference to a report by the Acting Chief Executive Officer dated 16 November 2018 providing a list of financial delegations exercised by the Acting Chief Executive as per Council resolutions.

RECOMMENDATION

That the report providing a list of financial delegations exercised by the Acting Chief Executive Officer for the month of November 2018 be received and noted.

13. REPORT – EMPLOYEE DEVELOPMENT ADVISORY COMMITTEE NO. 2018(06) OF 20 NOVEMBER 2018

With reference to the report of the Employee Development Advisory Committee No. 2018(06) of 20 November 2018.

RECOMMENDATION

That the report of the Employee Development Advisory Committee No. 2018(06) of 20 November 2018 be received, the contents noted and the recommendations contained therein be adopted.

** Item includes confidential papers

and any other items as considered necessary.

Governance Committee	
Mtg Date: 27/11/18	OAR: YES
Authorisation: Jeffrey Keech	

A5156972

30 October 2018

MEMORANDUM

TO: ACTING CHIEF OPERATING OFFICER (FINANCE AND CORPORATE SERVICES)

FROM: DEVELOPMENT AND RELATIONSHIP MANAGER

RE: QUEENSLAND URBAN UTILITIES
QUARTERLY REPORT FOR THE QUARTER ENDED SEPTEMBER 2018

INTRODUCTION:

This is a report by the Development and Relationship Manager dated 30 October 2018 concerning Queensland Urban Utilities' (QUU) Quarterly Report for the quarter ended September 2018.

BACKGROUND:

Under the Participation Agreement (Agreement), QUU is required to provide a quarterly report to shareholding Councils that allows for informed assessment on QUU's operations, financial performance and emerging issues that may impact on performance/participation returns and progress towards the strategic objectives of the Corporate Plan 2018-2023 as reflected in QUU's Operational Plan 2018-2019 (Attachment A).

DISCUSSION:

A review of the Quarterly Report for the quarter ended September 2018 (Attachment B) highlighted the following key points:

- First quarterly report against QUU's new Corporate Plan which features four new strategic goals: Constructive Culture, Foundational Success, Environmental Leadership and Social and Economic Leadership.
- Strategic success measures – QUU's focus in the quarter was on planning the delivery of initiatives aimed at achieving the transformational change identified in the Corporate Plan. As a result, quarterly targets for some strategic success measures were not achieved particularly in the area of Constructive Culture.

- Financial management – Year to date after tax earnings on track to achieve the forecast Corporate Plan result.
- Participation return – On 28 September 2018, Council received payment of its final participation return for 2017-2018 (based on Council’s participation rate of 12.222%).
- Infrastructure delivery – QUU’s capital program delivery spend in Ipswich was ahead of the year to date forecast. At this stage of the financial year, QUU is on target to deliver the approved 2018-2019 capital budget for the Ipswich local government area.
- Customer service standards – In the quarter, QUU achieved target against all of its published service standards.

ISSUES:

Whilst cash contributions from development activity have exceeded the year to date budget, QUU considers it premature to determine whether this trend will continue and as a result, have not adjusted the end of year forecast.

CONFIDENTIAL BACKGROUND PAPERS:

Confidential Background Papers	Confidential Attachment
QUU Operational Plan 2018-2019	Attachment A
QUU Quarterly Report –September 2018	Attachment B

RECOMMENDATION:

That report be received and the contents noted.

Greg Thomas
DEVELOPMENT AND RELATIONSHIP MANAGER

I concur with the recommendation contained in this report.

Jeffrey Keech
ACTING CHIEF OPERATING OFFICER (FINANCE AND CORPORATE SERVICES)

Governance Committee	
Mtg Date: 27.11.18	OAR:
Authorisation: Bryce Hines	

SRB:SRB

H:\Departmental\Committee Reports\11/18 SRB Committee Report – Queens Park Lease and Operation CR#

5 November 2018

MEMORANDUM

TO: BUSINESS ACCOUNTING AND ASSET MANAGER

FROM: PRINCIPAL OFFICER (PROCUREMENT AND CONTRACT OPERATIONS)

RE: TENDER 12550 – QUEENS PARK LEASE AND OPERATION

INTRODUCTION:

This is a report by the Principal Officer (Procurement and Contract Operations) dated 5 November 2018 concerning the award of Prequalified Supplier Arrangement for the lease and operation of the Queens Park Café.

BACKGROUND:

Ipswich City Council undertook a Request for Tender process seeking submissions from experienced Café operators to lease and operate the Queens Park Café under a Trustee Lease arrangement.

The current trustee lease expires on 28 February 2019. A public Request for Tender 12550 was issued on Saturday, 25 August 2018 AEST for a new Trustee Lease for the provision of the Lease and Operation of Queens Park Cafe. The Works, Parks and Recreation Procurement Team administrated this Request for Tender via LG Tenderbox. Tenders closed at 2.00 p.m. on the 2 October 2018 AEST.

The evaluation report in relation to Tender 12550 is shown in the Confidential Background Paper Attachment A.


PROPOSED CONTRACT:

The new trustee lease is established for a maximum period of five (5) years with no extensions. Contract commencement shall be from 1 March 2019 to 28 February 2024, for an estimated contract return value of \$400,000.00 ex gst.

CONCLUSION:

Upon completion of the evaluation, it was determined by the Evaluation Panel that Franchise Engineering Suppliers Pty Ltd are the recommended tenderer for the trustee Lessee of the Queens Park Café.

CONFIDENTIAL BACKGROUND PAPERS:

Name of Attachment	Attachment
Attachment A: 12550 – Queens Park Café Lease and Operation Evaluation Report.	 Attachment A

RECOMMENDATION:

That the Interim Administrator of Ipswich City Council resolve:

- A. That Council (Interim Administrator of Ipswich City Council) enter into a Trustee lease with Franchise Engineering Suppliers Pty Ltd (“the tenant”) for a period of sixty months, from 1 March 2019 to 28 February 2024.

- B. That Council (Interim Administrator of Ipswich City Council), as Trustee, resolve pursuant to section 227 of the *Local Government Regulation 2012* (the Regulation) to the disposal of the leasehold interest located at part of Lease D in Lot 1 on SP154140 ON SP230095 and Lease B & C being part of the ground floor and all of the first floor respectively of a building on lot 1 on SP154140 (“the land”), by way of a leasehold arrangement between Council and Franchise Engineering Suppliers Pty Ltd for a consideration sum of \$68,865.95 per annum, if demanded (excluding GST).

- C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the Trustee Lease to be executed by Council and to do any other acts necessary to implement Council’s decision in accordance with section 13(3) of the *Local Government Act 2009*.

Stephen Bailey
PRINCIPAL OFFICER (PROCUREMENT AND CONTRACT OPERATIONS)

I concur with the recommendation/s contained in this report.

Shane Gillett

BUSINESS ACCOUNTING AND ASSET MANAGER

I concur with the recommendation/s contained in this report.

Bryce Hines

**CHIEF OPERATING OFFICER
WORKS, PARKS AND RECREATION**

Governance Committee	
Mtg Date: 27.11.2018	OAR: YES
Authorisation: Jeffrey Keech	

GT:BM
A4950985

30 October 2018

MEMORANDUM

TO: ACTING CHIEF OPERATING OFFICER (FINANCE AND CORPORATE SERVICES)

FROM: DEVELOPMENT AND RELATIONSHIP MANAGER

RE: NEW LEASE TO JBS AUSTRALIA PTY LTD
PART OF 81 RIVERVIEW ROAD, RIVERVIEW
DESCRIBED AS LEASE A IN LOT 2 ON RP164517 ON SP110194
DIVISION 3

INTRODUCTION:

This is a report by the Development and Relationship Manager dated 30 October 2018 concerning the new lease between Ipswich City Council (Council) and JBS Australia Pty Ltd (JBS) located over part of 81 Riverview Road, Riverview and described as Lease A in Lot 2 on RP164517 on SP110194.

BACKGROUND:

The purpose of this report is to provide details of the commercial terms negotiated for the new lease agreement between Ipswich City Council (Council) and JBS. Property Services have corresponded with JBS and have agreed to lease terms over a stock route as per the attached confidential background paper (refer to Attachment C). A previous lease agreement of 10 years for the stock route between Council and JBS expired on 30/06/2018. The arrangement is currently on a month by month hold over on the same terms and conditions as the existing lease.

The stock route is located from Dinmore Train Station to the Dinmore livestock processing plant. The purpose of this route is to transport livestock from the train station to the processing plant and part of this route is located over Council land (refer to Attachment A).

The stock route connects to adjoining land via the underpass of the Warrego Highway at its southern end and then continues onto the cattle yards adjacent to the Dinmore Train Station. The livestock processing plant is to the north of Lease A (refer to Attachment B).

CONCLUSION:

It is recommended that Council enter into a lease agreement with JBS Australia Pty Ltd as per the attached confidential background paper.

ATTACHMENTS:

Name of Attachment	Attachment
Lease A on Lot 2 in RP164517 – Survey Plan	Attachment A
Stock Route – From Dinmore Train Station to Dinmore livestock processing plant	Attachment B

CONFIDENTIAL BACKGROUND PAPER:

Confidential Background Paper	Background Papers
Confidential Background Paper – Lease Negotiations	Attachment C

RECOMMENDATION:

That the Interim Administrator of Ipswich City Council resolve:

- A. That pursuant to section 236(2) of the *Local Government Regulation 2012* (the Regulation), that the exceptions under sections 236(1)(b)(ii) and 236(1)(c)(iii) of the Regulation apply to the disposal of the leasehold interest located over:
 - Part of 81 Riverview Road, Riverview and described as Lease A in Lot 2 on RP164517 on SP110194.
- B. That Council (interim administrator of Ipswich City Council) enter into a Lease with JBS Australia Pty Ltd as detailed in the Confidential Background Paper (Attachment C) of the report by the Development and Relationship Manager dated 30 October 2018.
- C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the Lease (where applicable) to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.

GREG THOMAS
DEVELOPMENT AND RELATIONSHIP MANAGER

I concur with the recommendations contained in this report.

BRYCE HINES

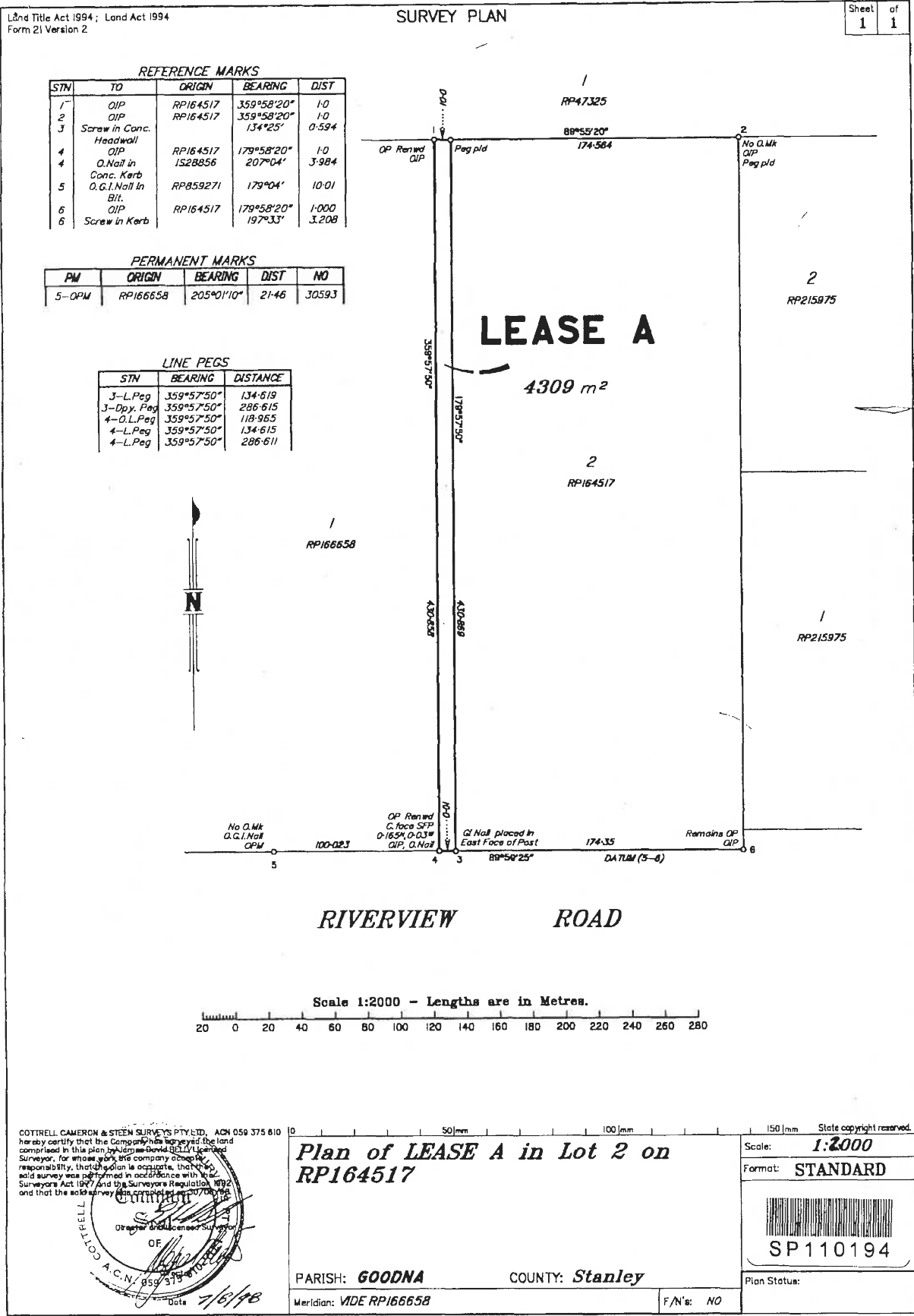
CHIEF OPERATING OFFICER (WORKS, PARK & RECREATION)

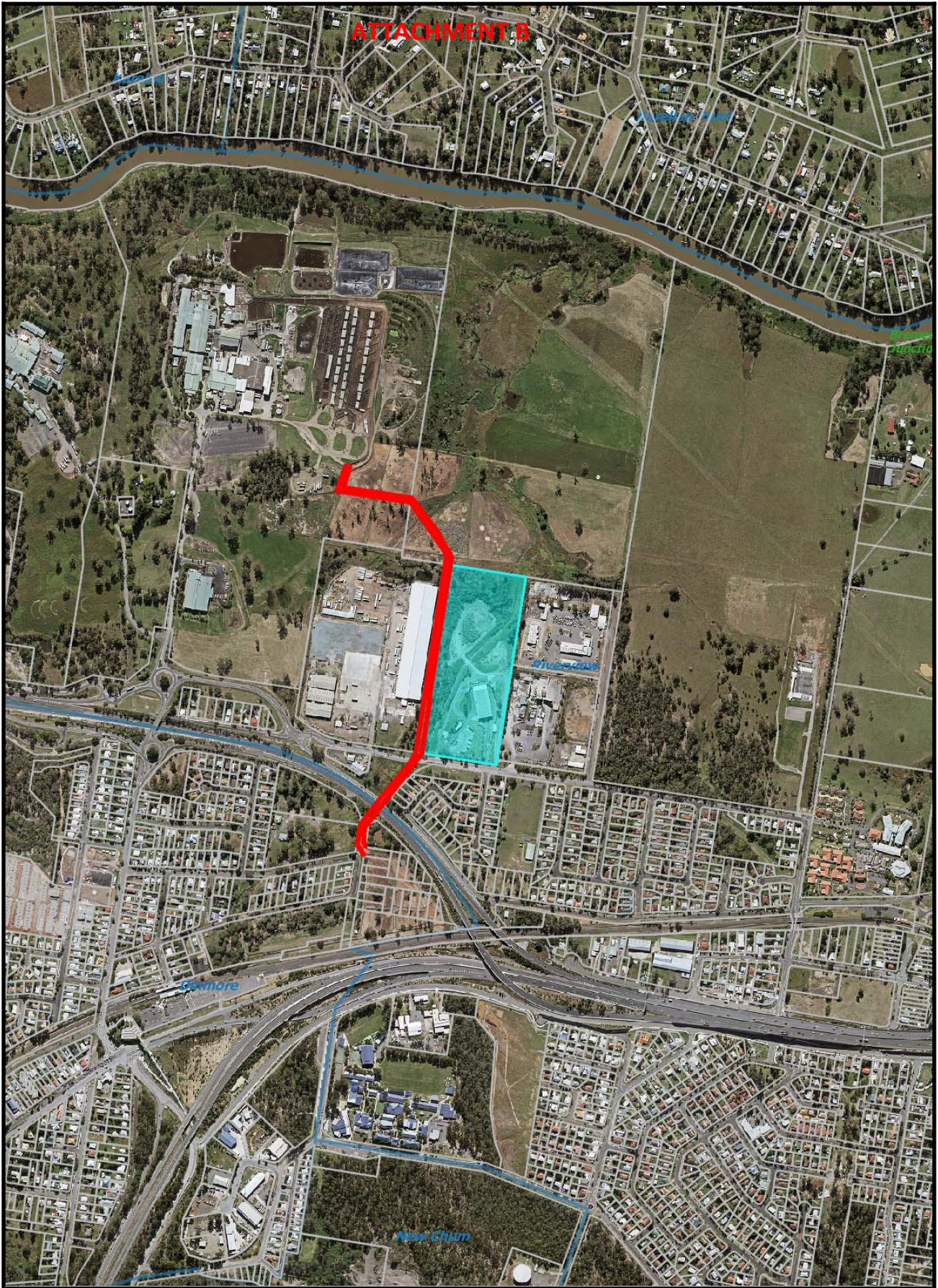
I concur with the recommendation contained in this report.

Jeffrey Keech

ACTING CHIEF OPERATING OFFICER (FINANCE AND CORPORATE SERVICES)

ATTACHMENT A





Stock Route from Dinmore Station to Processing Plant

Scale 1:10,763
Printed Date: 13 Aug 2018

Governance Committee	
Mtg Date: 27.11.2018	OAR: YES
Authorisation: Jeffrey Keech	

GT:BM
A4912646

6 November 2018

MEMORANDUM

TO: ACTING CHIEF OPERATING OFFICER (FINANCE AND CORPORATE SERVICES)

FROM: DEVELOPMENT AND RELATIONSHIP MANAGER

RE: PROPOSED ARRANGEMENT TO THE WEST MORETON GREYHOUND OWNERS
AND TRAINERS ASSOCIATION INC.
PART OF 125A CHUBB STREET ONE MILE
DESCRIBED AS PART OF LOT 69 ON SP169626
DIVISION 8

INTRODUCTION:

This is a report by the Development and Relationship Manager dated 6 November 2018 concerning the proposed arrangement with the West Moreton Greyhound Owners and Trainers Association Inc. (West Moreton Greyhounds) for tenure over Part of 125A Chubb Street One Mile described as Part of Lot 69 on RP169626.

BACKGROUND:

The purpose of this report is to provide details of the proposed arrangement and permit between West Moreton Greyhounds and Ipswich City Council (Council).

The West Moreton Greyhounds have occupied the Council owned land (1.36 ha) and operated a training facility for greyhound racing for an extended period of time (Attachment A). The improvements on the property include a 400 metre long track, a building for the temporary accommodation of greyhounds and a shipping container for storage. The most recent lease expired on 30 June 1998 and no formal documentation between Council and West Moreton Greyhounds has been in place since this date, although the West Moreton Greyhounds have been using the facility and paying rent to Council.

CONCLUSION:

To formalise an agreement it is recommended that Council proceed to enter into a permit to occupy over the land with the West Moreton Greyhound Owners and Trainers Association Inc. as per the terms and conditions outlined in the confidential background paper.

ATTACHMENT:

Name of Attachment	Attachment
Indicative Lease Area – 125A Chubb Street, One Mile	Attachment A

CONFIDENTIAL BACKGROUND PAPERS:

Confidential Background Papers	Background Papers
Confidential Background Paper – Permit	Attachment B

RECOMMENDATION:

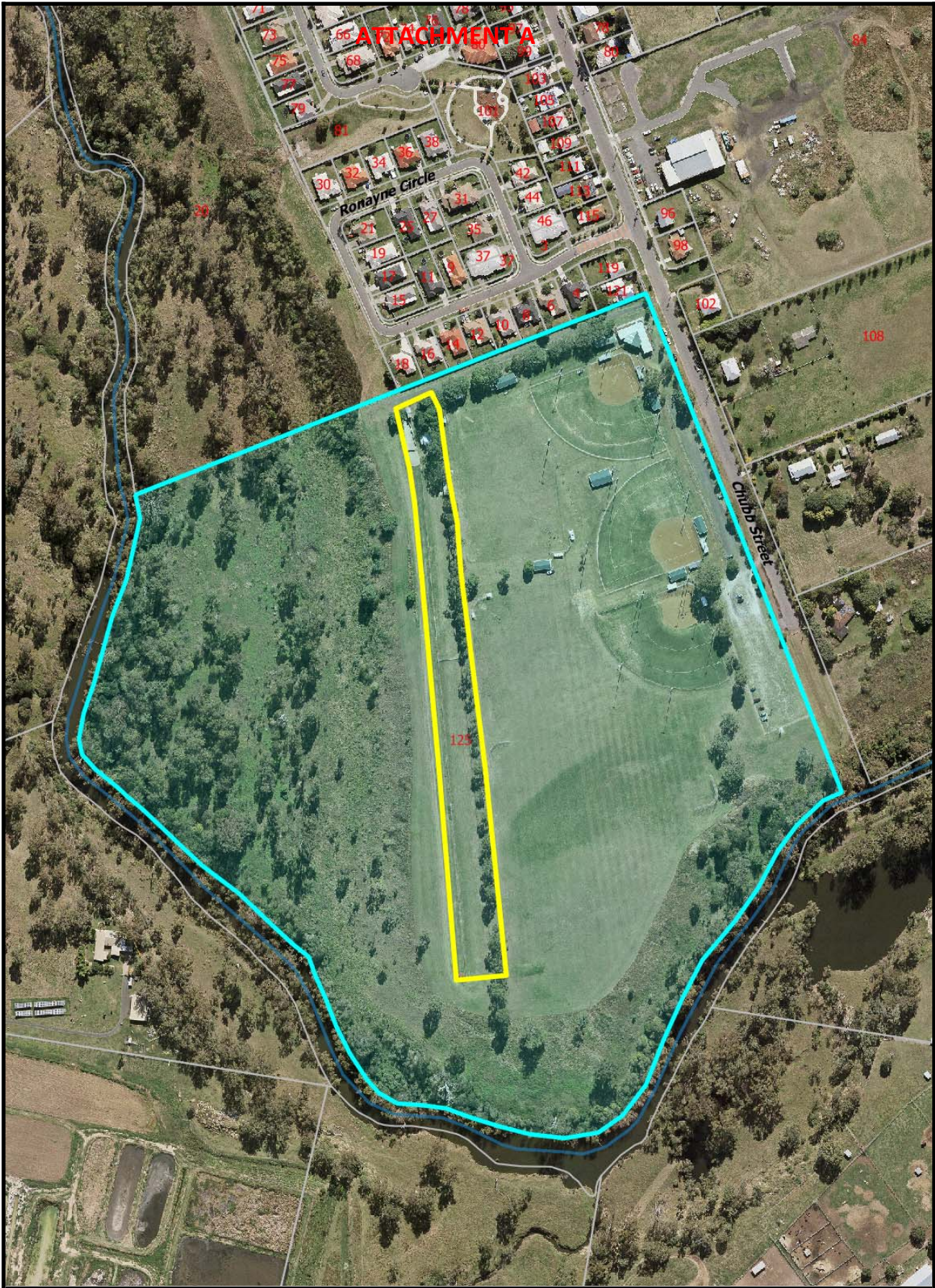
That the Interim Administrator of Ipswich City Council resolve:

- A. That Council (Interim Administrator of Ipswich City Council) enter into a permit with West Moreton Greyhound Owners and Trainers Association Inc. for an area contained in the land at 125A Chubb Street, One Mile, as detailed in Attachment A of the report by the Development and Relationship Manager dated 6 November 2018.
- B. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the Permit (where applicable) to be executed by Council (Interim Administrator of Ipswich City Council) and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.

Greg Thomas
DEVELOPMENT AND RELATIONSHIP MANAGER

I concur with the recommendations contained in this report.

Jeffrey Keech
ACTING CHIEF OPERATING OFFICER (FINANCE AND CORPORATE SERVICES)



ATTACHMENT A

Ronayne Circle

Chubb Street

125

SMALL BUSINESS
PROPERTY MANAGEMENT

125 Chubb Street One Mile

Governance Committee	
Mtg Date: 27.11.18	OAR: YES
Authorisation: Bryce Hines	

JOD:JOD

H:\Departmental\Committee Reports\1811JOD 11943 Committee Report – noting of contract recommendation

13 November 2018

MEMORANDUM

TO: BUSINESS ACCOUNTING AND ASSET MANAGER

FROM: CONTRACTS OFFICER

RE: BUS 237-0313 LOCAL BUY TENDER EVALUATION REPORT FOR RETAIL
ELECTRICITY SUPPLY FOR STREET LIGHTING

INTRODUCTION:

This is a report prepared by the Contracts Officer dated 13 November 2018 concerning a new contract for the electricity supply to Council's Street Lighting network under Local Buy Preferred Supplier arrangement Bus 237-0313.

BACKGROUND:

At the Council Ordinary Meeting held on the 29 May 2018 it was resolved:

That pursuant to section 257(1) of the Local Government Act 2009, Council delegate to the Chief Executive Officer, the power to exercise the powers of Council under Chapter 6 (Contracting) of the Local Government Regulation 2012 in its capacity as a local government in relation to BUS 237-0313 Electricity – Street Lighting.

Conditions:

This delegation is subject to the following conditions:

- 1. Whenever this power is exercised, a record of the exercise shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer.*

2. *The recommendation in relation to the successful tender must be presented to Council at the first available meeting of Council, for Council's noting.*
3. *The Chairperson of the Works, Parks and Sport Committee and the Mayor are to be consulted before exercising this delegation.*
4. *This delegation expires on completion of the Contract.*


A copy of this report is shown in Attachment A.

SUCCESSFUL TENDERER:

It has been determined that Stanwell Corporation was the most appropriate supplier to provide the supply of retail electricity for street lighting.

The contract to Stanwell Corporation is for three years, commencing 1 October 2018.

ATTACHMENT/S:

Name of Attachment	Attachment
Supply of Electricity for Street Lighting – Local buy Contract BUS 237-0313	 Attachment A

RECOMMENDATION:

That the report be received and the contents noted.

John O'Donnell
CONTRACTS OFFICER

I concur with the recommendation/s contained in this report.

Shane Gillett
BUSINESS ACCOUNTING AND ASSET MANAGER

I concur with the recommendation/s contained in this report.

Bryce Hines
CHIEF OPERATING OFFICER (WORKS PARKS AND RECREATION)

ATTACHMENT A

Works, Parks and Sport Committee	
Mtg Date: 21.05.18	OAR: YES
Authorisation: Bryce Hines	

DN:DN

H:\Departmental\Committee Reports\1805DJN 11943 Committee Report - Electricity Street Lights BUS 237-0313

5 May 2018

MEMORANDUM

TO: BUSINESS ACCOUNTING AND ASSET MANAGER

FROM: CONTRACTS OFFICER

RE: SUPPLY OF ELECTRICITY FOR STREET LIGHTING – LOCAL BUY CONTRACT BUS 237-0313

INTRODUCTION:

This is a report by the Contracts Officer dated 5 May 2018 concerning the supply of Electricity for Street Lighting under Local Buy Contract BUS 237-0313.

BACKGROUND:

Council has been utilising the Local Buy Arrangement BUS 237-0313 for a period of three (3) years and the contract is set to expire on the 30 September 2018. Council currently spends approximately \$4 million dollars per annum on the supply of electricity to its street light network.

Local Buy obtained Offers from Electricity Retail providers via a restricted Tender process under its Local Buy Arrangement. The tender closed on the 27 April 2018 and the evaluations are planned to commence on 21 May 2018. The Electricity Retailers have a short validity period for Councils to respond with acceptance and execution of a contract.

Currently ten (10) Councils utilise the local buy contract for Electricity to Streetlights. This provides a collaborative approach and offers an increased buying power. If Council did not wish to be part of this contract, Council would have to prepare its own tender for the supply of electricity to streetlights and would be at risk of higher retail pricing.

CURRENT CONTRACT:

The current retail provider is Stanwell Corporation Limited and their contract is due to expire on the 30 September 2018.

PROPOSED CONTRACT:

The new contract will be established for a period of three (3) years with the recommended Retail Provider. Contract commencement shall be from 1 October 2018, with an estimated spend over the life of the contract of \$12 million

CONCLUSION:

Council requires the acceptance of the recommended retail provider within a restricted timeframe and therefore require the delegation to enter into a contract be delegated to the Chief Executive Officer to allow timeliness of processes.

The non-acceptance or execution of a contract within a timely manner increases the risk of higher retail pricing for Council.

RECOMMENDATION:

[Amended at Works, Parks and Sport Committee No. 2018\(05\) of 21 May 2018.](#)

That pursuant to section 257(1) of the *Local Government Act 2009*, Council delegate to the Chief Executive Officer, the power to exercise the powers of Council under Chapter 6 (Contracting) of the *Local Government Regulation 2012* in its capacity as a local government [in relation to BUS 237-0313 Electricity – Street Lighting.](#)

Conditions:

This delegation is subject to the following conditions:

- ~~1.— This delegation does not authorise the Chief Executive Officer to exercise the powers under the *Local Government Act 2009* if the *Local Government Act 2009* provides that the power must be exercised by resolution.~~
- ~~2.1.~~ Whenever this power is exercised, a record of the exercise shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer.
- ~~3.2.~~ The recommendation in relation to the successful tender must be presented to Council at the first available meeting of Council, for Council's noting.
- ~~4.— The Chief Executive Officer may only exercise the powers granted under this delegation in relation to BUS 237-0313 Electricity – Street Lighting.~~

5.3. The Chairperson of the Works, Parks and Sport Committee and the Deputy Mayor are to be consulted before exercising this delegation.

6.4. This delegation expires on completion of the Contract.

David Niebling
CONTRACTS OFFICER

I concur with the recommendation/s contained in this report.

Shane Gillett
BUSINESS ACCOUNTING AND ASSET MANAGER

I concur with the recommendation/s contained in this report.

Bryce Hines
ACTING CHIEF OPERATING OFFICER (WORKS PARKS AND RECREATION)

Governance Committee	
Mtg Date: 27.11.18	OAR: YES
Authorisation: Jeffrey Keech	

AH:AH
A5195429

19 November 2018

MEMORANDUM

TO: CHIEF EXECUTIVE OFFICER

FROM: CORPORATE SERVICES PROJECT OFFICER

RE: ADOPTION OF THE MINISTER'S CODE OF CONDUCT FOR COUNCILLORS

INTRODUCTION:

This is a report by the Corporate Services Project Officer dated 19 November 2018 concerning the adoption of the Minister for Local Government, Racing and Multicultural Affairs' Code of Conduct for Councillors.

BACKGROUND:

The *Local Government (Councillor Complaints) and other Legislation Amendment Bill 2018* was introduced to Parliament on 15 February 2018 and assented on 21 May 2018. The Bill amended the *Local Government Act 2009* (the Act) to provide a simpler, streamlined process for making, investigating and determining complaints about councillor conduct in Queensland.

The Act was amended to include *Chapter 5A - Councillor Conduct*, which is about:

- setting appropriate standards for the behaviour of councillors
- dealing with the conduct of councillors at local government meetings that does not meet the standards
- investigating and dealing with complaints about the conduct of councillors
- disciplinary action that may be taken against councillors who engage in inappropriate conduct or misconduct
- the entities that investigate and deal with complaints about the conduct of councillors.

Under section 150D of the Act (refer Attachment B), the Minister for Local Government, Racing and Multicultural Affairs (the Minister) must make a Code of Conduct setting out the principles and standards of behaviour expected of councillors and mayors when carrying out their roles, responsibilities and obligations as elected representatives for their communities. The Minister released the Code on 7 September 2018 to take effect on 3 December 2018.

Section 150E provides that the code of conduct does not take effect until it is approved by a regulation. The requirement for the Code to be approved by regulation and tabled in the Legislative Assembly provides that the Code is subject to the scrutiny of the Legislative Assembly.

Principles, Values outlined in the Code

The Code is underpinned by the five Local Government Principles and provides a set of values that describe the types of conduct councillors should demonstrate under each principle:

Local Government Principle	Conduct to be demonstrated
Transparent and effective processes, and decision-making in the public interest	<ul style="list-style-type: none"> • make decisions in open council meetings • properly inform relevant personnel of all relevant information • make decisions in accordance with law and policy • commit to exercising proper diligence, care and attention.
Sustainable development and management of assets and infrastructure, and delivery of effective services	<ul style="list-style-type: none"> • manage Council resources effectively, efficiently and economically • foster a culture of excellence in service delivery.
Democratic representation, social inclusion and meaningful community engagement	<ul style="list-style-type: none"> • show respect to all persons • clearly and accurately explain Council's decisions • accept and value differences of opinion
Good governance of, and by, local government	<ul style="list-style-type: none"> • the development of open and transparent processes and procedures • keeping clear, concise and accessible records of decisions.
Ethical and legal behaviour of councillors and local government employees	<ul style="list-style-type: none"> • be committed to the highest ethical standards • uphold the system of Local Government and relevant laws applicable.

Standards of Behaviour contained in the Code

The Code summaries the standards of behaviour as the three "R's":

1. that councillors carry out **RESPONSIBILITIES** conscientiously and in the best interests of the council and the community
2. they treat people in a reasonable, just, **RESPECTFUL** and non-discriminatory way

3. their conduct does not reflect adversely on the **REPUTATION** of the council.

The Code addresses the consequence of failing to comply with the standards of behaviour which may lead to a councillor complaint being submitted to the Independent Assessor who will assess if the complaint falls into corrupt conduct, misconduct, inappropriate conduct or unsuitable meeting conduct. The Code provides a definition of each type of conduct.

Before assuming public office and in accordance with section 169 of the Act (refer Attachment C), elected representatives must understand and commit to complying with the Local Government Principles and the obligations of councillors, as well as the standards of behaviour set out in the Code.

BENEFITS TO COMMUNITY AND CUSTOMERS:

Adoption of the Minister’s Code of Conduct for Councillors will:

- ensure elected representatives, from the 2020 Ipswich City Council local government election, are explicitly aware of their responsibilities, obligations and expected standards of behaviour, namely the three ‘R’s – responsibilities, respect and reputation, and the consequences of their not complying with the Code of Conduct.
- increase public confidence and understanding in Ipswich City Council’s decision making processes and the expected standards of behaviour of the mayor and councillors when carrying out their roles, responsibilities and obligations as the elected representatives of Ipswich.

CONCLUSION:

It is proposed that:

1. Council repeal the current Councillor Code of Conduct adopted at its Ordinary Meeting of 27 March 2017 (refer Attachment D)
2. Council adopt the Minister’s Code of Conduct (refer Attachment A) to take effect as of 3 December 2018.
3. The Corporate Services Project Officer arrange for the Minister’s Model Code of Conduct to be branded as per the current Councillor Code of Conduct.

ATTACHMENTS:

Name of Attachment	Attachment
Model Councillor Code of Conduct	Attachment A
Section 150D of the <i>Local Government Act 2009</i>	Attachment B
Section 169 of the <i>Local Government Act 2009</i>	Attachment C
Current Ipswich City Council Councillor Code of Conduct	Attachment D

RECOMMENDATIONS:

- A. That the policy titled Councillor Code of Conduct as per Recommendation A of Item No. 4 of the Policy and Administration Advisory Committee No. 2018(02) of 13 March 2018 and as per Item 12 of the City Management, Finance and Community Engagement Committee No. 2018(03) of 20 March 2018 and adopted at the Council Ordinary Meeting on 27 March 2018, be repealed as of 3 December 2018.

- B. That the policy titled Councillor Code of Conduct as detailed in Attachment A, to the report by the Corporate Services Project Officer dated 19 November 2018, be adopted and take effect as of 3 December 2018.

Angi Harms
CORPORATE SERVICES PROJECT OFFICER

I concur with the recommendation contained in this report.

Laura Nicholls
CORPORATE SERVICES AND RISK MANAGER

I concur with the recommendation contained in this report.

Jeffrey Keech
ACTING CHIEF OPERATING OFFICER, FINANCE AND CORPORATE SERVICES



ATTACHMENT A

Code of Conduct for Councillors in Queensland

September 2018



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An electronic copy of this report is available on the Department of Local Government, Racing and Multicultural Affairs' website at www.dlgrma.qld.gov.au.



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Purpose of the Code of Conduct

The Code of Conduct sets out the principles and standards of behaviour expected of Councillors and Mayors when carrying out their roles, responsibilities and obligations as elected representatives for their communities. By adhering to the behaviours set out below, Councillors will increase public confidence in Local Government and Council decisions.

Background

Under section 150D of the *Local Government Act 2009* (the Act), the Minister for Local Government must make a Code of Conduct stating the standards of behaviour for Councillors in the performance of their responsibilities as Councillors. In addition to this, the Code of Conduct may contain anything the Minister considers necessary for, or incidental to, the standards of behaviour.

Before assuming public office, Councillors must understand and commit to complying with the Local Government principles and obligations of Councillors in accordance with section 169 of the Act, as well as the standards of behaviour set out in this Code of Conduct. All Councillors are required to make a declaration of office under section 169 of the Act. As part of that declaration, Councillors must declare that they will abide by this Code of Conduct.



The Local Government Principles and Values

The Act is founded on five Local Government principles with which Councillors must comply while performing their roles as elected representatives. These principles are listed below:

1. Transparent and effective processes, and decision-making in the public interest
2. Sustainable development and management of assets and infrastructure, and delivery of effective services
3. Democratic representation, social inclusion and meaningful community engagement
4. Good governance of, and by, Local Government
5. Ethical and legal behaviour of Councillors and Local Government employees.

This Code of Conduct provides a set of values that describe the types of conduct Councillors should demonstrate under each principle. These values are listed below:

1. In making decisions in the public interest, Councillors will:
 - make decisions in open council meetings
 - properly inform relevant personnel of all relevant information
 - make decisions in accordance with law and policy
 - commit to exercising proper diligence, care and attention.
2. To ensure the effective and economical delivery of services, Councillors will:
 - manage Council resources effectively, efficiently and economically
 - foster a culture of excellence in service delivery.
3. In representing and meaningfully engaging with the community, Councillors will:
 - show respect to all persons
 - clearly and accurately explain Council's decisions
 - accept and value differences of opinion.
4. In exercising good governance, Councillors are committed to:
 - the development of open and transparent processes and procedures
 - keeping clear, concise and accessible records of decisions.
5. To meet the community's expectations for high level leadership, Councillors will:
 - be committed to the highest ethical standards
 - uphold the system of Local Government and relevant laws applicable.

This Code of Conduct also sets out standards of behaviour aimed at helping Councillors understand how the principles and values are put into practice while performing their official duties as elected representatives.

Each standard of behaviour is not intended to cover every possible scenario. However, they provide general guidance about the manner in which Councillors are expected to conduct themselves.

It is important to note that the principles, values and standards set out in the Code of Conduct are of equal importance.



Standards of behaviour

This Code of Conduct sets out the standards of behaviour applying to all Councillors (excluding Councillors who are governed under the *City of Brisbane Act 2010*) in Queensland. The behavioural standards relate to, and are consistent with, the Local Government principles and their associated values.

The standards of behaviour are summarised as the three R's, being:

1. **RESPONSIBILITIES**
2. **RESPECT**
3. **REPUTATION**

Each standard of behaviour includes, but is not limited to, several examples to guide Councillors in complying with the Code of Conduct when carrying out their role as elected officials. Councillors are to understand and comply with the following standards of behaviour as set out in the Code of Conduct listed below.

1. Carry out **RESPONSIBILITIES** conscientiously and in the best interests of the Council and the community

For example, Councillors will, at a minimum:

- 1.1 Attend and participate meaningfully in all Council meetings, briefings, relevant workshops and training opportunities to assist Councillors in fulfilling their roles other than in exceptional circumstances and/or where prior leave is given
- 1.2 Respect and comply with all policies, procedures and resolutions of Council
- 1.3 Use only official Council electronic communication accounts (e.g. email accounts) when conducting Council business
- 1.4 Report any suspected wrongdoing to the appropriate entity in a timely manner
- 1.5 Ensure that their behaviour or capacity to perform their responsibilities as a Councillor is not impaired by the use of substances that may put them or others at risk while performing their duties (for example, alcohol, illegal drugs or prescribed/non-prescribed and/or restricted substances)
- 1.6 Cooperate with any investigation being undertaken by the Local Government or other entity.

2. Treat people in a reasonable, just, **RESPECTFUL** and non-discriminatory way

For example, Councillors will, at a minimum:

- 2.1 Show respect for fellow Councillors, Council employees and members of the public
- 2.2 Not bully, harass, intimidate or act in a way that the public would reasonably perceive a Councillor's behavior to be derogatory towards other Councillors, Council employees and members of the public
- 2.3 Be respectful of other people's rights, views and opinions.



3. Ensure conduct does not reflect adversely on the **REPUTATION** of Council

For example, Councillors will, at a minimum:

- 3.1 When expressing an opinion dissenting with the majority decision of Council, respect the democratic process by acknowledging that the Council decision represents the majority view of the Council
- 3.2 When making public comment, clearly state whether they are speaking on behalf of Council or expressing their personal views
- 3.3 Avoid making unnecessary or irrelevant comments or accusations about Councillors or Council employees in order to undermine them or their position
- 3.4 Ensure behaviour and presentation is appropriate to maintain the dignity of the office of the Councillor.

Consequences of failing to comply with the Code of Conduct

Failure to comply with the standards of behaviour in this Code of Conduct, or other conduct prescribed in this Code of Conduct may give rise to a complaint against a Councillor's conduct and subsequent disciplinary action under the Act.

A complaint about the conduct of a Councillor must be submitted to the Independent Assessor who will assess the complaint and determine the category of the allegation. In order of most to least serious, the categories of complaint are **corrupt conduct**, **misconduct**, **inappropriate conduct** and then **unsuitable meeting conduct**.

Unsuitable meeting conduct

Under section 150H of the Act, any conduct by a Councillor that is contrary to the standards of behavior in the Code of Conduct that occurs within a meeting of Council (including standing committee meetings), is dealt with as **unsuitable meeting conduct**.

Unsuitable meeting conduct by a Councillor is dealt by the Chairperson of the meeting. It is important that the Chairperson deal with matters of unsuitable meeting conduct locally, and as efficiently and effectively as possible so that Council can continue with their business of making effective decisions in the public interest.

Note: Chairpersons of meetings are carrying out a statutory responsibility under the Act to manage and lead the meeting. As such, where a Chairperson behaves inappropriately in a meeting this involves a serious breach of the trust placed in them as the Chairperson of the meeting and may be dealt with as misconduct (see below).



Inappropriate conduct

Under section 150K of the Act, any conduct by a Councillor that is contrary to the standards of behavior in the Code of Conduct or a policy, procedure or resolution of a Council, and is not unsuitable meeting conduct, misconduct or corrupt conduct (i.e. occurs outside of a meeting of Council) is dealt with as ***inappropriate conduct***.

The conduct of a Councillor is also inappropriate conduct if the conduct contravenes an order by the Chairperson of a meeting of Council for the Councillor to leave the meeting, or is conduct at Council meetings that leads to orders for the Councillor's unsuitable meeting conduct being made on three occasions within a period of one year.

The Independent Assessor is responsible for assessing allegations of suspected inappropriate conduct. If the Independent Assessor chooses to refer the matter to the Council to deal with, the Council must deal with the matter as quickly and effectively as possible.

Misconduct

Councillors are required to comply with all laws that apply to Local Governments. This includes refraining from engaging in ***misconduct***.

The Independent Assessor is responsible for assessing and investigating instances of suspected misconduct. The Independent Assessor may then refer the matter to the Councillor Conduct Tribunal to be heard and determined.

The conduct of a Councillor is misconduct if the conduct:

- adversely affects, directly or indirectly, the honest and impartial performance of the Councillor's functions or exercise of powers, or
- is, or involves:
 - a breach of trust placed in the Councillor
 - misuse of information or material acquired by the Councillor, whether the misuse is for the benefit of the Councillor or for the benefit or to the detriment of another person
 - a Councillor giving a direction to any Council employee (other than the Mayor giving direction to the Chief Executive Officer and senior executive employees)
 - a release of confidential information outside of the Council
 - failure by a Councillor to report a suspected material personal interest, conflict of interest or perceived conflict of interest of another Councillor, or
- is a failure by the Councillor to comply with:
 - an order made by the Council or Tribunal
 - any acceptable request guidelines of the Council made under section 170A of the Act
 - the reimbursement of expenses policy of the Council.

The conduct of a Councillor is also misconduct if the conduct leads to the Councillor being disciplined for inappropriate conduct on three occasions within a period of one year, or is conduct that is identified in an order of Council that will be dealt with as misconduct if the Councillor engages in the conduct again.



Corrupt conduct

Corrupt conduct is defined by, and dealt with, under the *Crime and Corruption Act 2001* and must be referred to the Crime and Corruption Commission. For a Councillor, corrupt conduct involves behaviour that:

- adversely affects or could adversely affect the performance of the Councillors responsibilities, and
- involves the performance of the Councillors responsibilities in a way that:
 - is not honest or impartial, or
 - involves a breach of the trust placed in the Councillor, or
 - involves the misuse of information acquired by the Councillor, and
- is engaged in for the purpose of providing a benefit or a detriment to a person, and
- if proven would be a criminal offence.

More information

The Department's website provides further information and resources for Councillors.

The Department also provides and facilitates training for Councillors and Council employees to assist them to develop the knowledge, skills and understanding necessary to undertake their roles and responsibilities effectively and in the best interests of their communities.

For more information, please contact your regional office within Local Government and Regional Services in the Department on:

Telephone: 13 QGOV (13 74 68)

Post: PO Box 15009, City East, Queensland 4002

Website: www.dlgrma.qld.gov.au

Department of Local Government, Racing and Multicultural Affairs
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ATTACHMENT B

Section 150D of the *Local Government Act 2009*

150D Minister to make code of conduct

- (1) The Minister must make a code of conduct that sets out the standards of behaviour for councillors in performing their functions as councillors under this Act.

Notes—

- 1 See [section 4](#) which requires the Minister, in making a code of conduct under this section, to do so in a way that is consistent with, and provides results that are consistent with, the local government principles.
 - 2 Also, see the obligations imposed on councillors under [chapter 6, part 2](#), division 5 which apply to councillors in performing their functions as councillors under this Act.
- (2) The code of conduct may also contain anything the Minister considers necessary for, or incidental to, the standards of behaviour.

ATTACHMENT C

Section 169 the *Local Government Act 2009*

Section 169 Obligations of councillors before acting in office

- (1) A councillor must not act in office until the councillor makes the declaration of office.
- (2) The ***declaration of office*** is a declaration prescribed under a regulation.
- (3) The chief executive officer is authorised to take the declaration of office.
- (4) The chief executive officer must keep a record of the taking of the declaration of office.
- (5) A person ceases to be a councillor if the person does not comply with subsection (1) within—
 - (a) 1 month after being appointed or elected; or
 - (b) a longer period allowed by the Minister.

ATTACHMENT D

Councillor Code of Conduct



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1. Introduction

The Councillor Code of Conduct provides guiding principles for Ipswich City Councillors about their roles, obligations and behavioural standards and demonstrates the Council's commitment to conducting its business with integrity, honesty and fairness. The requirements of this Code are in addition to:

- (a) the laws of the State and Commonwealth;
- (b) the roles, responsibilities and obligations of Councillors as set out in the Local Government Act 2009 (Qld) and the Local Government Regulation 2012 (Qld); and
- (c) Council's policies, procedures and protocols.

This Code has been adopted by resolution of Council. Council accordingly considers this Code to be a procedure, as used in section 176(4) of the Local Government Act 2009 (Qld).

2. Legislative Principles and Values

The following legislated principles form the basis of this Code. These apply to all Councillors and provide a framework to guide Councillor behaviour, actions and decision-making.

Section 4(2) of the Public Sector Ethics Act 1994 (Qld) identifies four ethics principles:

- (a) integrity and impartiality;
- (b) promoting the public good;
- (c) commitment to the system of government; and
- (d) accountability and transparency.

Section 4(2) of the Local Government Act 2009 (Qld) sets out the following local government principles:

- (a) transparent and effective processes, and decision-making in the public interest; and
- (b) sustainable development and management of assets and infrastructure, and delivery of effective services; and
- (c) democratic representation, social inclusion and meaningful community engagement; and
- (d) good governance of, and by, local government; and
- (e) ethical and legal behaviour of Councillors and local government employees.

Along with these principles, the key responsibilities of Councillors under the Local Government Act 2009 (Qld) are:

- (a) To represent current and future interests of the residents as per section 12(1).
- (b) To ensure performance of responsibilities under the Act as per section 12(3)(a)(i).
- (c) Achieve corporate and community plans as per section 12(3)(a)(ii).
- (d) To comply with all laws, which includes other Acts; and Council's laws, policies, procedures and resolutions, as per section 12(3)(a)(iii).
- (e) To provide high quality leadership to the Council and the community as per section 12(3)(b).
- (f) To participate in Council meetings, policy development and decision making as per section 12(3)(c).
- (g) To be accountable to community for Council's performance as per section 12(3)(d).
- (h) To serve the overall public interest of the whole Council area as per section 12(6).
- (i) Not to use information acquired as Councillor to directly or indirectly gain financial advantage as per section 171 (1)(a).
- (j) Not to use information acquired as a Councillor to cause detriment to the Local Government as per section 171 (1)(b).
- (k) Not to release information the Councillor knows, or should reasonably know, is confidential as per section 171(3).



- (l) To keep register of interests up to date as per sections 289 - 292 of the Local Government Regulation 2012 (Qld).
- (m) Not to direct Council staff as per section 170 – noting the special provisions in this section relating to the Mayor.
- (n) To only contact Council staff in accordance with Councillors' Acceptable Requests Guidelines for Advice or Information Policy as per section 170A(4).
- (o) To disclose Material Personal Interest as per section 172.
- (p) To declare conflicts or perceived conflicts of interest as per section 173.
- (q) Not to give false or misleading information, either verbally or in writing as per section 234 (1).
- (r) To comply with Workplace Health and Safety requirements as per the Workplace Health & Safety Act 2011 (Qld) and section 12(3)(a)(iii).

3. Key Ethical and Behavioural Obligations

It is vital that the public has confidence in Council's ability to ensure the good rule and government of its area. Councillors are to conduct themselves in a way that promotes and maintains the public's trust and confidence in Council. The following ethical and behavioural obligations are not an exhaustive list but represent what Council considers to be the key obligations for its Councillors.

Councillors must:

- (a) ensure their personal conduct does not reflect adversely on the reputation of Council;
- (b) demonstrate respect for fellow Councillors, Council employees, Council contractors and members of the public;
- (c) commit to honest, fair and respectful engagement with the community;
- (d) refrain from harassing, bullying or intimidating fellow Councillors, Council employees, Council contractors and members of the public;
- (e) communicate on behalf of the Council only in accordance with adopted Council policy or resolution or where expressly authorised by the Council to make that communication;

- (f) when communicating with the public or the media, not misrepresent the resolved position of the Council on policy or other matters; and
- (g) when communicating with the public or the media, not purport to present their personal views as the collective view of the Council.

4. Interaction With Staff

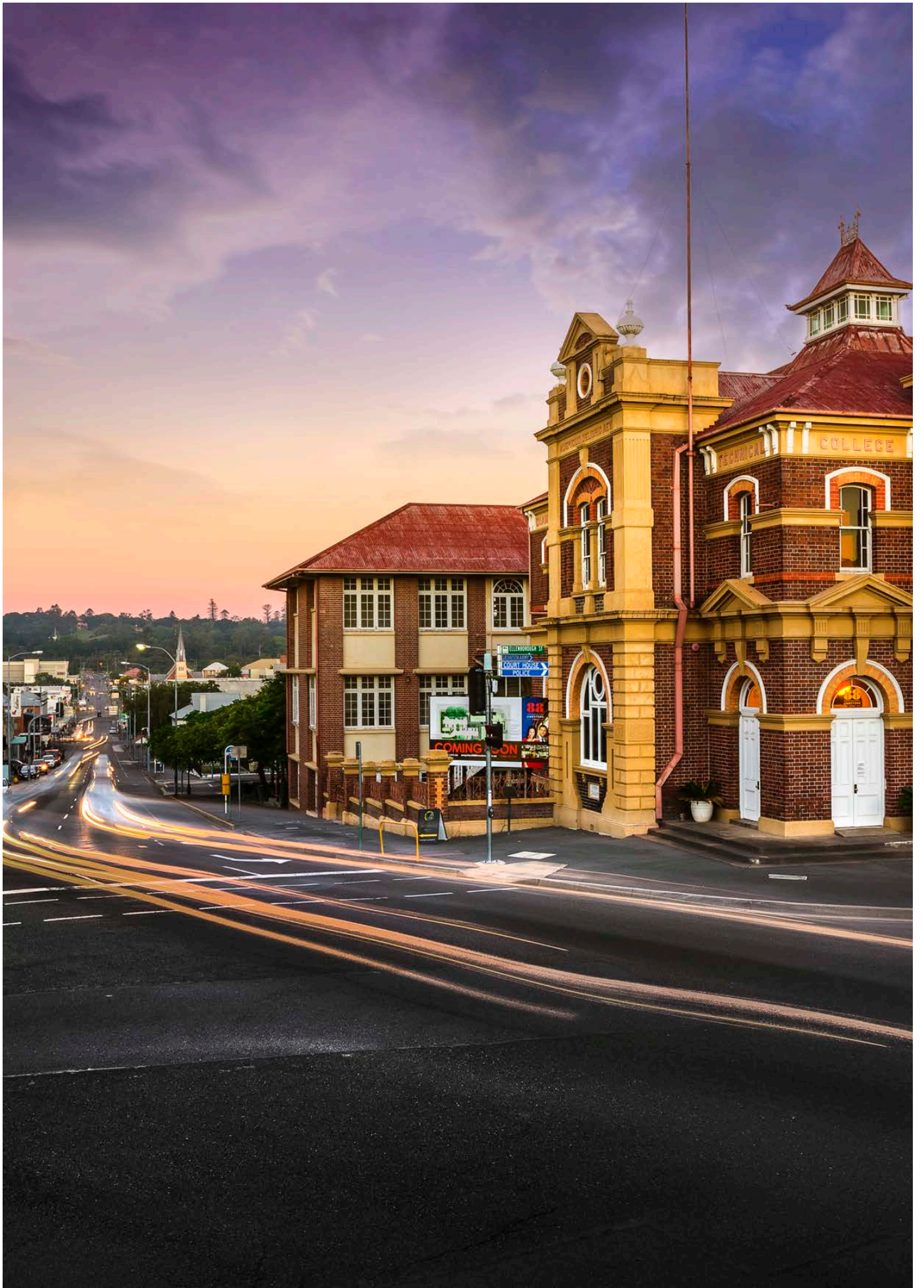
Councillors should only seek advice or information in accordance with the relevant legislation and Councillors' Acceptable Requests Guidelines for Advice or Information Policy and the nominated staff that are highlighted in the Organisational Structure. Councillors must also note section 170 of the Local Government Act 2009 (Qld) and the requirement not to direct staff, or attempt to do so as per section 2, part (m) above.

Particular care should be taken by Councillors to frame requests for information or assistance in such a way as to not represent an instruction, or as attempts to exert improper or undue influence over a process or decision, or to frustrate the finalisation of a Council decision or approval process.

This section is in no way intended to restrict informal, cordial interaction and communication between Councillors and employees.

5. Complaints

A complaint about a possible breach of this Code may be submitted to the Chief Executive Officer, who will manage the complaint in accordance with the requirements of the Local Government Act 2009 (Qld).





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Governance Committee	
Mtg Date: 27.11.18	OAR: YES
Authorisation: Jeffery Keech	

AH:AH
A5187144

12 November 2018

MEMORANDUM

TO: CHIEF OPERATING OFFICER, FINANCE AND CORPORATE SERVICES

FROM: CORPORATE SERVICES PROJECT OFFICER

RE: **TRANSFORMATIONAL PROJECT NO. 6 – REVIEW AND IMPLEMENT AN IMPROVED COMPLAINTS MANAGEMENT FRAMEWORK – POLICIES**

INTRODUCTION:

This is a report by the Corporate Services Project Officer dated 12 November 2018 concerning policies developed as a deliverable of Transformational Project No. 6 – Review and Implement an Improved Complaints Management Framework.

BACKGROUND:

The Project Brief for Transformational Project No. 6 – Review and Implement an Improved Complaints Management Framework (the Project) is currently being drafted. However, a working group has been established to expedite the project to ensure a “soft go live” in December 2018. Pending adoption of the formal Project Brief this report will address work of the working group to date and provide an update on the:

- Project Objective
- Complaints out of Project Scope
- Complaints in Project Scope
- Deliverables, Action/s Taken and Benefits for Staff
- Policies requiring Council adoption

1. Project Objective

The objective of the Project is to establish a Complaints Management Framework that ensures legislative compliance, confidentiality, natural justice, and transparency for customers, council employees, mayor/councillors and during the period of the Interim Administrator being appointed to Ipswich City Council, the Interim Administrator and Interim Management Committee members.

2. Complaints out of Project Scope

The Project scope does not include a complaint regarding a missed bin, reporting of potholes, overhanging tree, etc. These are considered “business as usual complaints” that trigger a service request and at completion of the service request the complaint is resolved.

Each department has its own procedures for managing a complaint regarding the provision of a service or a decision made by a council officer e.g. plumbing inspection, parking ticket, impounding of a dog, etc. In the first instance the complainant should discuss their concerns with the officer who provided the service or made the decision. If the customer does not believe their concerns have been successfully resolved they can request a review by the officer’s supervisor. If still not successfully resolved the complainant can submit an Administrative Action Complaint to council. Complaints that escalate to an Administrative Action Complaint are included in the scope of the Project.

3. Complaints in Project Scope

Complaints that fall within the Project’s scope fall into two categories:

Category 1 Administrative/Governance Complaints	Description
Administrative Action Complaints	A complaint lodged in regarding a service or decision of a council officer not resolved to the customer’s satisfaction by the council officer or their supervisor
Privacy Complaints	A privacy breach complaint
Publication Scheme Complaints	A complaint in relation to an error or information missing from council’s Publication Scheme
Category 2 Confidential Complaints	Description
Human Resources Complaints	Complaints or grievances raised by employees in relation to employment matters, and complaints raised by external parties about employee conduct or performance
CEO complaints	A complaint about the CEO
Mayor/Councillor	A complaint about Mayor/Councillor
Public Interest Disclosure	A disclosure about: <ul style="list-style-type: none"> • Substantial and specific danger to the health or safety of a person with a disability • Substantial and specific danger to the environment • Reprisal because of a belief that a person has made, or intends to make a disclosure • Corrupt conduct • Maladministration that adversely affects a person’s interests in a substantial and specific way • Substantial misuse of public resources

4. Deliverables, Action/s Taken and Benefits

While awaiting formal approval of the Project Brief the working group has focused on deliverables in relation to Public Interest Disclosure (PID) and Human Resources Complaints:

Deliverable 1: Engage a supplier to provide an externally hosted Whistle-blowers Hotline service for current and former council employees to report wrong doing

Action/s: Research and a market scan has been undertaken to identify an appropriate supplier to provide an externally hosted platform for a Whistle-blower Hotline. Following the market scan several possible suppliers have been identified. Now more detailed information is being requested of each supplier such as:

- the exact service they can provide to meet the unique needs of council
- their ability to triage complaints
- how they will channel complaints to the correct area of council for actioning
- reporting back to council on complaints received and how they are actioned
- cost of service

Further information will be presented to council prior to engaging the best supplier.

Benefit: The establishment of the externally hosted Hotline will **rebuild the confidence of current and former employees to report wrong doing without risk of reprisal.**

Council currently manages the receipt and investigation of PIDs and has policies and procedures to assess a complaint as being within the criteria of a PID and undertaking an investigation. **The Hotline will be one more resource within council's complaints management framework that ensures the disclosure they can report wrong doing in a secured confidential environment at any time and from anywhere.**

Deliverable 2: A review of current policies, procedures and work instructions regarding complaints or grievances raised by employees in relation to employment matters, and complaints raised by external parties about employee conduct or performance has been undertaken

Action/s: Council has a number of Policies and Procedures that relate to employee complaints they are:

Type of Employee Complaint	Relevant Policy and Procedure
Bullying or Harassment at work	Anti-Discrimination and Equal Employment Opportunity (EEO) Policy EEO and Workplace Harassment Grievance Procedure
A Workplace Health & Safety (WH&S) Issue	WH&S Policy WH&S - Consultation and Communication Procedure Workplace Health and Safety Duties and Responsibilities Procedure
Disciplinary action	Discipline Procedure

A review has been undertaken of the above Policies and Procedures to ensure legislative compliance and to confirm the procedures are easily understood and clearly explain the process to be undertaken in raising and resolving a complaint.

It was identified that an Employee Complaints Policy (refer Attachment A) be drafted to provide a guide to managing employee workplace complaints and appropriate method for employees to raise and resolve a complaint or grievance in relation to employment related matters.

The Policy applies to all council employees and relates to:

- Complaints or grievances raised by employees in relation to employment matters, and
- Complaints raised by external parties about employee conduct or performance.

The Policies and Procedures will be posted on the WIRE. A communication plan and a toolkit of resources such as fact sheets, brochures, etc., to inform and educate employees (especially those unable to readily access the WIRE) of the pathways to raise workplace complaints is being developed and will be rolled out in December. The Policies will also be accessible by the general public on council’s website.

Benefits: By adopting policies, providing clear procedures and providing a toolkit of resources for managing or lodging an employee complaint **council is clearly demonstrating its commitment to ensure employee complaints are managed in a confidential, fair, and transparent manner, in accordance with the principles of procedural fairness and natural justice.**

The Policies and Procedures **provide employees with a transparent pathway to raise complaints and grievances in relation to the work place. Council's policy objectives reinforce to employees and Ipswich residents that a culture of bullying, harassment will not be tolerated and that every employee has a right to be and feel safe at work.**

Deliverable 3: Collaborate and utilise the Queensland Ombudsman expertise (QO) to review council's Public Interest Disclosure (PID) Policy and Procedure.

Action/s: The working group has collaborated with the QO regarding council's PID Policy, Management Plan and Procedure. The QO have been an integral source of advice and support to the working group and are recognised as leading best practice in complaints management and are empowered under the *Public Interest Disclosure Act 2010* to:

- monitor the management of public interest disclosures (PIDs)
- review the way in which public sector entities deal with public interest disclosures generally, or particular public interest disclosures; and
- perform an educational and advisory role

A brief outlining the PID review process has been prepared (refer Attachment A) for the Governance Committee and includes information on:

- What is a Public Interest Disclosure?
- What can a Public Interest Disclosure be about?
- Chief Executive Officer's Responsibilities and Obligations under the Act
- The Queensland Ombudsman Model Procedure
- The revised PID Policy, Management Plan and Procedure

The revised PID Policy, PID Management Plan and supporting Procedure (refer Attachments D, E and F) are ready for review and adoption by council. Once adopted all three documents will be posted to the WIRE and on council external website. Have the documents available externally is an obligation of the Chief Executive Officer under section 60 the *Public Interest Disclosure Act 2011*.

A communication plan and PID toolkit of resources such as fact sheets, de-identified examples of complaints successfully managed and resolved etc., are being developed to support staff to report wrongdoing and will be rolled out in December.

Benefits: **Having received advice, feedback and support from the Ombudsman in preparation of these documents council is exercising best practice in PID management, is legislatively compliant, and the CEO's obligations under the *Public Interest Disclosure Act 2012* are met.**

The communication plan and resources will **encourage staff to feel empowered and report wrong doing in the workplace**. Staff can be **confident that council, ELT and managers and supervisors will support and protect both the disclosure and subject officer/s from reprisal**. **This confidence will promote an organisational culture that values high ethical standards.**

Deliverable 4: Liaise with the QO to design and deliver training for staff at all levels of the organisation so they have the skills and resources to make good decision, manage Public Interest Disclosures, but most importantly understand their legal obligations and responsibilities to report wrongdoing.

Actions: The People and Cultural Manager with IMC member, Simone Webbe, have met with the QO to discuss council’s employees training needs. Final negotiations are occurring for the QO to deliver the following training programs:

Program	Managing organisational risk – decision-making and PIDs
Audience	Senior management
Content	Overview of public sector administration context; administrative law obligations; PID Act; relevant policies/procedures; assessment of information/complaints; appropriate referral; confidentiality; support for complainants/disclosers; risk assessment and protection from reprisal; natural justice; delegation; conflict of interest; exercising discretion and judgement; writing reasons for decision; effective communication; record-keeping.

Program	Managing organisational risk – decision-making and PIDs
Audience	Managers and supervisors
Content	Overview of public sector administration context; administrative law obligations; PID Act; relevant policies/procedures; assessment of information/complaints; appropriate referral; confidentiality; support for complainants/disclosers; risk assessment and protection from reprisal; natural justice; delegation; conflict of interest; exercising discretion and judgement; writing reasons for decision; effective communication; record-keeping.

Program	Leading change/Managing risk – making good decisions
Audience	Nominated ‘change agents’
Content	Overview of public sector administration context; impact of change on organisations and individuals; role of change agents; identifying and assessing risk; support and confidentiality; appropriate referral; legislative context; administrative law obligations; applying policies/procedures; identifying issues; natural justice; delegation; conflict of interest; exercising discretion and judgement; writing reasons for decision; effective communication;

	record-keeping; overview of PID Act rights and responsibilities.
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Program	Managing risk – making good decisions
Audience	Officers working in Health, Security and Regulatory Services Department, Planning and Development Department, procurement and nominated high risk or strategic areas across other departments
Content	Overview of public sector administration context; identifying and assessing risk; legislative context; administrative law obligations; applying policies/procedures; identifying issues; natural justice; delegation; conflict of interest; exercising discretion and judgement; writing reasons for decision; effective communication; record-keeping; overview of PID Act rights and responsibilities.

Benefits: By providing **best practice training, delivered by qualified QO staff, council is promoting an organisational culture that values high ethical standards and empowers employees to undertake their roles and responsibilities with the knowledge that they are practicing sound and ethical decision making.** They will be able to:

- understand their legal authority to make decisions
- make sound and defensible decisions
- effectively communicate reasons for decisions
- maintain accurate and proper records
- comply with the rules of natural justice
- identify ethical dilemmas
- consider conflicts of interest and other factors before making a decision
- be change makers to promote an organisational culture that values high ethical standards.

Empowering staff to feel responsible and confident with the decisions they make will assist in creating an organisational culture that values high ethical standards. Staff will no longer be afraid to report bad decisions or wrong doings. Staff will exemplify the **principles underpinning the *Local Government Act 2009*** namely:

- transparent and effective processes, and decision-making in the public interest
- sustainable development and management of assets and infrastructure, and delivery of effective services
- democratic representation, social inclusion and meaningful community engagement
- good governance of, and by, local government
- ethical and legal behaviour of councillors and local government employees.

5. Policies requiring Council adoption

As detailed above, the following policy documents have been prepared for the consideration and adoption by Council:

- the Employee Complaints Policy (refer Attachment A) has been developed to provide guidance and a method for employees to raise complaints and grievances in relation to the work place. It also includes complaints received from customers in relation to an employee's conduct. The Policy reflects council's commitment to ensure employee complaints are managed in a confidential, fair, and transparent manner, in accordance with the principles of procedural fairness and natural justice.
- the PID Policy, PID Management Plan, and PID Procedure (refer Attachments C, D and E) have been prepared and reviewed by the Ombudsman's Office. The Management Plan and Procedure are to be approved by the Chief Executive Officer and the PID Policy must be adopted by Council.

ATTACHMENTS:

Name of Attachment	Attachment
Employee Complaints Policy	Attachment A
Briefing Note - PID Review	Attachment B
Current Management of Public Interest Disclosure Policy	Attachment C
Proposed Public Interest Disclosure Policy	Attachment D
Proposed Public Interest Disclosure Management Plan	Attachment E
Proposed Public Interest Disclosure Procedure	Attachment F

RECOMMENDATIONS:

That the Interim Administrator of Ipswich City Council resolve:

- A. That the policy titled "Employee Complaints Policy" as detailed in Attachment A, to the report by the Corporate Services Project Officer dated 12 November 2018, be adopted
- B. That policy titled "Management of Council's Public Interest Disclosure" as detailed in Attachment C to the report by the Corporate Services Project Officer dated 12 November 2018, as per Recommendation 2A of the Policy and Administration Board No. 2011(10) of 22 November 2011 – City Management and Finance Committee No. 2011(12) of 29 November 2011, adopted at the Council Ordinary Meeting on 6 December 2011, be repealed.
- C. That the policy titled "Public Interest Disclosure" as detailed in Attachment D, to the report by the Corporate Services Project Officer dated 12 November 2018, be adopted.

Angi Harms
Corporate Services Project Officer

I agree with the recommendations contained in this report.

Laura Nicholls

CORPORATE SERVICES AND RISK MANAGER

I agree with the recommendations contained in this report.

Jeffery Keech

ACTING CHIEF OPERATING OFFICER (FINANCE AND CORPORATE SERVICES)

Employee Complaints Policy	Version: Document No.:
<p>1.1 Objective:</p> <p>The objective of this policy is to provide a guide to managing employee workplace complaints. The Employee Complaints Policy provides an appropriate mechanism for employees to raise and resolve a complaint or grievance on employment related matters.</p>	
<p>1.2 Regulatory Authority:</p> <p>Employee Code of Conduct <i>Industrial Relations Act 2016</i> <i>Local Government Act 2009</i> <i>Local Government Regulation 2012</i> Ipswich City Council Enterprise Agreements</p>	
<p>1.3 Policy Statement:</p> <p>Council is committed to ensuring all complaints are managed in a confidential, fair, and transparent manner, in accordance with the principals of procedural fairness and natural justice.</p>	
<p>1.4 Scope:</p> <p>This policy applies to all Council employees and relates to:</p> <ul style="list-style-type: none"> • Grievances or complaints raised by employees in relation to employment matters, and • Complaints raised by external parties about employee conduct or performance. <p>Exclusions:</p> <ul style="list-style-type: none"> • Discrimination, bullying and harassment complaints. These are addressed and managed in accordance with Council's Anti-Discrimination and Equal Employment Opportunity Policy. • Public Interest Disclosures regarding complaints about Fraud/whistle-blower/corrupt conduct. • Administration Action Complaints. • Complaints about the Chief Executive Officer. • Complaints about Councillors and during the period of the Interim Administrator being appointed to Ipswich City Council, the Interim Administrator or a member of the Interim Management Committee. 	

Principles:

In managing and resolving complaints/grievances the following principles will be appropriately applied taking into account the nature of the complaint/grievance:

- Where possible employee complaints/grievances should be resolved informally by their supervisor;
- Complaints/grievances will be treated seriously;
- Complaints/grievances should be addressed within a reasonable timeframe;
- The complainant and any person/s subject of the complaint (the parties) will be supported and protected from reprisal;
- Support will be available to all parties e.g. Employee Assistance Program, union delegate;
- Appropriate communication should occur throughout the process;
- Appropriate documentation will be maintained;
- Confidentiality must be maintained;
- Principles of natural justice will apply;
- The decision maker will be independent of the investigation process;
- Employees should not raise vexatious or frivolous complaints or grievances.

1.5 Roles and responsibilities:

Employees: where appropriate raise complaints/grievance in the first instance with their supervisor/manager. Where this is not appropriate or the issue has not been resolved to the employee's satisfaction they may lodge their complaint/grievance with the People and Culture Branch.

Managers/Supervisors: to escalate workplace complaints to the People and Culture Branch in a timely manner if a resolution has not been achieved to the employee's satisfaction.

Manager People and Culture [or their delegate]: to receive the complaint and oversee the investigation to ensure it is undertaken in accordance with the principals outlined above.

1.6 Definitions:

Employee; includes contingent workers, contract staff and trainees.

1.6 Policy Author: Manager People and Culture

Date of Council resolution:

Committee Reference and date: THIS WILL BE FILLED IN ONCE THE POLICY HAS

No of resolution: BEEN ADOPTED AT FULL COUNCIL BY THE CORPORATE



POLICY

Date to be reviewed:

GOVERNANCE ADMIN TEAM

ATTACHMENT B

BRIEFING NOTE PUBLIC INTEREST DISCLOSURE POLICY REVIEW 12 NOVEMBER 2018

REVIEW PROCESS:

The following Council Officers, who in undertaking their responsibilities, must abide by the *Public Interest Disclosure Act 2010* (the Act) and Simone Webbe and Stan Gallo members of the Interim Management Committee formed a working group to review the document and Council's compliance with the Act:

- Manager People and Culture
- Chief Audit Executive
- Ethical Standards Manager
- Acting Corporate Services and Risk Manager

THE PUBLIC DISCLOSURES ACT 2010:

What is a Public Interest Disclosure (PID)?

The Act encourages the disclosure of information about suspected wrongdoing in the public sector so that:

- public sector organisations can better identify wrongdoing
- suspected wrongdoing can be properly evaluated and investigated
- action can be taken to fix problems
- systems that can reduce the risk of wrongdoing can be implemented

What can a Public Interest Disclosure be about?

Under the Act only some kinds of information are 'Public Interest Disclosures'. Any person, including a public sector employee, can make a Public Interest Disclosure about:

- danger to the health or safety of a person with a disability
- danger to the environment caused by commission of an offence or contravention of a condition in certain environmental legislation
- reprisal after making a public interest disclosure.

A public sector officer can also make a public interest disclosure about:

- corrupt conduct
- maladministration that adversely affects someone's interests in a substantial and specific way

- a substantial misuse of public resources
- a substantial and specific danger to public health or safety
- a substantial and specific danger to the environment.

Chief Executive Officer's Responsibilities and Obligations under the Act

Part 2 of the Act sets out the responsibilities and obligations of the Chief Executive Officer (CEO) in the management of Public Interest Disclosures (refer Attachment B for a full extract of Part 2) which are summarised below:

- Provide council staff who make PIDs with appropriate support
- Ensure PIDs made to council are properly assessed and, when appropriate, properly investigated and dealt with
- Ensure appropriate action is taken in relation to any wrongdoing that is the subject of a PID
- Develop and implement a management program for PIDs, consistent with any standard made under section 60 of the Act
- Ensure council staff are offered protection from reprisals by the Council or other council officers
- Ensure the procedures are published, as soon as practicable after the procedures are made, on a website that is maintained by the public sector entity and readily accessible to the public
- Maintain a proper record of the disclosures and of disclosures referred to other agencies

MODEL PROCEDURE:

The Queensland Ombudsman (QO), as the oversight agency under the Act, has developed a Model Public Interest Disclosure Procedure (the Model Procedure) to assist public entities, such as local governments, to fulfil their legislative obligations. The QO's Model Procedure combines a policy and procedure into one document and recommend that public entities adopt the Model. Other QO PID Management resources available for use by entities are:

PID Assessment Guide – which steps PID Coordinators through the three fundamental questions to consider assessing information to decide if it is a public interest disclosure:

1. Is this public interest information under the PID Act?
2. Is it an appropriate disclosure?
3. Is it made to a proper authority?

PID Risk Assessment Guide - provides guidance on conducting a risk assessment for reprisal of the discloser.

Self-Assessment Checklist - to enable entities to review their PID policy/procedure and identify areas for improvement

NEXT STEPS:

After researching and evaluating the requirements under the Act, QO Standard No. 1, resources of the QO as well as a desk top assessment of other local governments' approach to PID management, the working group have determined that to ensure council can attest to exercising best practice in the management of PIDs including legislative compliance, and appropriate implementation that:


- the current PID Policy (refer Attachment A) be repealed by Council
- the revised Policy (refer Attachment C) developed from the QO's Model Procedure be adopted by Council
- that to meet the CEO's responsibilities and obligations under section 281(d) of the Act, the Public Interest Disclosures Management Plan, developed from QO's Management Plan (refer Attachment D) and Public Interest Disclosure Procedure (refer Attachment E) be approved by the CEO

ATTACHMENTS:

Name of Attachment	Attachment
Current Management of Public Interest Disclosure Policy	Attachment A
Part 2 of the Public Interest Disclosure Act – establish reasonable procedures to deal with a PID	Attachment B
Proposed Public Interest Disclosure Policy	Attachment C
Proposed Public Interest Disclosures Management Plan	Attachment D
Proposed Public Interest Disclosure Procedure	Attachment E

Angi Harms
Corporate Services Project Officer

ATTACHMENT C

	MANAGEMENT OF PUBLIC INTEREST DISCLOSURE POLICY	Document No: A3750647
1.1 Objectives: The intention of this Policy is to document Ipswich City Council's commitment to the <i>Public Interest Disclosure Act 2010 (PIDA)</i> .		
1.2 Regulatory Authority: <i>The Public Interest Disclosure Act 2010</i> <i>The Local Government Act 2009</i> <i>The Public Sector Ethics Act 1994</i> Ipswich City Council's Employee Code of Conduct Public Service Commission Public Interest Disclosure Standard No. 1 (1 January 2011) Management of Public Interest Disclosure Procedure – FCS-62		
1.3 Policy Statement: Ipswich City Council, will perform its responsibilities as stated in the <i>Local Government Act 2010</i> while being cognisant of the aims of the PIDA, such as: (a) promoting public interests by facilitating public interest disclosures; and (b) ensuring public interest disclosures are properly assessed and, when appropriate, investigated and dealt with; and (c) ensuring appropriate consideration is given to the interests of persons who are the subject of a public interest disclosure; and (d) affording protection from reprisals to persons making public interest disclosures.		
1.4 Scope: In accordance with the PIDA, Council will deal with public interest disclosures through procedures set out in the Ipswich City Council Management of Public Interest Disclosure Procedure. This procedure has been created in keeping with the Standards made by the Public Service Commission		
1.5 Policy Author: The Corporate Services Branch is responsible for the administration and maintenance of this policy.		

Date of Council Resolution: 6 December 2011

Date of Review: 8 June 2016

Committee Reference and Date: Policy and Administration Board No. 2011(10) of 22
November 2011 - City Management and Finance Committee No. 2011(12) of 29
November 2011

No. of Resolution: 2A

Date to be Reviewed: 8 June 2018

ATTACHMENT D

	PUBLIC INTEREST DISCLOSURE POLICY	Version: 1 Document No.:
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1.1 Objectives:

By complying with the [Public Interest Disclosure Act 2010](#) (the Act), Ipswich City Council (Council) will:

- promote the public interest by facilitating public interest disclosures (PIDs) of wrongdoing
- ensure that PIDs are properly assessed and, where appropriate, properly investigated and dealt with
- ensure appropriate consideration is given to the interests of persons who are the subject of a PID
- ensure protection from reprisal is afforded to persons making PIDs.
- As required under the Act, the Chief Executive Officer (CEO) will implement procedures to ensure that:
 - any public officer who makes a PID is given appropriate support
 - PIDs made to Council are properly assessed and, where appropriate, properly investigated and dealt with
 - appropriate action is taken in relation to any wrongdoing which is the subject of a PID
 - a management program for PIDs made to Council, consistent with the standard issued by the Queensland Ombudsman, is developed and implemented
 - public officers who make PIDs are offered protection from reprisal by Council or other public officers of Council.

Council's Public Interest Disclosure Policy, Management Plan and Procedure are available for public viewing at www.ipswich.qld.gov.au. The Public Interest Disclosure Policy, Management Plan and Procedure will be reviewed annually and updated as required to ensure it meets the requirements of the Act and the standard issued by the Queensland Ombudsman (QO).

1.2 Regulatory Authority:

[CCC Fraud and Corruption Best Practice Guide](#)
[Crime and Corruption Act 2001](#)
[Local Government Act 2009](#)
[Ombudsman Act 2001](#)
[Public Interest Disclosure Act 2010](#)
[Public Records Act 2002](#)
[Public Sector Ethics Act 1994](#)

[Queensland Ombudsman Public Interest Disclosure Standards](#)
[Council's Complaint Management Policy](#)
[Employee Code of Conduct](#)
[Councillor Code of Conduct](#)
[Council's Enterprise Risk Management Policy](#)
[Reporting and Investigating Suspected Missing, Stolen or Maliciously Damaged Council Property or Asset and Corrupt Conduct Procedure](#)

1.3 Policy Statement:

Council is committed to fostering an ethical, transparent culture. In pursuit of this, Council values the disclosure of information about suspected wrongdoing in the public sector so that it can be properly assessed and, if necessary, appropriately investigated. Council will provide support to an employee or others who make disclosures about matters in the public interest. This Policy demonstrates this commitment and ensures that practical and effective procedures are implemented which comply with the requirements of the Act.

1.4 PID Management Program

The CEO has overall responsibility for ensuring that Council develops, implements and maintains a PID management program. The Council PID management program encompasses:

- commitment to encouraging the internal reporting of wrongdoing
- senior management endorsement of the value to Council of PIDs and the proper management of PIDs
- a communication strategy to raise awareness among employees about PIDs and Council's PID policy
- inclusion of PID Awareness in employee Induction Program
- a training strategy to give employees access to training, (during Induction and ongoing during their employment at Council), about how to make a PID, information on the support available to a discloser, and advice on how PIDs will be managed
- specialist training and awareness about PIDs for senior management and other staff who may receive or manage PIDs, disclosers or workplace issues relating to PIDs
- the appointment of a specialist officer/unit to be responsible for issues related to the management of PIDs
- ensuring effective systems and procedures are in place so that issues and outcomes from PIDs inform improvements to service delivery, business processes and internal controls
- quarterly reporting to Council on the management, de-identified outcomes and learnings
- annual review in November of each calendar year of the Public Interest Disclosure Policy and evaluation of the effectiveness of the PID management program

1.5 Roles and responsibilities:

The CEO has designated the following roles and responsibilities for managing PIDs within Council:

Role:	Responsibilities:	Officer:
PID Coordinator	<ul style="list-style-type: none"> • principal contact for PID issues within Council • document and manage implementation of PID management program • review and update PID policy annually • maintain and update internal records of PIDs received • report data on PIDs to Queensland Ombudsman • assess PIDs received, provide acknowledgment of receipt of PID to discloser • undertake risk assessments in consultation with disclosers and other relevant officers • liaise with other agencies about referral of PIDs • allocate Investigator and Support Officer to PID matter • provide advice and information to discloser on Council PID policy • provide personal support and referral to other sources of advice or support as required • facilitate updates on progress of investigation • proactively contact discloser throughout PID management process 	Ethical Standards Manager 07 3810 6798 Email - TBC
Investigator	<ul style="list-style-type: none"> • conduct investigation of information in PID in accordance with terms of reference • prepare report for delegated decision-maker 	An appropriate internal or external investigator will be appointed for each PID investigated depending upon the type of disclosure and other relevant considerations.
CEO as decision maker or CEO's delegate	<ul style="list-style-type: none"> • review investigation report and determine whether alleged wrongdoing is substantiated 	An appropriate decision-maker will be appointed for each PID investigated.

1.5 Why make a PID?

Employees who are prepared to speak up about public sector misconduct, wastage of public funds, suspected unlawful activity or danger to health, safety or the environment can be the most important sources of information to identify and address problems in public sector administration. Council supports the disclosure of information about wrongdoing because:

- implementing systems for reporting and dealing with wrongdoing contributes to the integrity of Council.
- the outcomes of PIDs can include improvements to systems that prevent fraud and other economic loss to Council.
- the community's trust in public administration is strengthened by having strong processes in place for reporting wrongdoing.

When making a PID the discloser receives the protections provided under the PID Act, including:

- confidentiality – the discloser's name and other identifying information will be protected to the extent possible
- protection against reprisal – the discloser is protected from unfair treatment by Council and employees of Council as a result of making the PID
- immunity from liability – the discloser cannot be prosecuted for disclosing the information but is not exempt from action if they have engaged in wrongdoing
- protection from defamation – the discloser has a defence against an accusation of defamation by any subject officer.

1.6 What is a Public Interest Disclosure?

Under the PID Act, any person can make a disclosure about a:

- substantial and specific danger to the health or safety of a person with a disability
- commission of an offence or contravention of a condition under certain legislation that is or would be substantial and specific danger to the environment
- reprisal because of a belief that a person has made, or intends to make a disclosure.

In addition, public sector officers can make a disclosure about the following public interest matters:

- corrupt conduct
- maladministration that adversely affects a person's interests in a substantial and specific way
- a substantial misuse of public resources
- a substantial and specific danger to public health or safety
- substantial and specific danger to the environment.

A discloser can have either a 'reasonable belief' that wrongdoing has occurred, or provide evidence which tends to show the wrongdoing has occurred.

A disclosure amounts to a PID and is covered by the PID Act even if the:

- discloser reports the information as part of their duties – such as an auditor reporting a fraud or an occupational health and safety officer reporting a safety breach
- disclosure is made anonymously – the discloser is not required to give their name or any identifying information
- discloser has not identified the material as a PID – it is up to Council to assess information received and decide if it is a PID
- disclosure is unsubstantiated following investigation – the discloser is protected when the information they provide is assessed as a PID, whether or not it is subsequently investigated or found to be substantiated.

1.7 Who can a PID be disclosed to?

A PID must be made to the ‘proper authority’ to receive disclosures of the type being made. Disclosers are encouraged to make a disclosure to an appropriate officer of Council first. If the matter is not resolved, or the discloser is concerned about confidentiality, the disclosure may be made to another appropriate agency.

Who to contact within Ipswich City Council:	Other agencies that can receive PIDs:
<p>Any person (including employees) can make a disclosure to:</p> <ul style="list-style-type: none"> • any person in a supervisory or management position • the People and Culture Branch • the Chief Executive Officer or CEO’s delegate • the Ethical Standards Manager • the Chief Audit Executive • During the period of the Interim Administrator being appointed to the Ipswich City Council, the Interim Administrator or a member of the Interim Management Committee 	<p>Disclosures can be made to an agency that has a responsibility for investigating the information disclosed:</p> <ul style="list-style-type: none"> • Crime and Corruption Commission (CCC) for disclosures about corrupt conduct including reprisal • Queensland Ombudsman for disclosures about maladministration • Queensland Audit Office for disclosures about a substantial misuse of resources • Department of Child Safety, Youth and Women for disclosures about danger to the health or safety of a child or young person with a disability • Department of Communities, Disability Services and Seniors for disclosures about danger to the health or safety of a person with a disability • Office of the Public Guardian for disclosures about danger to the health or safety of a person with a disability • Department of Environment and Science disclosures about danger to the environment • A Member of the Legislative Assembly (MP) for any wrongdoing or danger • The Chief Judicial Officer of a court or tribunal in relation to a disclosure about wrongdoing by a judicial

	officer.
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A disclosure can also be made to a journalist if the following conditions have been met:

- a valid PID was initially made to a proper authority, and
- the proper authority:
 - decided not to investigate or deal with the disclosure, or
 - investigated the disclosure but did not recommend taking any action, or
 - failed to notify the discloser within six months of making the disclosure whether or not the disclosure was to be investigated or otherwise dealt with.

A person who makes a disclosure to a journalist in these circumstances is protected under the PID Act. However, disclosers should be aware that journalists are not bound under the confidentiality provisions of section 65 of the PID Act.

1.8 How to make a PID

A discloser can make a PID in any way, including anonymously, either verbally or in writing. To assist in the assessment, and any subsequent investigation of a PID, disclosers are requested to:

- provide contact details (this could be an email address that is created for the purpose of making the disclosure or a telephone number)
- provide as much information as possible about the suspected wrongdoing, including:
 - who was involved
 - what happened
 - when it happened
 - where it happened
 - whether there were any witnesses, and if so who they are
 - any evidence that supports the PID, and where the evidence is located
 - any further information that could help investigate the PID
- provide this information in writing.

Note: A discloser does not need to identify their concern as a PID. The PID Coordinator will determine if the information provided meets the criteria of a PID.

1.9 Deciding whether a matter is a PID

If there is any doubt as to whether a matter is a PID, further information may be obtained to inform the decision. If doubt still remains, the matter will be considered and managed as a PID.

Mere disagreements over policy do not meet the threshold for a PID under the PID Act.

It is an offence under the PID Act to intentionally give false or misleading information intending it be acted on as a PID. Employees may be subject to disciplinary action for intentionally giving

false or misleading information in a PID, or during an investigation into a PID.

1.10 Assessing a PID

The disclosure will be assessed in accordance with the PID Act, the PID Standard, Council's Public Interest Disclosure Policy and any other relevant procedure(s). The PID Coordinator will when necessary utilise the Queensland Ombudsman's Guides such as:

- [Guidance on assessing the risk of reprisal](#)
- [PID Assessment Guide](#)
- [PID Risk Assessment Guide](#)

Once the matter has been assessed as a PID, Council will advise the discloser:

- that their information has been received and assessed as a PID
- the action to be taken by Council in relation to the disclosure, which could include referring the matter to an external agency, or investigating
- the likely timeframe involved
- the name and contact details of the Council support officer they can contact for updates or advice
- of the discloser's obligations regarding confidentiality
- the protections the discloser has under the PID Act
- the commitment of Council to keep appropriate records and maintain confidentiality, except where permitted under the PID Act
- how updates regarding intended actions and outcomes will be provided to the discloser
- contact details for the Council Employee Assistance Program.

If the PID has been made anonymously and the discloser has not provided any contact details Council will not be able to acknowledge the PID or provide any updates.

Upon receiving a PID, Council will conduct a risk assessment (refer section 1.17 - *Additional resources from the Queensland Ombudsman's Website*) to assess the likelihood of the discloser suffering reprisal action as a result of having made the disclosure. This assessment will take into account the actual and reasonably perceived risk of the discloser suffering detriment, and will include consultation with the discloser.

Consistent with the assessed level of risk, Council will arrange any reasonably necessary support or protection for the discloser.

1.11 Referring a PID

If Council decides there is another proper authority that is better able to deal with the PID, the PID may be referred to that agency. This may be because:

- the PID concerns wrongdoing by that agency or an employee of that agency
- the agency has the power to investigate or remedy the matter.

In these cases, the discloser will be advised of the action taken by Council.

It may also be necessary to refer the PID to another agency because of a legislative obligation, for example, refer a matter to the Crime and Corruption Commission where there is a reasonable suspicion that the matter involves or may involve corrupt conduct (as required by section 38 of the [Crime and Corruption Act 2001](#)).

The confidentiality obligations of the PID Act permit appropriate officers of Council to communicate with another agency about the referral of a PID. Officers will exercise discretion in their contacts with any other agency.

1.12 Declining to take action on a PID

Under the PID Act, Council may decide not to investigate or deal with a PID in various circumstances, including:

- the information disclosed has already been investigated or dealt with by another process
- the information disclosed should be dealt with by another process
- the age of the information makes it impractical to investigate
- the information disclosed is too trivial and dealing with it would substantially and unreasonably divert Council from the performance of its functions
- another agency with jurisdiction to investigate the information has informed Council that an investigation is not warranted.

If a decision is made not to investigate or deal with a PID Council will give the discloser written reasons for that decision.

If the discloser is dissatisfied with the decision they can request a review by writing to the CEO of Ipswich City Council within 28 days of receiving the written reasons for decision.

1.13 Investigating a PID

If a decision is made to investigate a PID, this will be done with consideration for the:

- principles of natural justice
- obligation under the PID Act to protect confidential information
- obligation under the PID Act to protect officers from reprisal
- interests of subject officers.

If as a result of investigation, the information about wrongdoing provided in the PID is substantiated, appropriate action will be taken.

Where the investigation does not substantiate wrongdoing, Council will review systems, policies and procedures to identify whether there are improvements that can be made and consider if staff training is required.

1.14 Organisational Support for disclosers

Disclosers should not suffer any form of detriment as a result of making a PID. In the event of reprisal action being alleged or suspected, Council will:

- attend to the safety of disclosers or affected third parties as a matter of priority
- review its risk assessment and any protective measures needed to mitigate any further risk of reprisal
- manage any allegation of a reprisal as a PID in its own right.

Details about disclosures, investigations, and related decisions will be kept secure and accessible only to the people involved in the management of the PID. Council will ensure that communication with all parties involved will be arranged discreetly to avoid identifying the discloser wherever possible.

While Council will make every attempt to protect confidentiality, a discloser's identity may need to be disclosed to:

- provide natural justice to subject officers
- respond to a court order, legal directive or court proceedings.

Disclosers should be aware that while Council will make every attempt to keep their details confidential, it cannot guarantee that others will not try to deduce their identity. Information and support will be provided to the discloser until the matter is finalised.

Making a PID does not prevent reasonable management action. That means that the discloser will be continue to be managed in accordance with normal, fair and reasonable management practices during and after the handling of the PID.

1.15 Rights of subject officers

Council acknowledges that for officers who are the subject of a PID the experience may be stressful. Council will protect their rights by:

- assuring them that the PID will be dealt with impartially, fairly and reasonably in accordance with the principles of natural justice
- confirming that the PID is an allegation only until information or evidence obtained through an investigation substantiates the allegation
- providing them with information about their rights and the progress and outcome of any investigation
- referring them to the Employee Assistance Program for support.

Information and support will be provided to subject officer until the matter is finalised.

1.16 Record-keeping

In accordance with its obligations under the PID Act and the [Public Records Act 2002](#), Council will ensure that:

- accurate data is collected about the receipt and management of PIDs
- anonymised data is reported to the Office of the Queensland Ombudsman in their role as the oversight agency, through the PID reporting database. Such anonymised data being:
 - the date the disclosure was received, and where it was received from
 - the status of the discloser (e.g. entity staff, staff from another entity, member of the public, anonymous)
 - the gender and status of the subject officer (staff member, non-staff member)
 - the relationship between the discloser and the subject officer
 - the location of the subject officer (geographical region)
 - a summary of the allegation/information received
 - the involvement of an external agency/party
 - the action taken to minimise any risk of reprisal
 - date inquiry/investigation commenced and completed
 - the outcome of the assessment, inquiry/investigation
 - the date the PID was resolved or closed
 - when the outcome was advised to the discloser
 - if no action was taken, the reason for the decision
 - other legal processes associated with the disclosure

1.17 Additional resources from the Queensland Ombudsman’s Website

[Public Interest Disclosure Video](#)

This video has been produced for the information of all public sector employees and gives an overview of their rights and responsibilities under the *Public Interest Disclosure Act 2010*.

Fact Sheets:

- [What is a Public Interest Disclosure?](#)
- [How to make a public interest disclosure](#)
- [Discloser information and support](#)
- [A checklist for making a public interest disclosure](#)
- [The Ombudsman's role in a public interest disclosure](#)

- Guidance on assessing the risk of reprisal
- PID Assessment Guide
- PID Risk Assessment Guide

1.18 Definitions:

Terminology	Definition
Administrative action	(a) means any action about a matter of administration, including, for example: <ul style="list-style-type: none"> i a decision and an act; and

	<ul style="list-style-type: none"> ii a failure to make a decision or do an act, including a failure to provide a written statement of reasons for a decision; and iii the formulation of a proposal or intention; and iv the making of a recommendation, including a recommendation made to a Minister; and v an action taken because of a recommendation made to a Minister; and <p>(b) does not include an operational action of a police officer or of an officer of the Crime and Corruption Commission.</p>	
Confidential information	<p>(a) includes —</p> <ul style="list-style-type: none"> (i) information about the identity, occupation, residential or work address or whereabouts of a person — <ul style="list-style-type: none"> I. who makes a public interest disclosure; or II. against whom a public interest disclosure has been made; and (ii) information disclosed by a public interest disclosure; and (iii) information about an individual’s personal affairs; and (iv) information that, if disclosed, may cause detriment to a person; and (b) does not include information publicly disclosed in a public interest disclosure made to a court, tribunal or other entity that may receive evidence under oath, unless further disclosure of the information is prohibited by law. 	
Corrupt conduct	<p>As defined in section 15 of the Crime and Corruption Act 2001:</p> <p>(1) Corrupt conduct means conduct of a person, regardless of whether the person holds or held an appointment, that—</p> <ul style="list-style-type: none"> (a) adversely affects, or could adversely affect, directly or indirectly, the performance of functions or the exercise of powers of— <ul style="list-style-type: none"> (i) a unit of public administration; or (ii) a person holding an appointment; and (b) results, or could result, directly or indirectly, in the performance of functions or the exercise of powers mentioned in paragraph (a) in a way that— <ul style="list-style-type: none"> (i) is not honest or is not impartial; or (ii) involves a breach of the trust placed in a person holding an appointment, either 	

	<p>knowingly or recklessly; or</p> <p>(iii) involves a misuse of information or material acquired in or in connection with the performance of functions or the exercise of powers of a person holding an appointment; and</p> <p>(c) is engaged in for the purpose of providing a benefit to the person or another person or causing a detriment to another person; and</p> <p>(d) would, if proved, be—</p> <p>(i) a criminal offence; or</p> <p>(ii) a disciplinary breach providing reasonable grounds for terminating the person’s services, if the person is or were the holder of an appointment.</p> <p>(2) Without limiting subsection (1), conduct that involves any of the following could be corrupt conduct under subsection (1)—</p> <p>(a) abuse of public office;</p> <p>(b) bribery, including bribery relating to an election;</p> <p>(c) extortion;</p> <p>(d) obtaining or offering a secret commission;</p> <p>(e) fraud;</p> <p>(f) stealing;</p> <p>(g) forgery;</p> <p>(h) perverting the course of justice;</p> <p>(i) an offence relating to an electoral donation;</p> <p>(j) loss of revenue of the State;</p> <p>(k) sedition;</p> <p>(l) homicide, serious assault or assault occasioning bodily harm or grievous bodily harm;</p> <p>(m) obtaining a financial benefit from procuring prostitution or from unlawful prostitution engaged in by another person;</p> <p>(n) illegal drug trafficking;</p> <p>(o) illegal gambling.</p>
<p>Detriment</p>	<p>includes –</p> <p>(a) personal injury or prejudice to safety; and</p> <p>(b) property damage or loss; and</p> <p>(c) intimidation or harassment; and</p> <p>(d) adverse discrimination, disadvantage or adverse treatment about career, profession, employment, trade or business; and</p> <p>(e) financial loss; and</p>

	(f) damage to reputation, including, for example, personal, professional or business reputation.
Disability	<p>As defined in section 11 of the Disability Services Act 2006, for the purposes of this policy:</p> <p>(1) A disability is a person's condition that—</p> <p>(a) is attributable to—</p> <p>(i) an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment; or</p> <p>(ii) a combination of impairments mentioned in subparagraph (i); and</p> <p>(b) results in—</p> <p>(i) a substantial reduction of the person's capacity for communication, social interaction, learning, mobility or self-care or management; and</p> <p>(ii) the person needing support.</p> <p>(2) For subsection (1), the impairment may result from an acquired brain injury.</p> <p>(3) The disability must be permanent or likely to be permanent.</p> <p>The disability may be, but need not be, of a chronic episodic nature.</p>
Discloser	A person who makes a disclosure in accordance with the Public Interest Disclosure Act 2010.
Employee	of an entity, includes a person engaged by the entity under a contract of service.
Journalist	a person engaged in the occupation of writing or editing material intended for publication in the print or electronic news media.
Maladministration	<p>As defined in schedule 4 of the Public Interest Disclosure Act 2010, maladministration is administrative action that—</p> <p>a) was taken contrary to law; or</p> <p>b) was unreasonable, unjust, oppressive, or improperly discriminatory; or</p> <p>c) was in accordance with a rule of law or a provision of an Act or a practice that is or may be unreasonable, unjust, oppressive, or improperly discriminatory in the particular circumstances; or</p> <p>d) was taken—</p> <p>(i) for an improper purpose; or</p> <p>(ii) on irrelevant grounds; or</p> <p>(iii) having regard to irrelevant considerations; or</p>

	<p>e) was an action for which reasons should have been given, but were not given; or</p> <p>f) was based wholly or partly on a mistake of law or fact; or</p> <p>g) was wrong.</p>
Natural justice	<p>Natural justice, also referred to as ‘procedural fairness’ applies to any decision that can affect the rights, interests or expectations of individuals in a direct or immediate way. Natural justice is at law a safeguard applying to an individual whose rights or interests are being affected.</p> <p>The rules of natural justice, which have been developed to ensure that decision-making is fair and reasonable, are:</p> <ul style="list-style-type: none"> • avoid bias; and • give a fair hearing. • act only on the basis of logically probative evidence.
Organisational support	<p>For the purposes of this policy, organisational support means actions such as, but not limited to:</p> <ul style="list-style-type: none"> • providing moral and emotional support • advising disclosers about agency resources available to handle any concerns they have as a result of making their disclosure • appointing a mentor, confidante or other support officer to assist the discloser through the process • referring the discloser to the agency’s Employee Assistance Program or arranging for other professional counselling • generating support for the discloser in their work unit where appropriate • ensuring that any suspicions of victimisation or harassment are dealt with • maintaining contact with the discloser • negotiating with the discloser and their support officer a formal end to their involvement with the support program when it is agreed that they no longer need assistance.
Proper authority	A person or organisation that is authorised under the Public Interest Disclosure Act 2010 to receive disclosures.
Public officer	A public officer, of a public sector entity, is an employee, member or officer of the entity.
Reasonable belief	A view which is objectively fair or sensible.

<p>Reasonable management action</p>	<p>Action taken by a manager in relation to an employee, includes any of the following taken by the manager—</p> <ul style="list-style-type: none"> (a) a reasonable appraisal of the employee’s work performance; (b) a reasonable requirement that the employee undertake counselling; (c) a reasonable suspension of the employee from the employment workplace; (d) a reasonable disciplinary action; (e) a reasonable action to transfer or deploy the employee; (f) a reasonable action to end the employee’s employment by way of redundancy or retrenchment; (g) a reasonable action in relation to an action mentioned in paragraphs (a) to (f); (h) a reasonable action in relation to the employee’s failure to obtain a promotion, reclassification, transfer or benefit, or to retain a benefit, in relation to the employee’s employment.
<p>Reprisal</p>	<p>The term ‘reprisal’ is defined under the Public Interest Disclosure Act 2010 as causing, attempting to cause or conspiring to cause detriment to another person in the belief that they or someone else:</p> <ul style="list-style-type: none"> • has made or intends to make a disclosure; or • has been or intends to be involved in a proceeding under the disclosure Act against any person. <p>Reprisal under the Public Interest Disclosure Act 2010 is a criminal offence and investigations may be undertaken by the Queensland Police Service.</p>
<p>Subject officer</p>	<p>An officer who is the subject of allegations of wrongdoing made in a disclosure.</p>
<p>Substantial and specific</p>	<p>Substantial means 'of a significant or considerable degree'. It must be more than trivial or minimal and have some weight or importance.</p> <p>Specific means “precise or particular”. This refers to conduct or detriment that is able to be identified or particularised as opposed to broad or general concerns or criticisms.</p>

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ATTACHMENT E

Ipswich City Council Public Interest Disclosures Management Plan made under the *Public Interest Disclosure Act 2010*

Purpose

This management plan has been prepared to comply with s.28 of the *Public Interest Disclosure Act 2010* (the PID Act) and Public Interest Disclosure Standard No.1 (the Standard) issued by the Queensland Ombudsman under s.60 of the PID Act.

Under the PID Act, PIDs may be made by employees of a public sector entity (such as Ipswich City Council) and by members of the public.

This PID Management Plan should be read in conjunction with the Ipswich City Council's Public Interest Policy. (**Note:** in normal practice a Policy is supported by a Procedure, however in this instance the Policy and Procedure are combined into the one document referred to as the Policy).

Section 6.1.1 of the Standard requires the Chief Executive Officer (CEO) of Ipswich City Council (Council) to develop, implement and maintain a management program for PIDs about the conduct of officers of the Council that addresses the following issues:

1. **Organisational commitment to encourage internal reporting of wrongdoing**

The CEO and senior managers of Council:

- recognise the important role disclosers play in identifying wrongdoing and thus improving the integrity and performance of the Council and deterring wrongdoing
- are committed to ensuring that PIDs are properly assessed, investigated and dealt with
- recognise the value and importance of providing protection to employees who report wrongdoing using appropriate internal or external channels
- are committed to ensuring that appropriate consideration is given to the interests of persons who are the subject of a PID.

The CEO and senior managers will take all reasonable steps to protect an employee from any detrimental action by way of a reprisal taken because they have made a PID.

The Council's organisational commitment to ethical practices and to an effective PID Management Plan is explicitly stated in the Council's Employee Code of Conduct.

2. Senior management endorsement of the value of PIDs and the proper management of PIDs and disclosers

The CEO and senior managers of Council recognise that, in order for the Council to have a successful disclosure program, it is critical that managers commit to the implementation of the Council's PID Management Plan and Policy in relation to disclosures.

Senior managers of the Council encourage any employee who considers that they have witnessed wrongdoing to come forward and make a disclosure. Senior managers of the Council believe that disclosing wrongdoing is in accordance with the Council's ethical culture, in particular, acting with integrity and recognise the benefit to the Council of encouraging employees to report wrongdoing.

When employees come forward with information about wrongdoing, managers commit to:

- protecting the dignity, wellbeing, career interests and good name of all persons involved
- protecting the discloser from any adverse action taken as a result of making the disclosure
- dealing with any bullying, harassment, unfair treatment, victimisation or discrimination that results from a disclosure as a breach of the Council's disciplinary procedures
- responding to the disclosure thoroughly and impartially
- taking appropriate action to deal with wrongdoing
- keeping the discloser informed of progress and the outcome.

Senior managers of Council also recognise that members of the public may have information about the operations of the Council that meets the criteria for a PID. Members of the public are encouraged to report this information to the CEO. A PID made by a member of the public will be acknowledged. The discloser will be informed about the outcome of the PID assessment and any action taken as a result of the disclosure.

3. A communication strategy for raising employee awareness about PIDs and Council's PID procedures

The CEO recognises that critical to the success of its PID Management Plan is employee awareness of the Plan and Policy. The Council's communication strategy involves the following:

- periodically including, in the Council's internal electronic newsletter, a message from the CEO that reconfirms the Council's commitment to the PID Act, as well as other information and reminders about the Council's PID reporting system
- including a PID page on the Council's intranet
- providing the contact details for the Council's nominated PID officer in the Council's internal phone list

- including information about PIDs in the Council’s induction program for new employees
- annual training for employees.

4. A training strategy for employees

The CEO recognises the importance of educating employees on PID issues and ensuring that ongoing training is provided.

As part of the Induction, Ethics and Code of Conduct training that every employee is required to attend, a segment on the operation of the PID Act will be included. This will be formalised in the Council’s training plan. The training will cover:

- how to identify wrongdoing
- how to make a PID
- the support and protection to be afforded to disclosers
- how PIDs will be managed by Council.

In addition, senior managers of the Council will receive training annually on their obligations in relation to handling PIDs.

5. The appointment of a nominated officer responsible for issues related to the management of PIDs

The Ethical Standards Manager is the nominated officer responsible for issues related to the management of PIDs and has:

- direct access to the CEO in relation to PID matters
- delegated authority to appropriately manage PIDs
- access to resources to allow for the proper management of PIDs.

A member of the public or an employee of Council can make a disclosure to the Ethical Standards Manager by way of:

Email: TBC

Letter: Attn: PID Coordinator
Ethical Standards Manager
PO Box 191
Ipswich Qld 4035

Phone: 07 3810 6798 (and ask to speak to the Ethical Standards Manager in their role as PID Coordinator)

6. Ensure that effective systems and procedures are in place for issues arising from PIDs to inform improvements to service delivery, business processes and internal controls

At the conclusion of a PID investigation, the Ethical Standards Manager is responsible for assessing whether any change is needed to the Council's Policy or internal controls. The Ethical Standards Manager will, within 60 days of the conclusion of the PID investigation, report to the CEO with any recommendation for appropriate change.

7. Provide a mechanism for regular evaluation and monitoring of the effectiveness of PID policies and procedures

The Ethical Standards Manager, as the nominated officer responsible for issues related to the management of PIDs, will conduct an annual review each November of the effectiveness of the Council's PID Management Plan and Policy.

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ATTACHMENT F

PUBLIC INTEREST DISCLOSURE PROCEDURE		
Procedure ID and Objective ID	Procedure FCS-xxx	Objective ID:
Name of parent Policy	Council's Public Disclosure Policy	
Regulatory Authority	Crime and Corruption Act 2001 Local Government Act 2009 Ombudsman Act 2001 Public Interest Disclosure Act 2010 Public Records Act 2002 Public Sector Ethics Act 1994 CCC Fraud and Corruption Best Practice Guide Queensland Ombudsman Public Interest Disclosure Standard No. 1 Council's Complaint Management Policy Employee Code of Conduct Councillor Code of Conduct Council's Enterprise Risk Management Policy	
Related Procedures	Public Interest Disclosure Management Plan Reporting and Investigating Suspected Missing, Stolen or Maliciously Damaged Council Property or Asset and Corrupt Conduct Procedure	
Related Customer Service Scripts	TBA	
Link to External Web Site Content	Queensland Ombudsman Office Crime and Corruption Commission	

This procedure is broken into 24 sections:

1. [Overview](#)
2. [What is a PID?](#)
3. [Council's ethical responsibility to report wrong doing](#)
4. [Council's PID Coordinator](#)
5. [The assessment and investigation process](#)
6. [Can you disclose anonymously?](#)
7. [Do you have to disclose in writing?](#)
8. [What information should you provide?](#)
9. [Do you need supporting evidence?](#)
10. [What information will you be told about the investigation?](#)
11. [Reporting to another public sector entity](#)
12. [Risk of reprisal and risk assessments](#)
13. [Discloser support and protection](#)
14. [Protection from Reprisal](#)
15. [Confidentiality](#)
16. [Subject officer support, protection and rights](#)
17. [What if my PID is substantiated?](#)
18. [What if my PID is not substantiated?](#)
19. [What if you are not happy with the decision?](#)

20. How to lodge a PID disclosure with Ipswich City Council?
21. Additional resources from the Queensland Ombudsman's Website
22. Flow Chart – An overview of the PID Process
23. PID Responsibility Table
24. Definitions

1. Overview

Council is committed to creating and sustaining a positive ethical climate that encourages disclosure of unethical or inappropriate behaviour. Council will ensure a training strategy and communication plan is developed and implemented to ensure employees can easily access training opportunities on Good Decision Making and how to make a PID, including information on the support available to a discloser, and advice on how PIDs will be managed. Such training will be discussed during induction and be available to all employees during their employment at Council as well as on going refresher training.

This procedure has been prepared to comply with section 28 of the Act and the Public Interest Disclosure Standard No.1 issued by the Queensland Ombudsman under section 60 of the Act.

The Act and the *Public Sector Ethics Act 1994* provide the ethical framework and outlines the protection principles. The *Crime and Corruption Act 2001* provides an external reporting mechanism and an independent investigative and enforcement body.

This procedure applies to all council employees and any external person making a PID to council under the Act.

The procedure is summarised in a [flow chart](#) and a [PID Responsibility Table](#) at the end of the document.

2. What is a PID?

Under the *Public Interest Disclosures Act 2010*, only some kinds of information are 'public interest disclosures'.

Any person, including a council employee, can make a public interest disclosure about:

- danger to the health or safety of a person with a disability
- danger to the environment caused by commission of an offence or contravention of a condition in certain environmental legislation
- reprisal after making a public interest disclosure.

A council employee can also make a public interest disclosure about:

- corrupt conduct
- maladministration that adversely affects someone’s interests in a substantial and specific way
- a substantial misuse of public resources
- a substantial and specific danger to public health or safety
- a substantial and specific danger to the environment.

Section 12 and 13 of the PID Act provide more information about what is public interest information when making a public interest disclosure. If a disclosure is not a public interest disclosure, it may still be in an important complaint.

Council does have appropriate procedures for employees to raise concerns about specific workplace issues. Matters received through these processes will be assessed to determine whether they are also PIDs:

Your concern	Where to seek assistance
Bullying or Harassment at work	Consult council’s Anti-Discrimination and Equal Employment Opportunity (EEO) Policy and EEO and Workplace Harassment Grievance Procedure or talk to a Contact Officer or People and Culture section
A Workplace Health & Safety (WH&S) Issue	Consult council’s WH&S Policy , Workplace Health and Safety - Consultation and Communication Procedure - OCEO-024 , Workplace Health and Safety Duties and Responsibilities Procedure - OCEO-078 and to your manager or a WH&S Officer
A workplace complaint	Consult Council’s Employee Complaints Procedure and talk to you manager, the People and Culture section or your union delegate
Disciplinary action	Discipline Procedure

3. Council’s ethical responsibility to report wrong doing

Every employee of the council has an ethical responsibility to report suspected corrupt conduct, maladministration, wasting of public funds, substantial and specific danger to public health or safety, the environment or a person with a disability and reprisal action.

Councillors, the Chief Executive Officer (CEO) and Chief Operating Officers (COOs) across council will promote an environment in which the reporting of negligent or improper behaviour is encouraged.

4. Council's PID Coordinator

Council's PID Coordinator is the principal contact for PID issues within council and can provide guidance to employees on how to make a PID as well as the process to manage and investigate a PID.

Any person (including employees) can make a disclosure to:

- any person in a supervisory or management position
- the People and Culture Branch
- the Chief Executive Officer or CEO's delegate
- the Ethical Standards Manager
- the Chief Audit Executive
- During the period of the Interim Administrator being appointed to the Ipswich City Council, the Interim Administrator or a member of the Interim Management Committee

5. The assessment and investigation process

If a PID is made to Council, the PID Coordinator will assess the PID and determine whether the disclosure should be referred to the Crime and Corruption Commission or another agency for review and investigation.

A disclosure may be referred to another agency when:

- The PID received relates to the conduct of another public sector agency.
- Another agency has the necessary jurisdiction, expertise and technical knowledge to investigate or take other action.

If the matter needs to be investigated by Council, the PID Coordinator will be responsible for coordinating the investigation.

Once the investigation is complete and relevant agencies consulted, corrective or disciplinary action will be taken by Council where necessary.

The PID Coordinator will inform the discloser in writing of the progress and outcome of the PID.

6. Can you disclose anonymously?

Remaining anonymous means you do not identify yourself as the discloser at any stage to anyone. However, anonymous PIDs are often more difficult to investigate. If you do identify yourself to the person who receives your PID, council is required to make every effort to keep your identity confidential. You also have the option of initially approaching council anonymously by phone to discuss your confidentiality concerns

before identifying yourself. Remember PID Coordinator or Council will not be able to inform you of any action it takes if you make an anonymous PID.

7. Do you have to disclose in writing?

No. You may make a PID in person, by telephone, or electronically via email or the internet.

8. What information should you provide?

Be clear and factual. Avoid speculation, emotive language or embellishment as they divert attention from the real issues. You may wish to mention:

- your name and contact details (desirable)
- the nature of the wrongdoing
- who you think did the wrongdoing (if possible)
- when and where the wrongdoing occurred
- events surrounding the issue
- if you did anything in response to the wrongdoing
- witnesses who may be aware of the wrongdoing
- if you reported the wrongdoing to anyone previously, to whom and when
- if you believe your information is a PID under the PID Act
- if you are concerned about possible reprisal as a result of making your PID.

9. Do you need supporting evidence?

You should not investigate a matter yourself before disclosing; in fact, by doing so, you may hinder any future investigation.

The sooner you raise your concern, the easier it will be for council to take action. Even if the information you provide turns out to be incorrect or unable to be substantiated, your PID is still protected by the PID Act, provided either:

- you honestly believe, on reasonable grounds, that your information tends to show the conduct or danger concerned
- the information tends to show the conduct or danger concerned, regardless of whether you honestly believe the information tends to show the conduct or danger.

It will assist in the assessment and investigation of the disclosure if you provide as much information as possible such as:

- the names of any people who witnessed the wrongdoing or who may be able to verify the allegations or events

- correspondence or other supporting documents
- a diary of events and conversations, or file notes
- dates and times when the wrongdoing occurred.

However, if you deliberately provide false or misleading information, intending that it be acted on as a PID, you may be committing an indictable offence and may be subject to disciplinary action.

10. What information will you be told about the investigation?

Under the Act, council is required to provide the discloser with reasonable information about the PID. The minimum is:

- confirmation the disclosure has been received
- a description of the action proposed to be taken
- if action has been taken, a description of the results of the action.

The information must be given to the discloser in writing, however the PID Coordinator will balance the requirement to inform you with the need to maintain confidentiality. With this in mind you may be advised:

- that your information is a PID and what this means
- what the PID Coordinator/Investigator has done or intends to do (e.g. notifying others)
- likely timeframes
- your involvement in the process (e.g. providing further information to investigators)
- the protections that will apply to your PID
- PID Coordinator/Investigators' responsibilities (e.g. maintaining confidentiality except when seeking support)
- that council will keep their identity confidential except in certain circumstances
- how you will be updated on progress and outcomes
- who to contact if you want further information or are concerned about reprisal.

You may also be referred to:

- Council's PID policy or procedures
- other support networks or services

In some circumstances the information that can be provided to you will be limited due to the need to protect:

- anyone’s safety
- the investigation of the allegation
- the confidentiality of the person(s) who is the subject of a PID.

11. Reporting to another public sector entity

You can make your PID to any public sector entity that you believe has the power to investigate and deal with the matter. You may want to raise the matter outside of council because:

- your previous disclosures have been ignored
- you are concerned about confidentiality
- urgent action is needed to stop serious wrongdoing.

If you make a PID to another public sector entity they may decide to refer the disclosure to the Council or to another investigative body. The confidentiality obligations under the PID Act will also apply to those entities. They may only share information about the discloser and the PID if permitted under the PID Act, such as for the purpose of dealing with the disclosure or because it is required under other legislation, for example, dealing with reported corrupt conduct under the *Crime and Corruption Act 2001*.

Entities are not allowed to refer a PID without first considering if there is a risk of reprisal against the discloser. However, you should still specify any concerns you have for your safety or career if the information is referred back to council for investigation.

Which entity should I report to?

The table below will help guide you to the appropriate entity to receive your PID. If your information relates to more than one category (e.g. a decision that may constitute both maladministration and a misuse of public resources), contact one of the appropriate agencies for advice.

When the disclosure relates to:	The appropriate entity is:
Corrupt Conduct	Public organisation concerned Crime and Corruption Commission (CCC)
Maladministration	Public organisation concerned Queensland Ombudsman
Misuse of public resources	Public organisation concerned Queensland Audit Office
Danger to public health or safety	Public organisation concerned Office of the Health Ombudsman

When the disclosure relates to:	The appropriate entity is:
Danger to public health and safety of a person with a disability	Public organisation concerned For a child or young person with a disability, the Department of Child Safety, Youth and Women; for an adult with a disability, the Department of Communities, Disability Services and Seniors; for all persons with a disability, the Office of the Public Guardian
Danger to environment	Public organisation concerned Department of Environment and Science
Reprisal	Public organisation concerned CCC and Anti-Discrimination Commission Queensland

Reporting to a Member of Parliament (MP)

You can also make a PID to an MP. MPs do not have any authority to investigate PIDs, so they need to decide which public sector entity they believe can appropriately deal with the matter.

If you are concerned about reprisal if details of your PID or your identity are made public, or there are other reasons your confidentiality needs to be maintained, it is essential that you raise your concerns when you make your disclosure.

MPs are required to protect the identity of disclosers, and be careful about when and how to discuss the matter in parliament. However, keep in mind that MPs have the discretion to raise the matter in parliament at any time and your identity may then become public.

Reporting in relation to the judiciary, local government corporations and government owned corporations

If you are making a PID concerning judicial or government owned corporation officers, you must approach the chief judicial officer of the relevant court or tribunal, or the government owned corporation itself. This protects the independence of the judiciary, and the commercial operations of government owned corporations.

The exceptions to this are:

- reports of corrupt conduct, which can be received by the CCC
- reports of wrongdoing in court registries not relating to their judicial functions, which may be received by the Department of Justice and Attorney-General, the Queensland Ombudsman or another appropriate entity.

Reporting to a journalist

Council employees have a duty to maintain appropriate confidentiality in respect of official information. The PID Act includes a provision to permit disclosures to be made to a journalist, but only as a last resort. You can make a PID to a journalist only if you first made the PID to council and it has:

- decided not to investigate or deal with the PID
- investigated the PID but did not recommend taking any action
- not notified you within six months of you making the PID whether or not the disclosure was to be investigated or dealt with.

Remember that council may refer a PID to another agency that has the power to investigate and deal with the matter. If the PID is referred to another agency, the responsibility to investigate and deal with the PID rests with the agency to which the PID was referred.

Before you make a PID to a journalist you should be certain that the actions of the council meet the above criteria. If you have not received advice on the action taken by an agency in response to a PID or the outcome, contact the PID Coordinator for the agency. The contact details for the agency's PID Coordinator should be included in the agency's PID procedure which is published on the agency's website. You should also consider seeking legal advice about whether making a PID to a journalist would be protected in the circumstances.

If you make a PID to a journalist in compliance with these requirements you will receive the protections of the PID Act. However you should note that the journalist is under no requirement to keep the information given to them as a PID confidential. Consider carefully whether you would be able to accept your identity becoming public knowledge.

12. Risk of reprisal and risk assessments

As soon as possible after receiving a PID, the PID Coordinator will determine the level of protection and support appropriate for a discloser by conducting a risk assessment of a reprisal to the discloser and others associated with the discloser.

The PID Coordinator will when necessary utilise the Queensland Ombudsman's Guides (refer section 21 - *Additional resources from the Queensland Ombudsman's Website*) such as:

- [Guidance on assessing the risk of reprisal](#)
- [PID Assessment Guide](#)
- [PID Risk Assessment Guide](#)

If a person making a PID has concerns about reprisal being taken against them because of the disclosure, under the Act, the person can be given special protection to prevent this occurring.

If you feel as though you have been disadvantaged or subjected to reprisal for making a disclosure, you should raise the issue with PID Coordinator.

It is an offence for an employee to take a reprisal because of a belief that another person has made, or intends to make a PID.

Council's CEO and ELT will ensure protective measures are in place that are proportionate to the risk of reprisal and the potential consequences of reprisal. If the risk is assessed as sufficiently high, PID Coordinator will work with the CEO and ELT to prepare a protection plan to protect the discloser.

13. Discloser support and protection

Council will take all concerns seriously and ensure privacy and confidentiality throughout the process. Council employees can be confident of protection against reprisal and bullying and, as well as contacting the PID Coordinator, contact the Employee Assistance Program for advice and counselling. This service provides confidential counselling and support to employees and their immediate family.

For making the PID, the discloser has immunity from:

- civil liability (e.g. for defamation)
- criminal liability (e.g. for breaching statutory confidentiality provisions)
- disciplinary action, termination of employment, or any other workplace or administrative sanctions.

14. Protection from Reprisal

- It is a criminal offence to cause detriment to a person because it is believed that somebody has made or will make a PID.
- Disclosers have the right to apply for an injunction in the Industrial Relations Commission or Supreme Court to prevent a reprisal.
- Disclosers have the right to make a civil claim for damages for a reprisal against the person causing the reprisal or the employer of the person causing the reprisal.
- Disclosers may make a complaint about a reprisal to the Anti-Discrimination Commission Queensland.

Be aware that making a PID does not exclude you from being reasonably managed or disciplined for any unsatisfactory performance or wrongdoing on your part.

15. Confidentiality

Responsibility of the PID Coordinator, CEO and COO's

It is an offence for a person to make a record of, or intentionally or recklessly disclose confidential information received in the administration of the Act to anyone, except where authorised to do so by the Act.

Strict confidentiality is to be maintained at all times in relation to reporting and investigation of PIDs. All council records of PIDs will be held and securely filed and only accessible by the council's PID Coordinator in accordance with council policy and procedures such as [Desktop Security Procedure](#), [ICT Security Procedure](#), [Password Security Procedure](#) and [Information Access Procedure](#).

Responsibility of the PID discloser

A discloser must maintain confidentiality and integrity of the process by not discussing it with work colleagues or others unconnected with the matter. All statements and correspondence in regard to the matter should be regarded as strictly confidential. Please note that the confidentiality provision will not preclude an employee from sharing this information with their union representative or support person.

Where required, interpreters or other assistance will be provided to employees or other persons wanting to make a PID.

16. Subject officer support, protection and rights

The rights of any person who is the subject of, or is in some way associated with a disclosure are important. They are entitled to confidentiality and the presumption of innocence.

Subject officers have the right to:

- be informed, where necessary, and at a time considered appropriate by the delegate or decision maker of the alleged wrongdoing or danger
- provide a response
- be treated fairly
- have the matter handled confidentially
- an impartial person hearing the matter

Affording natural justice does not mean a subject officer must be advised of the allegation as soon as the information or complaint has been received.

Subject officers may seek assistance from their legal representative or union and may utilise the services of the Employee Assistance Program for advice and counselling.

Protection exists for subject officers about whom an intentionally false PID is made. It is an offence under Section 66 of the Act to intentionally make a false or misleading statement intending it to be acted upon as a PID.

Employees working alongside the subject officer may be required to participate in the investigation of the disclosure. They should not be treated adversely because of their involvement in this process and any substantiated allegations of adverse treatment on these grounds may result in disciplinary action being taken against the subject officer.

17. What if my PID is substantiated?

Council is committed to taking action on PIDS where the information has been verified. Depending on the circumstances, if your PID is substantiated:

- action may be taken to stop the matter or prevent it
- from recurring
- policies and practices may be implemented or changed
- mediation or conciliation may be offered
- disciplinary action may be taken against a person(s) responsible for the matter
- the matter may be referred to the Commissioner of Police or another person, organisation or entity that has the power to take further action (e.g. initiating legal proceedings against those involved in criminal activity).

18. What if my PID is not substantiated?

There may be a number of reasons your PID is not substantiated, including a lack of evidence. Make sure you understand these. If you do not know what happened in response to your PID, the reasons are not clear or you have not been provided with sufficient information, you are entitled to ask council's PID Coordinator.

Even if your suspicion is not substantiated, this does not mean your PID is any less valuable. Remember the important role you have played, irrespective of the final outcome. The information you provide may be useful by helping council identify broader problems or prevent similar wrongdoing in the future. Keeping silent can create much bigger problems.

Regardless of the outcome, you will still receive the protections under the PID Act. Council will continue to support you for having done the right thing by bringing the matter to council's attention.

19. What if you are not happy with the decision?

Council's PID Coordinator will explain to you your right of review. Alternatively, you may be able to make a PID to another proper authority (refer section 4- *Council's PID*

Coordinator). However they may decide not to investigate your PID, if it is satisfied that the matter has already been investigated properly.

If the PID Coordinator has decided not to investigate or deal with your PID, you can apply to the CEO for a review of the decision within 28 days after receiving the advice.

You may also seek your own independent legal advice about your rights, such as whether you could apply to the Supreme Court for a review of the decision under the *Judicial Review Act 1991* (Qld).

20. How to lodge a PID disclosure with Ipswich City Council?

To lodge a PID with Council email [insert email address](#) or if you wish the PID to be anonymous, you can email from a non-identifying email address or mail it to:

Ethical Standards Manager
Ipswich City Council
PO Box 69
IPSWICH QLD 4305

21. Additional resources from the Queensland Ombudsman's Website

Public Interest Disclosure Video

This video has been produced for the information of all public sector employees and gives an overview of their rights and responsibilities under the *Public Interest Disclosure Act 2010*.

Fact Sheets:

What is a Public Interest Disclosure?

How to make a public interest disclosure

Discloser information and support

A checklist for making a public interest disclosure

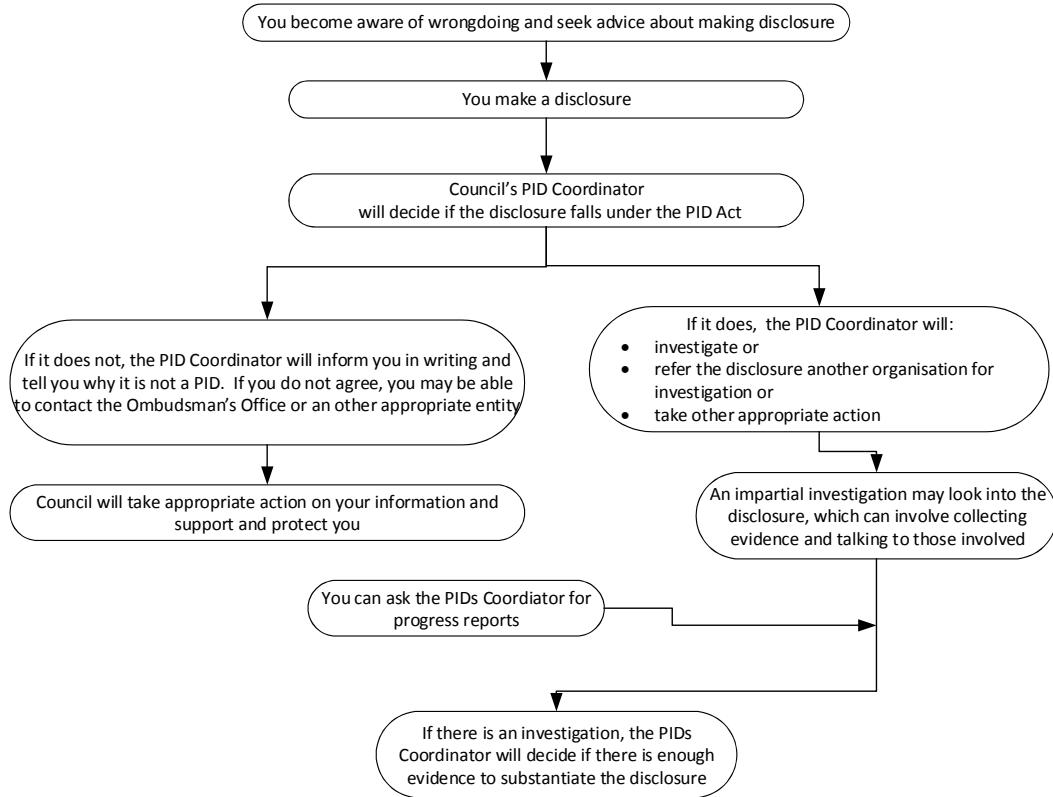
The Ombudsman's role in a public interest disclosure

[Guidance on assessing the risk of reprisal](#)

[PID Assessment Guide](#)

[PID Risk Assessment Guide](#)

22. Flow Chart – An overview of the PID Process



23. PID Responsibility Table

Step in the PID Process	Who is Responsible
1 Requirement for Disclosure identified	<p>Employees should report wrongdoing to their Supervisor. Where the Supervisor is themselves a party to the wrongdoing, the matter can be reported to the person that the Supervisor reports to or to the PID Coordinator.</p> <p>Responsibility: Any person reporting wrongdoing</p>
2. Reporting	<p>Supervisors are required to report wrongdoing that may amount to a PID to, Council's PID Coordinator the Ethical Standards Manager. Notwithstanding the above, any employee may make a disclosure at any time to senior management, or to the PID Coordinator.</p> <p>A disclosure about the PID Coordinator can be made to the Chief Executive Officer. A disclosure about the CEO can be made to the Mayor of Council or during the period of the Interim Administrator being appointed to the Ipswich City Council, the Interim Administrator or a member of the Interim Management Committee</p> <p>Responsibility: Manager/Supervisor</p>
3. Referral	<p>All PIDs must be referred to the PID Coordinator as soon as practicable, who will assess and determine:</p> <ul style="list-style-type: none"> • How the PID will be dealt with (which may range from taking no action to investigation, or referral to another Agency). • The level of risk of reprisal to the discloser utilising an approved risk management tool. • The appropriate level of protection and support to be provided to the discloser having regard to the level of risk. • Whether the allegation amounts to 'corrupt conduct' and requires referral to the Crime and Corruption Commission. • Whether the allegation requires referral to a more appropriate public sector entity. <p>Responsibility: PID Coordinator</p>
4. Support person	<p>The PID Coordinator will ensure that an appropriate level of support is in place and will liaise with the discloser to appoint a suitable support person (normally a senior line manager) to provide support. The support person will have the capacity to monitor the discloser's workplace and take steps to protect the discloser.</p> <p>Responsibility: PID Coordinator</p>
5. Communication with the discloser	<p>The PID Coordinator will acknowledge receipt of the PID to the discloser in writing and advise the following:</p> <ul style="list-style-type: none"> • How the PID is to be dealt with. • The likely timeframes. • Their involvement in the process. • The importance of maintaining confidentiality. • Council will keep the information and the discloser's identity confidential, except as allowed under the Act. • The name and contact number of their support person. • What advice they will receive. • The outcome of the matter <p>Responsibility: PID Coordinator</p>

24. Definitions

Term	Definition
Confidential information	(a) includes — (i) information about the identity, occupation, residential or work address or whereabouts of a person — i who makes a public interest disclosure; or ii against whom a public interest disclosure has been made; and (ii) information disclosed by a public interest disclosure; and (iii) information about an individual’s personal affairs; and (iv) information that, if disclosed, may cause detriment to a person; and (b) does not include information publicly disclosed in a public interest disclosure made to a court, tribunal or other entity that may receive evidence under oath, unless further disclosure of the information is prohibited by law.
Detriment	includes – (a) personal injury or prejudice to safety; and (b) property damage or loss; and (c) intimidation or harassment; and (d) adverse discrimination, disadvantage or adverse treatment about career, profession, employment, trade or business; and (e) financial loss; and (f) damage to reputation, including, for example, personal, professional or business reputation.
Disability	As defined in section 11 of the Disability Services Act 2006 , for the purposes of this policy: (1) A disability is a person’s condition that— (a) is attributable to— (i) an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment; or (ii) a combination of impairments mentioned in subparagraph (i); and (b) results in— (i) a substantial reduction of the person’s capacity for communication, social interaction, learning, mobility or self care or management; and (ii) the person needing support. (2) For subsection (1), the impairment may result from an acquired brain injury. (3) The disability must be permanent or likely to be permanent. (4) The disability may be, but need not be, of a chronic episodic nature.
Discloser	A person who makes a disclosure in accordance with the Public Interest Disclosure Act 2010 .
Employee	of an entity, includes a person engaged by the entity under a contract of service.

Term	Definition
Journalist	a person engaged in the occupation of writing or editing material intended for publication in the print or electronic news media.
Maladministration	<p>As defined in schedule 4 of the Public Interest Disclosure Act 2010, maladministration is administrative action that—</p> <ul style="list-style-type: none"> a) was taken contrary to law; or b) was unreasonable, unjust, oppressive, or improperly discriminatory; or c) was in accordance with a rule of law or a provision of an Act or a practice that is or may be unreasonable, unjust, oppressive, or improperly discriminatory in the particular circumstances; or d) was taken— <ul style="list-style-type: none"> (i) for an improper purpose; or (ii) on irrelevant grounds; or (iii) having regard to irrelevant considerations; or e) was an action for which reasons should have been given, but were not given; or f) was based wholly or partly on a mistake of law or fact; or g) was wrong.
Natural justice	<p>Natural justice, also referred to as ‘procedural fairness’ applies to any decision that can affect the rights, interests or expectations of individuals in a direct or immediate way. Natural justice is at law a safeguard applying to an individual whose rights or interests are being affected.</p> <p>The rules of natural justice, which have been developed to ensure that decision-making is fair and reasonable, are:</p> <ul style="list-style-type: none"> • avoid bias; and • give a fair hearing. • act only on the basis of logically probative evidence.
Proper authority	A person or organisation that is authorised under the Public Interest Disclosure Act 2010 to receive disclosures.
Reprisal	<p>The term ‘reprisal’ is defined under the Public Interest Disclosure Act 2010 as causing, attempting to cause or conspiring to cause detriment to another person in the belief that they or someone else:</p> <ul style="list-style-type: none"> • has made or intends to make a disclosure; or • has been or intends to be involved in a proceeding under the disclosure Act against any person. <p>Reprisal under the Public Interest Disclosure Act 2010 is a criminal offence and investigations may be undertaken by the Queensland Police Service.</p>

Term	Definition
Subject officer	An officer who is the subject of allegations of wrongdoing made in a disclosure.
Substantial and specific	<p>Substantial means 'of a significant or considerable degree'. It must be more than trivial or minimal and have some weight or importance.</p> <p>Specific means "precise or particular". This refers to conduct or detriment that is able to be identified or particularised as opposed to broad or general concerns or criticisms.</p>

DRAFT

Governance Committee	
Mtg Date: 27/11/18	OAR: YES
Authorisation: Jeffrey Keech	

A5170219

15 November 2018

MEMORANDUM

TO: ACTING CHIEF EXECUTIVE OFFICER

FROM: ACTING CHIEF OPERATING OFFICER (FINANCE AND CORPORATE SERVICES)

RE: ASSESSMENT ON IPSWICH CITY COUNCIL'S (ICC) PROGRESS TOWARDS
IMPLEMENTING THE 2018-2019 OPERATIONAL PLAN

INTRODUCTION:

This is a report by the Acting Chief Operating Officer (Finance and Corporate Services) dated 15 November 2018 concerning an assessment of Ipswich City Council's progress towards implementing the 2018-2019 Operational Plan.

BACKGROUND:

The Ipswich City Council 2018-2019 Operational Plan (the Plan) was formally adopted by Council on 26 June 2018. Section 174 of the *Local Government Regulation 2012* mandates that the Chief Executive Officer provides a written assessment of the local government's progress towards implementing the Plan on a quarterly basis.

An assessment of each department's progress towards implementing the Plan has been prepared for the period 1 July 2018 to 30 September 2018 and these are contained in Attachments A – G. The Financial and Key Performance Indicators Report for the first quarter is also attached to support the departmental assessments - refer Attachment H.

CONFIDENTIAL BACKGROUND PAPERS:

Confidential Background Papers	Confidential Attachment
1 st Quarter Comments - Works, Parks and Recreation Department	Attachment A
1 st Quarter Comments - Planning and Development Department	Attachment B
1 st Quarter Comments - Health, Security and Regulatory Services Department	Attachment C
1 st Quarter Comments - Economic Development and Marketing Department	Attachment D
1 st Quarter Comments - Finance and Corporate Services Department	Attachment E
1 st Quarter Comments - Arts, Social Development and Community Engagement Department	Attachment F
1 st Quarter Comments – Infrastructure Services Department	Attachment G
Financial and Key Performance Indicators Report for 1 July – 30 September 2018	Attachment H

RECOMMENDATION:

That the report be received and the contents noted.

Jeff Keech

ACTING CHIEF OPERATING OFFICER (FINANCE AND CORPORATE SERVICES)

ATTACHMENT A

Key Actions	Department	Key Outcome	Deliverables	1st Qtr Progress Comments 1 Jul 2018 - 30 Sept 2018	Progress Achieved in 1st Qtr
MANAGING GROWTH AND DELIVERING KEY INFRASTRUCTURE					
Goal 2: Plan and develop a vibrant and sustainable city that accommodates the needs of a diverse and growing population and economy.					
Strategy 5: Provide an integrated open space network that is accessible and meets the recreational needs of residents and visitors					
2.12 Provide access to major waterways through waterside parks and linear open space. (9.3/5.2)	Works, Parks and Recreation	2.12.1 Ongoing planning and delivery of shared pedestrian / cycle pathways through Ipswich's vast linear open space corridors.	2.12.1.1 Deliver the open space network in accordance with the Open Space and Recreation Strategy.	Ongoing planning and advice to inform delivery of pedestrian / cycle pathways through Ipswich's vast linear open space corridors	On track
			2.12.1.2 Maintain all fleet classes in accordance with schedule.	All schedule servicing on target.	On track
			2.12.1.3 Prepare contracts for Departmental programs.	For the July - September 2018 quarter there were no specific contracts due.	On track
			2.12.1.4 Undertake asset inspections in accordance with the appropriate standards and schedule.	All scheduled inspections on target.	On track
	Works, Parks and Recreation	2.12.2 Ongoing planning and delivery of open space infrastructure which facilitates community access to the Bremer and Brisbane Rivers, and local creeks.	2.12.2.1 Ensure maintenance of Council's roads, footpath and drainage network is delivered as per schedule.	Mobile forms have been implemented for schedule inspection of road pavement, footpaths and drainage inspections recorded to ensure that delivery of network maintenance is completed in line with agreed intervention levels and required time frames.	On track
			2.12.2.2 Ensure maintenance of Council's conservation estates as per schedule.	Mobile forms have been completed and implemented in the field. Both internal and external users. Teams have been tracking well and on schedule.	On track
			2.12.2.3 Ensure maintenance of Council's streetscape areas as per schedule.	This is currently captured manually, currently tracking well in all areas.	On track
			2.12.2.4 Ensure maintenance of Council's urban forest estate as per schedule.	Programed works currently tracking on schedule, service requests tracking well.	On track
2.12 Provide access to major waterways through waterside parks and linear open space. (9.3/5.2)	Works, Parks and Recreation	2.12.2 Ongoing planning and delivery of open space infrastructure which facilitates community access to the Bremer and Brisbane Rivers, and local creeks.	2.12.2.5 Provide 85,000 plants/year through the annual free plant program.	Total plants provided under the free plant program for this quarter was 24,575.	On track
			2.12.2.6 Develop open space capital program for Council's consideration.	Project prioritisation lists adopted at the Council ordinary meeting 18 September 2018. Adopted lists will be used to develop preliminary draft capital works program for 2019/20 financial year.	On track

			2.12.2.7 Ensure maintenance of Council's open space network is delivered as per schedule.	Open space maintenance schedule currently on target.	On track
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CARING FOR OUR COMMUNITY

Goal 3: Create a city that values its past and embraces opportunities to work together for the betterment of the community.

Strategy 5: Foster a diverse range of activities to promote sustainable, healthy lifestyles and community well-being

3.19 Acknowledge, promote and support the success and participation of Ipswich residents and teams in local, regional, national and international sporting events. (9.4/5.4)	Works, Parks and Recreation	3.19.1 Continue to support and provide Council's sporting Event Sponsorship Program.	3.19.1.1 Deliver and support Council's sport and recreation funding program.	First round of Sport and Recreation Grants closed 31 August. A total of 19 applications were received. Recommendations on funding will be sent to committee in October.	On Track
			3.19.1.2 Deliver active and outdoor recreation participation programs.	In excess of 37,000 nature-based recreation trail users, and over 5,600 participants in 195 outdoor, active transport and physical activity programs	On Track

Strategy 8: Develop greater community resilience and readiness

3.30 Work in partnership with other levels of government and other agencies to ensure effective responses to disasters and emergencies. (9.4/8.1)	Works, Parks and Recreation	3.30.1 An approved and endorsed	3.30.1.1 Deliver the annual review	The review of the Local Disaster Management Plan has not been commenced due to the State Government release of the new state disaster	Yet to commence
3.31 Develop and provide information to the community regarding effective responses to disasters and emergencies. (9.4/8.2)	Works, Parks and Recreation	3.31.1 Emergency Management Strategy to be developed to provide a framework for public information.	3.31.1.1 Develop and deliver a community resilience strategy	Re-evaluation of this project has occurred and it will be incorporated into the Local Disaster Management Plan review process and form part of the plan itself.	On track
3.31 Develop and provide information to the community regarding effective responses to disasters and emergencies. (9.4/8.2)	Works, Parks and Recreation	3.31.1 Emergency Management Strategy to be developed to provide a framework for public information.	3.31.1.2 Implement Community Resilience Strategy.	Re-evaluation of this project has occurred and it will be incorporated into the Local Disaster Management Plan review process and form part of the plan itself.	On track

CARING FOR OUR ENVIRONMENT

Goal 4: Important areas of native habitat are conserved, the city's important waterways are protected and their water quality enhanced, and the city responds appropriately to climate change and uses resources prudently.

Strategy 1: Develop and implement an integrated approach to the planning and management of nature conservation matters in partnership with the community, private land owners and government agencies

4.1 Review the Conservation Partnerships Program and implement changes. (9.5/2.1)	Works, Parks and Recreation	4.1.1 Highly effective partnership program with financial and technical incentives to support conservation and waterway health improvement on private land.	4.1.1.1 Implement and manage the natural environment in accordance with Nature Conservation Strategy.	Delivery of the program for the first quarter commenced well with some additional evaluation required.	In progress
			4.1.1.2 Deliver the Voluntary Conservation Partnership Programs.	Delivery of the program has continued with incentives day held in August at Cribb Park and 20 year land for wildlife event held at Black Snake Creek in Marburg jointly held with Lockyer Valley Council and Somerset Regional Council with over 100 landholders in attendance. Property revisits and new waterways conservation agreement signups took place in this period.	On track

4.2 Provide strategic delivery of environmental offsets across the city. (9.5/2.2)	Works, Parks and Recreation	4.2.1 Work in partnership with offset brokers / organisations in the strategic delivery of environmental offsets in alignment with the Nature Conservation Strategy and Koala Habitat Management Plan.	4.2.1.1 Deliver the Environment & Sustainability Grants Program. Milestones: Two grant funding rounds offered in 18/19	15 eligible applications in round one. A total of \$20,020 was allocated to the 15 applicants.	On track
Strategy 2: Waterways are protected and managed to achieve enhanced environmental, ecological and water quality outcomes					
4.3 Work in partnership with property owners, community groups and government agencies to protect and better manage important waterways, wetlands and groundwater resources. (9.5/3.1)	Works, Parks and Recreation	4.3.1 Improved waterway and wetland health.	4.3.1.1 Deliver improved waterway, wetland health and diversity in accordance with the Waterway Health Strategy Key Project 18/19 - Platypus Recovery Plan	First round of projects completed, including partnering with three landholders, weed control, fencing and offline watering points.	On track
4.6 Ensure effective catchment and floodplain management. (9.5/3.4)	Works, Parks and Recreation	4.6.2 Develop and implement the Floodplain Management Strategy.	4.6.2.1 Develop Ipswich Rivers Strategic Floodplain Management Plan.	Ipswich Rivers Flood Studies Update (IRFSU) in progress. FMP is reliant on the study.	On track
	Works, Parks and Recreation	4.6.3 Maintain up-to-date flood studies	4.6.3.1 Review catchment and flood study reports	Boundary condition updates included as part of the Ipswich Rivers Flood Studies Update (IRFSU) project.	On track
	Works, Parks and Recreation	4.6.4 Delivery of the Habitat Connections Program.	4.6.4.1 Undertake new catchment and flood study reports.	The planned updates identified for this financial year are reliant on the completion of the Ipswich Rivers Flood Studies Update (IRFSU). As such, the planned updates may be postponed to the next financial year.	Yet to commence
Strategy 3: Enhance urban greening					
4.7 Undertake street tree planting and landscaping and protect significant vegetation within road reserves. (9.5/4.2)	Works, Parks and Recreation	4.7.1 Planning, design and implementation of stage 1 "My Suburb, My City" Beautification program for Collingwood Park and Riverview.	4.7.1.1 Deliver the 9 weekly program for street tree planting requests. KPI for each quarter: report on how many street tree requests planted during quarter.	Street Tree planting requests tracking on schedule.	On track
	Works, Parks and Recreation	4.7.3 Complete footpath garden Asset capture and mapping.	4.7.3.1 Deliver identified projects as part of the Beautiful Ipswich Program.	18/19 Beautiful Ipswich Projects currently being investigated and designed. Design works to be completed in 2nd Qtr for installation in 3rd and 4th Qtrs.	In progress
Strategy 4: Use resources efficiently and sustainably					
4.8 Waste is treated as a resource and is minimised through reducing, reusing and recycling. (9.5/5.1)	Works, Parks and Recreation	4.8.1 Maximise diversion of waste from landfilling through the kerbside recycling & green waste services and public transfer stations.	4.8.1.1 Increase waste diverted from landfilling at the Recycling and Refuse Centres.	Total Recycling & Refuse Centre material diverted from landfilling = 35.7%	On track
			4.8.1.2 Increase recycling diverted from domestic collection & disposal services.	Total domestic collection & disposal material diverted from landfilling = 25.1%	On track
			4.8.1.3 Increase domestic green waste diverted from domestic refuse service.	Green waste diverted from the total kerbside service = 5.0%.	On track
4.9 Water is treated as a precious resource within a total water cycle management framework. (9.5/5.3)	Works, Parks and Recreation	4.9.1 Review and implement the Integrated Water Strategy.	4.9.1.1 Review & report on water efficiency measures for Council. Report for consideration by 31 December.	Water use data is captured as part of the sustainability platform reporting. A review of the platform is currently underway.	Yet to commence

ATTACHMENT B

Key Actions	Department	Key Outcome	Deliverables	1st Qtr Progress Comments 1 Jul 2018 - 30 Sept 2018	Progress Achieved in 1st Qtr
STRENGTHENING OUR LOCAL ECONOMY AND BUILDING PROSPERITY (JOBS)					
Goal 1: Use the competitive advantages of the Ipswich economy to provide jobs for the growing population and prosperity for the city through business diversification, adapting and responding to technological advances and creating an attractive economic environment for business investment.					
Strategy 3: Develop the Ipswich City Centre as the regional capital of the Western Corridor of DEQ and as an important regional employment centre					
1.9 Facilitate the development of Ipswich City Centre with a vibrant mix of land uses including government offices and services, commercial premises, retail, key community facilities, food and beverage outlets and higher density inner city living. (9.2/3.3)	Planning and Development	1.9.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.	1.9.1.1 Deliver through Development Assessment	These outcomes are implemented through detailed consideration and assessment of relevant development applications.	On track
			1.9.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary.	Comprehensive provisions are contained within the current planning scheme.	Complete
1.10 Ensure the Ipswich City Centre is well served with appropriate infrastructure, including digital infrastructure, transport, parklands and public spaces. (9.2/3.6)	Planning and Development	1.10.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and the Local Government Infrastructure Plan and are delivered through appropriate development outcomes.	1.10.1.1 Deliver through Development Assessment.	These outcomes are implemented through detailed consideration and assessment of relevant development applications.	On track
			1.10.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary.	Comprehensive provisions are contained within the current planning scheme.	Complete
Strategy 5: Support the growth and operation of RAAF Base Amberley and associated aerospace and defence support industries					
1.12 Protect RAAF Base Amberley from land uses and activities that would impact on its operational integrity. (9.2/5.1)	Planning and Development	1.12.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.	1.12.1.1 Deliver through Development Assessment.	These outcomes are implemented through detailed consideration and assessment of relevant development applications.	On Track
			1.12.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary.	Comprehensive provisions are contained within the current planning scheme.	Complete
Strategy 6: Diversify the local economy					
1.20 Retain flexibility in planning scheme provisions to accommodate emerging business activities and economic opportunities. (9.2/6.9)	Planning and Development	1.20.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.	1.20.1.1 Deliver through Development Assessment.	These outcomes are implemented through detailed consideration and assessment of relevant development applications.	On track
1.20 Retain flexibility in planning scheme provisions to accommodate emerging business activities and economic opportunities. (9.2/6.9)	Planning and Development	1.20.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.	1.20.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary.	Comprehensive provisions are contained within the current planning scheme.	Complete

MANAGING GROWTH AND DELIVERING KEY INFRASTRUCTURE

Goal 2: Plan and develop a vibrant and sustainable city that accommodates the needs of a diverse and growing population and economy.

Strategy 1: Develop a compact, sustainable, mixed use urban form that supports community and economy development

<p>2.1 Limit urban development to a defined urban footprint thereby protecting important natural environmental areas, waterways, rural areas and scenic landscapes (9.3/1.1)</p>	<p>Planning and Development</p>	<p>2.1.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.</p>	<p>2.1.1.1 Deliver through Development Assessment.</p>	<p>These outcomes are implemented through detailed consideration and assessment of relevant development applications.</p>	<p>On track</p>
<p>2.2 Encourage a diversity of housing types, styles and densities that meet community housing needs. (9.3/1.2)</p>	<p>Planning and Development</p>	<p>2.2.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.</p>	<p>2.2.1.1 Deliver through Development Assessment.</p>	<p>These outcomes are implemented through detailed consideration and assessment of relevant development applications.</p>	<p>On track</p>
<p>2.3 Encourage higher density development around major centres and transport nodes and corridors including sensitive infill development that conserves and responds appropriately to places of heritage character significance. (9.3/1.3)</p>	<p>Planning and Development</p>	<p>2.3.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.</p>	<p>2.3.1.1 Deliver through Development Assessment.</p>	<p>These outcomes are implemented through detailed consideration and assessment of relevant development applications.</p>	<p>On track</p>
			<p>2.3.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary.</p>	<p>Comprehensive provisions are contained within the current planning scheme.</p> <p>In addition, on 2 July 2018 Council adopted "Implementation Guideline 35- Riverview Urban Village Planning and Development Guidelines" to encourage greater housing mix and transit oriented development in close proximity to the Riverview railway station.</p>	<p>Complete</p>

Strategy 2: Provide adequate land and infrastructure to support community development and economic activity					
2.7 Planning scheme provisions to provide an adequate supply of serviced land to accommodate demand for business and employment growth and to meet community housing needs. (9.3/2.1)	Planning and Development	2.7.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.	2.7.1.1 Deliver through Development Assessment.	These outcomes are implemented through detailed consideration and assessment of relevant development applications.	On track
			2.7.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary.	Comprehensive provisions are contained within the current planning scheme.	Complete
2.8 Facilitate infrastructure planning and delivery arrangements with developers, government agencies and utility providers to ensure infrastructure is delivered in a timely and efficient manner to support both community and economic development. (9.3/2.2)	Planning and Development	2.8.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and the Local Government Infrastructure Plan and are delivered through appropriate development outcomes.	2.8.1.1 Deliver through Development Assessment.	These outcomes are implemented through detailed consideration and assessment of relevant development applications.	On track
			2.8.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary.	An updated and revised Local Government Infrastructure Plan (LGIP) and associated consequential amendments to the Ipswich Planning Scheme, Planning Scheme Policies 2 and 3 and Implementation Guidelines 9, 25 and 27 came into force on 23 April 2018.	Complete
Strategy 4: The city's heritage is conserved					
2.10 Places and items of cultural heritage significance are identified, protected and used appropriately. (9.3/4.1)	Planning and Development	2.10.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes	2.10.1.1 Deliver through Development Assessment.	These outcomes are implemented through detailed consideration and assessment of relevant development applications.	On track
			2.10.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary.	Comprehensive provisions are contained within the current planning scheme	Complete
2.11 Council continues to provide a heritage awareness, education and promotions program, including a free heritage adviser service for owners of listed historic properties. (9.3/4.2)	Planning and Development	2.11.1 These initiatives continue to be delivered through the Ipswich Heritage Program.	2.11.1.1 Continue to provide free Heritage Advisor Service.	Council continues to provide a free Heritage Adviser Service, with bookings arranged through the Planning and Development Department.	On track

CARING FOR OUR COMMUNITY

Goal 3: Create a city that values its past and embraces opportunities to work together for the betterment of the community.

Strategy 5: Foster a diverse range of activities to promote sustainable, healthy lifestyles and community well-being

3.18 Utilise Planning Scheme provisions to encourage active recreation, the use of active transport and the development of walkable, mixed use neighbourhoods. (9.4/5.3)	Planning and Development	3.18.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and the Local Government Infrastructure Plan and are delivered through appropriate development outcomes.	3.18.1.1 Deliver through Development Assessment.	These outcomes are implemented through detailed consideration and assessment of relevant development applications.	On track
			3.18.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary.	Comprehensive provisions are contained within the current planning scheme. In addition, on 2 July 2018 Council adopted "Implementation Guideline 35- Riverview Urban Village Planning and Development Guidelines" to encourage greater housing mix and transit oriented development in close proximity to the Riverview railway station.	Complete

Strategy 8: Develop greater community resilience and readiness

3.33 Use Planning Scheme provisions to appropriately manage the risks arising from natural and other hazards. (9.4/8.4)	Planning and Development	3.33.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.	3.33.1.1 Deliver through Development Assessment.	These outcomes are implemented through detailed consideration and assessment of relevant development applications.	On track
			3.33.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary	Comprehensive provisions are contained within the current planning scheme.	Complete

ATTACHMENT C

Key Actions	Department	Key Outcome	Deliverables	1st Qtr Progress Comments 1 Jul 2018 - 30 Sept 2018	Progress achieved in 1st Qtr
MANAGING GROWTH AND DELIVERING KEY INFRASTRUCTURE					
Goal 2: Plan and develop a vibrant and sustainable city that accommodates the needs of a diverse and growing population and economy.					
Strategy 1: Develop a compact, sustainable, mixed use urban form that supports community and economy development					
2.6 Incorporate relevant provisions and programs to support responsible pet ownership. (9.3/1.7)	Health Security and Regulatory Services	2.6.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	2.6.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19	Health and Amenity Plan actions have commenced and are ongoing throughout the financial year. A six month and end of year public report will available on Council's website.	In progress
CARING FOR OUR COMMUNITY					
Goal 3: Create a city that values its past and embraces opportunities to work together for the betterment of the community.					
Strategy 6: Build on the success of Council's community safety programs to address new and emerging issues					
3.24 Delivery of the Safe City program aligned to crime prevention and community safety plans. (9.4/6.4)	Health Security and Regulatory Services	3.24.1 The Safe City network and program is incorporated in projects and plans to realise a reduction in crime in public places and an increased sense of community safety.	3.24.1.1 Deliver actions from the Safe City program identified for 2018/19	Safe City growth opportunities have been added to the Health and Amenity Plan for 2018-2019. The Health and Amenity Plan actions have commenced and are ongoing throughout the financial year. A six month and end of year public report will available on Council's website	In progress
3.25 Facilitate programs, education and awareness on reducing public health risks in the community. (9.4/6.6)	Health Security and Regulatory Services	3.25.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	3.25.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19	Health and Amenity Plan actions have commenced and are ongoing throughout the financial year. A six month and end of year public report will available on Council's website	In progress
CARING FOR OUR ENVIRONMENT					
Goal 4: Important areas of native habitat are conserved, the city's important waterways are protected and their water quality enhanced, and the city responds appropriately to climate change and uses resources prudently.					
Strategy 2: Waterways are protected and managed to achieve enhanced environmental, ecological and water quality outcomes					
4.4 Implement appropriate pollutant control mechanisms, particularly for sediment and erosion during the construction phase of development. (9.5/3.2)	Health Security and Regulatory Services	4.4.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	4.4.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19	Health and Amenity Plan actions have commenced and are ongoing throughout the financial year. A six month and end of year public report will available on Council's website	In progress
Strategy 5: Improve environmental awareness, education and compliance					
4.10 Ensure appropriate compliance is undertaken in relation to littering, dumping and air and water pollution. (9.5/6.2)	Health Security and Regulatory Services	4.10.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	4.10.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19	Health and Amenity Plan actions have commenced and are ongoing throughout the financial year. A six month and end of year public report will available on Council's website	In progress

LISTENING, LEADING AND FINANCIAL MANAGEMENT

Goal 5: Visionary and accessible leadership is provided that consults and communicates on key decisions and delivers sound financial management and good governance outcomes.

Strategy 5: Good neighbourly relations are maintained through effective dispute resolution, community education and compliance.

5.10 The community is provided with information, education and tools to minimise and, if necessary, resolve neighbourhood disputes and to be aware of their obligations under laws and regulations. (9.6/5.1)	Health Security and Regulatory Services	5.10.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	5.10.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19	Health and Amenity Plan actions have commenced and are ongoing throughout the financial year. A six month and end of year public report will available on Council's website	In progress
5.11 Council undertakes inspections and appropriate compliance action in respect to nuisance activities. (9.6/5.2)	Health Security and Regulatory Services	5.11.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	5.11.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19	Health and Amenity Plan actions have commenced and are ongoing throughout the financial year. A six month and end of year public report will available on Council's website	In progress

Strategy 6: Maintain a consistent and efficient approach to laws and compliance activities across the city.

5.12 The community is provided with information and access on how to apply for and comply with licences and permit conditions, and obligations under local laws and legislation. (9.6/6.1)	Health Security and Regulatory Services	5.12.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	5.12.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19	Health and Amenity Plan actions have commenced and are ongoing throughout the financial year. A six month and end of year public report will available on Council's website	In progress
5.13 Council will undertake programmed inspections and patrols and will respond to requests made by the community to ensure quality of life is being maintained across the city. (9.6/6.2)	Health Security and Regulatory Services	5.13.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	5.13.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19	Health and Amenity Plan actions have commenced and are ongoing throughout the financial year. A six month and end of year public report will available on Council's website	In progress
5.14 Council has local laws that are contemporary, sustainable and efficient for the good governance of the Local Government Area. (9.6/6.3)	Health Security and Regulatory Services	5.14.1 The local laws provide clear and consistent outcomes for Council and the community in resolving compliance matters and are reviewed regularly.	5.14.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19	Health and Amenity Plan actions have commenced and are ongoing throughout the financial year. A six month and end of year public report will available on Council's website	In progress

ATTACHMENT D

Key Actions	Department	Key Outcome	Deliverables	1st Qtr Progress Comments 1 Jul 2018 - 30 Sept 2018	Progress Achieved in 1st Qtr
STRENGTHENING OUR LOCAL ECONOMY AND BUILDING PROSPERITY (JOBS)					
Goal 1: Use the competitive advantages of the Ipswich economy to provide jobs for the growing population and prosperity for the city through business diversification, adapting and responding to technological advances and creating an attractive economic environment for business investment.					
Strategy 1: Build partnerships and develop programs to widely promote investment opportunities and support business development and activity in the city					
1.1 Promote a major investment pathway within Council that supports investment attraction in key sectors. (9.2/1.1)	Economic Development and Marketing	1.1.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	1.1.1.1 Deliver a relevant program of regular business development events.	The inaugural Defence Ipswich 2018: Integrated Logistics and Sustainment Summit will be held at the University of Queensland Springfield Campus on Tuesday 20 November 2018. The one day Summit will be of national significance and focus on bringing all levels of government and industry to Ipswich in dialogue on Defence industry strategies, projects and opportunities. The Summit will feature keynote addresses, presentations and panel sessions from industry leaders and government. The agenda will also highlight supply chain and workforce opportunities providing Ipswich Defence stakeholders with unparalleled profiling and access to business development prospects. Confirmed speakers include Senator the Hon David Fawcett MP (Assistant Minister for Defence), the Hon David Johnston (Defence Export Advocate) and Dr Tod Mansell (Australian Department of Defence Chief Scientist).	In progress
			1.1.1.2 Provide proactive and reactive contact to local businesses for general enquiries.		
			1.1.1.3 Provide leadership in the coordination of valued industry and government partners.		
1.2 Develop trade and export links to support long-term competitiveness in the Ipswich economy. (9.2/1.2)	Economic Development and Marketing	1.2.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	1.2.1.1 Deliver targeted interstate and international campaigns to attract new businesses to the city.	Following ongoing engagement on Ipswich priorities and opportunities, three TIQ Commissioners requested to visit Ipswich this year to understand more about areas of particular interest: <ul style="list-style-type: none"> • Linda Apelt, Agent General for Queensland and Commissioner to UK and Europe • Patrick Hafenstein, Commissioner to Taiwan • Daniel Kim, Commissioner to Korea Council's OED liaised with TIQ to facilitated the visits and provide briefings with relevant Council staff and industry stakeholders. The Ipswich Smart City Program was of particular interest to all of the visiting Commissioners and presentations on the overarching program and particular initiatives were provided. Agent General for Queensland and Commissioner to UK and Europe Linda Apelt visited Fire Station 101 and Springfield City Group. Commissioner to Korea Daniel Kim was provided with a briefing on Cooperative and Automated Vehicle Initiative by Council and Department of Transport and Main Roads staff. Commissioner to Taiwan Patrick Hafenstein received a briefing on the region's new approach to waste management and its leadership position in the state's Biofutures Roadmap.	In progress
			1.2.1.2 Support key industry forums creating national awareness and engagement.		
			1.2.1.3 Deliver an audit of key industries and businesses aligned to current and potential export markets.		

1.3 Work with adjoining local governments to support shared and complementary economic growth priorities. (9.2/1.3)	Economic Development and Marketing	1.3.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	1.3.1.1 Deliver compelling opportunities for cooperative and co-funded activity.		Yet to commence
			1.3.1.2 Provide leadership in the coordination of government, industry and community partners.		
			1.3.1.3 Provide strong representation of key industries to government trade and investment agencies		
			1.3.1.4 Deliver key industry committees providing leadership, collaboration and coordination of effort		
1.4 Utilise the city's increasing multiculturalism to diversify economic opportunity in service provision, business development and employment. (9.2/1.4)	Economic Development and Marketing	1.4.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export	1.4.1.1 Support community groups or companies progressing innovation initiatives in the city.		Yet to commence
			1.4.1.2 Deliver an annual jobs forum to promote employment opportunities and discuss local issues		
Strategy 2: Provide a full spectrum of life-long learning opportunities, from early learning through schooling to vocational training and tertiary education that aligns skills and education with emerging employment opportunities					
2.2 Implement the skilling Ipswich Program which covers community skilling, industry sector skills strategies and Indigenous employment and expands the education and training sector in the city. (9.2/2.2)	Economic Development and Marketing	1.7.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	1.6.1.1 Deliver an innovation program to increase digital technology and skills capability.	The Regional Skills Investment Strategy is an investment of \$9 million over four years that will support the Department of Employment, Small Business and Training to partner with selected regional communities to identify current and emerging jobs and ensure a supply of skilled local people to meet this demand.	In progress
2.3 Ensure state, private and tertiary education facilities match population growth and provide adequate skills and knowledge to support local economy and assist people to have rewarding careers. (9.2/2.3)	Economic Development and Marketing	1.7.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	1.7.1.1 Provide a strong representation of the smart city program to government and private sector	This past quarter Council was successful in its application for \$350,000 funding over two years to enable the region to identify skills gaps and way forward to equip the workforce with priority in the industries of Defence, Advanced Manufacturing and Food Processing. OED is currently recruiting for this role and it is expected that this position will be filled in October.	In progress
			1.7.1.2 Deliver an expanded program of innovation, entrepreneurship, start-up and scale-up services.		

Strategy 4: Strengthen the local digital economy					
4.1 Review critical success factors and develop a plan, including a digital infrastructure plan, to support the development of a vibrant local digital economy. (9.2/4.1)	Economic Development and Marketing	1.11.1 Prioritisation and broad integration of the Ipswich Smart City Program.	<p>1.11.1.1 Deliver a large scale high capacity sensor network to facilitate IoT testing and deployment.</p> <p>1.11.1.2 Deliver targeted interstate and international campaigns to attract IoT testing and development.</p> <p>1.11.1.3 Deliver easy access to large scale high quality open city data to enable smart solutions.</p> <p>1.11.1.4 Deliver high performing digital assets which drive awareness, engagement and conversion</p>	The July to September quarter has seen a significant evolution for the Office of Economic Development (OED). It has seen the consolidation of parallel economic development activity such as the Smart City Program, Advancing Regional Innovation Program (ARIP) and Fire Station 101 (FS101) formally come within the management and delivery of OED to streamline service delivery and provide greater utilisation of resources.	On track
4.2 Develop a digital incubator hub within the Ipswich CBD.	Economic Development and Marketing	1.11.1 Prioritisation and broad integration of the Ipswich Smart City Program.	<p>Deliver an expanded program of innovation, entrepreneurship, start-up and scale-up services.</p> <p>Support community groups or companies progressing innovation initiatives in the city.</p>	<p>Since opening in March 2016, FS101 has operated as a membership based start-up incubator, co-working space and events facility.</p> <p>After two years of operation as an independent entity FS101 was brought back under Council operations as part of a wind up of a number of external Council owned companies. To facilitate the transfer OED has worked with Council's legal and finance teams actioning a task list of over 60 items which needed to be completed across dozens of policies, procedures and systems. OED has included in its 2018-2019 Budget the operation expenses for staff and incidentals to run the FS101 activities.</p> <p>The transfer of ownership of FS101 to Council and the re-visioning for FS101's strategic future is critical to ensure that the success achieved over the past two years is not lost. Closer management, sound planning and the securing and leveraging of new strategic partners are the priority and will ensure FS101 future success aligned with key economic priorities. OED has put in place a FS101 Project Manager to oversee the transition of operations under Council and to develop a business plan for ongoing service delivery.</p>	On track

Strategy 6: Diversify the local economy					
1.13 Support the development of education and research facilities and technology and knowledge-based industries. (9.2/6.1)	Economic Development and Marketing	1.13.1 Prioritisation and broad integration of the Ipswich Smart City Program.	1.13.1.1 Support increased STEM skills programs and pathways in all Ipswich schools. 1.13.1.2 Deliver an innovation program to increase digital technology and skills capability		In progress
1.14 Support economic activity based on retail and hospitality in the existing and proposed centres. (9.2/6.3)	Economic Development and Marketing	1.14.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	1.14.1.1 Deliver a clear and consistent destination marketing plan to increase visitation.	The July to September quarter saw the continuation of the Discover Ipswich campaign. The Discover Ipswich campaign targets day-trippers and short break visitation from Brisbane and south east Queensland catchment with print, television and digital advertising along with partnerships and publicity via media, key influencers and bloggers.	On track
1.15 Support tourism opportunities based on heritage assets, events, motor and adventure sports, eco-tourism and nature-based recreation, rural areas and farm-based tourism. (9.2/6.4)	Economic Development and Marketing	1.15.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	1.15.1.1 Deliver a targeted publicity plan promoting key products and experiences. 1.15.1.2 Deliver a tourism infrastructure investment opportunities plan. 1.15.1.3 Provide an enhanced visitor experience through services, information and facilities. 1.15.1.4 Support the attraction and maximisation of a portfolio of major events across the city. 1.15.1.5 Support tourism operators providing leadership, collaboration and coordination of effort.	Latest data from Tourism Research Australia indicates total visitor arrivals to Ipswich increased 17% or 214,768 visitors to a total 1,450,000 visitors in the 12 months ending December 2017. A worth note is domestic day trips have increased 26% or 234,000 visitors to a total 1,100,000 in the 12 months ending December 2017. A leading indicator for the success of the campaign is measurable consumer engagement across the Discover Ipswich platforms. For example, the DiscoverIpswich.com.au website has generated a record 134,500 unique visitors and social media channels have generated 127,989 consumer engagements to date.	On track

<p>1.16 Support transport, logistics, and manufacturing industries, particularly where local SEQ Western Corridor products and agriculture are used. (9.2/6.5)</p>	<p>Economic Development and Marketing</p>	<p>1.16.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.</p>	<p>1.16.1.1 Support businesses who are actively exporting or representing the city in target markets</p> <p>1.16.1.2 Provide assistance and advocacy for key industries including trends, opportunities and matters of planning and land use</p>	<p>Each quarter OED engages with a diverse network of government, industry groups and private sector stakeholders. The purpose of these connections is to provide relevant services, represent the interests of the city and facilitate opportunities which advance the priorities and objectives of the region. Over the July to September quarter some of those engagements were:</p> <ul style="list-style-type: none"> • Jennifer Howard MP • Jo-Ann Miller MP • Shayne Neumann MP • Ipswich Chamber of Commerce • Springfield Chamber of Commerce • Bremer Chamber of Commerce • Department of State Development, Manufacturing, Infrastructure and Planning • Department of Innovation and Tourism Industry Development • Department of Education, Training and Employment • Office of the Minister for Innovation and Tourism Industry Development • Office of the Assistant Minister for Trade, Tourism and Investment 	<p>On track</p>
<p>1.17 Support traditional agricultural production and rural activities. (9.2/6.6)</p>	<p>Economic Development and Marketing</p>	<p>1.17.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export</p>	<p>1.17.1.1 Support businesses who are actively exporting or representing the city in target markets</p> <p>1.17.1.2 Provide assistance and advocacy for key industries including trends, opportunities and matters of planning and land use</p>	<ul style="list-style-type: none"> • Trade and Investment Queensland • Austrade • Biofutures Queensland • Jobs Queensland • Motor Trades Association of Queensland • Queensland Urban Utilities • South East Queensland Council of Mayors • RAAF Base Amberley • Sumitomo Group Companies • Springfield City Group • Sekisui House • Sunny Queen Farms • Telstra • Australian Land Forces 2018 Conference • International Education and Training Summit 2018 • CEDA State of the State Address • Queensland State Budget Address 	<p>On track</p>
<p>1.18 Support emerging and niche agricultural enterprises in rural areas. (9.2/6.7)</p>	<p>Economic Development and Marketing</p>	<p>1.18.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.</p>	<p>1.18.1.1 Support businesses who are actively exporting or representing the city in target markets</p> <p>1.18.1.2 Provide assistance and advocacy for key industries including trends, opportunities and matters of planning and land use</p>	<p>On track</p>	<p>On track</p>

1.19 Research, monitor and review market and investment trends to identify opportunities for new business activities. (9.2/6.8)	Economic Development and Marketing	1.19.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export	1.19.1.1 Deliver an advocacy and engagement plan focused on economic and workforce priorities.	<p>The Economic and Workforce Development Plan sets a clear platform of data and evidence aligned with the State Government's South East Queensland Regional Plan. It prioritises the resources of Council towards the industries and activities which have the greatest potential to generate increased employment, export or value added economic impact.</p> <p>This quarter the Economic and Workforce Development Plan was circulated to 26 stakeholder groups for consultation, feedback has been received and the document updated. The Office of Economic Development Economic and Workforce Development Plan has been recognised by Economic Development Australia and are a finalist in the award for Economic Strategic Thinking at the National Economic Development Australia conference being held in Rockhampton in October.</p>	On track
			1.19.1.2 Support the establishment of key industry centres of excellence		
			1.19.1.3 Deliver a suite of industry capability reports auditing the industry eco-system to identify size, scale, capabilities and priorities		

MANAGING GROWTH AND DELIVERING KEY INFRASTRUCTURE

Goal 2: Plan and develop a vibrant and sustainable city that accommodates the needs of a diverse and growing population and economy.

Strategy 1: Develop a compact, sustainable, mixed use urban form that supports community and economy development

2.5 Establish a network of regionally significant and local business and industry activity nodes. (9.3/1.5)	Economic Development and Marketing	2.5.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	2.5.1.1 Provide strong representation of key industries to government, trade and investment agencies, bilateral chambers and industry allies	In progress
			2.5.1.2 Provide strong representation of the city in relevant government, community and industry forums	

CARING FOR OUR COMMUNITY

Goal 3: Create a city that values its past and embraces opportunities to work together for the betterment of the community.

Strategy 1: Inform, educate and celebrate with the community those elements of our history that have shaped our identity

3.1 Develop a clear understanding of what unites us and forms the city's identity. (9.4/1.1)	Economic Development and Marketing	3.1.1 Active citizen and stakeholder engagement informing strategic marketing and communications.	3.1.1.1 Support a citywide business awards program which recognises local business success.	Marketing Services engaged Symplicit, a customer-led innovation consultancy to undertake staff workshops and resident and SME interviews to develop a series of resident 'personas'. The personas can be used to better understand the behaviours and motivations of groups of residents to inform the channel and content most effective for the relevant audience. Creating content and campaigns that resonate aims to improve the experience and engagement with the organisation and deliver stronger results for council programs.	On track
			3.1.1.2 Deliver a contemporary, clear and consistent positioning and narrative representing the city.		
			3.1.1.3 Support groups, businesses and partners who are actively and positively representing the city		
3.2 Strengthen Council's branding of Ipswich to align with our identity and changing communities. (9.4/1.3)	Economic Development and Marketing	3.2.1 Active citizen and stakeholder engagement informing strategic marketing and communications.	3.2.1.1 Deliver the city's most recognised local business news update, research and analysis.		On track
			3.2.1.2 Provide all businesses with free access to high quality Ipswich video, image and copy assets.		
			3.2.1.3 Deliver targeted interstate and international campaigns to represent the city.		
5.1 The accessibility to and the visibility of the Mayor and Councillors are maintained. (9.6/1.1)	Economic Development and Marketing	5.1.1 Maintain the accessibility of mayor and elected members in public and media platforms.	5.1.1.1 Deliver a contemporary, clear and consistent positioning and narrative representing the city.		In progress

ATTACHMENT E

Key Actions	Department	Key Outcome	Deliverables	1st Qtr Progress Comments 1 Jul 2018 - 30 Sept 2018	Progress Achieved 1st Qtr
CARING FOR OUR COMMUNITY					
Goal 3: Create a city that values its past and embraces opportunities to work together for the betterment of the community.					
Strategy 2: Invest in data collection, analysis and targeted research to provide the evidence base for development of strategy and resource					
3.8 Increase the use of on-line and digital communications to deliver and promote services and information to the community. (9.4/2.5)	Finance and Corporate Services	3.8.1 Prioritisation and broad integration of the Ipswich Smart City Program.	3.8.1.1 In line with the Digital City Strategy - evolve and further implement Digital City data driven platforms and architecture to enable data analytics and visualisations to support decision making.	Data Platform has been established. Monitoring of integration and remaining device migration from Rosewood and North Ipswich precincts is being undertaken.	On track
LISTENING, LEADING AND FINANCIAL MANAGEMENT					
Goal 5: Visionary and accessible leadership is provided that consults and communicates on key decisions and delivers sound financial management and good governance outcomes.					
Strategy 1: The Mayor and Councillors represent the Ipswich community and provide strong and visionary leadership					
5.1 The accessibility to and the visibility of the Mayor and Councillors are maintained. (9.6/1.1)	Finance and Corporate Services	5.1.2 Mayor's office and electorate offices have capacity, resources and visibility within the community.	5.1.2.1 Provide support, resources, training and up to date information about Council activities and initiatives to electorate offices in order to maintain high standards of service delivery.	Ongoing management of Mayor's office and electorate office capacity and resourcing. All offices remain functional under the Interim Administrator to ensure ongoing service delivery to the community.	On track
5.2 The Mayor and Councillors continue to promote and advocate on behalf of the city and the community. (9.6/1.2)	Finance and Corporate Services	5.2.1 Elected members undertake roles and responsibilities to a high standard.	5.2.1.1 Support and provide guidance for elected members in accordance with the Act and Code of Conduct	The Interim Administrator supported by the Interim Management Committee are ensuring the ongoing delivery of Elected member activities.	On track
			5.2.1.2 Respond effectively to issues impacting on the City and community.	The Interim Administrator supported by the Interim Management Committee are ensuring the ongoing delivery of Elected member activities.	On track
			5.2.1.3 Ensure effective, timely and responsible policy and decision making.	The Interim Administrator supported by the Interim Management Committee are ensuring the ongoing delivery of Elected member activities.	On track

Finance and Corporate Services	5.2.2 Monitor and review Council's performance, strategic and operational reporting.	5.2.2.1 Develop prioritised Reference Architectures and Roadmaps to guide ICT investment in existing key business domains to improve capabilities and opportunities	<p>Priorities for 18/19 financial year have been identified as:</p> <p>1) ERP/Finance Progress has been made on the Target State for ERP/Finance however work is currently on-hold pending confirmation of senior stakeholders. 80% complete with target completion date of Q2.</p> <p>2) Asset Management Concept has been completed however significant effort is still required to confirm product evaluation & selection. Anticipate completion in Q3.</p> <p>3) Business Intelligence Has not yet been started. Will be a challenge to complete this financial year.</p>	In progress
		5.2.2.2 Implement and operationalise a fit for purpose ICT contract management framework to ensure that Council's ICT spend is compliant and monitored to deliver value and outcomes	The ICT Contract Management Framework has been developed. Implementation and operationalisation of the Framework is planned for completion in the 18/19 financial year however is dependant upon the outcomes of the Corporate Procurement review.	In progress
		5.2.2.3 Monitor and review Council's performance, strategic and operational reporting to ensure alignment to strategic and operational activities in accordance with the Act.	Ongoing business performance reporting and quarterly reporting against the Operational Plan. Preparations underway for the 2017-2018 Annual Report	On track

Strategy 2: Provide comprehensive and meaningful community engagement to inform Council decision making					
5.5 Council maintains a key focus on customer service and meeting the needs of the community. (9.6/2.3)	Finance and Corporate Services	5.5.1 Meet or exceed corporate targets for customer service standards.	5.5.1.1 Achieve first-point-of- contact resolution when answering customer enquiries to targeted service standard	92% Achieved vs Target 80%	On track
			5.5.1.2 Answer incoming customer calls directly in a timely manner	88% vs Target 85%	On track
			5.5.1.3 Ensure rate arrears are kept low to targeted service standard	2.19% vs Target of 1.85%	On track
			5.5.1.4 Complete customer service requests in a timely manner to targeted	99% Achieved vs Target 98%	On track
			5.5.1.5 Register and task all types of incoming Council mail in a timely manner to targeted service standard.	100% Achieved vs Target of 98%	On track
			5.5.1.6 Register and task all types of incoming Council emails in a timely manner to targeted service standard	100% Achieved vs Target of 98%	On track
			5.5.1.7 Develop and Implement agreed Line of Sight Program, projects or project elements.	Completed per LOS timelines	On track
Strategy 3: Implement initiatives that strengthen governance skills and knowledge.					
5.6 Councillors and staff are provided with the necessary skills, training and resources to make informed, effective, efficient, impartial and timely decisions. (9.6/3.1)	Finance and Corporate Services	5.6.1 Council continues to provide training, development and resources to Councillors and staff to enable and support, effective, informed, timely and impartial decision making.	5.6.1.1 Deliver training, development and resources to Councillors and staff to enable and support effective, information, timely and impartial <u>decision making</u> .	Ethics awareness training procurement commenced in Quarter 1. Hr strategy to be developed in accordance with the objectives of the HR transformational project. Performance measures to be developed in alignment with HR strategy.	In progress
			5.6.1.2 Develop and implement an effective development program for Council leaders to improve alignment with Line of Sight principles and improve support in embracing cultural changes.		Yet to commence
			5.6.1.3 Develop an HR Strategy and business plan that aligns with organisational strategies and goals		Yet to commence
			5.6.1.4 Develop effective performance measures that ensure HR services meet business stakeholder needs.		Yet to commence

			5.6.1.5 Implement employee awareness sessions through the Line of Sight program to improve customer focus and employee behaviours.		In progress
5.7 Council information is accurate and managed effectively to ensure appropriate access, confidentiality and security. (9.6/3.2)	Finance and Corporate Services	5.7.1 Maintain an open and transparent approach to information.	5.7.1.1 Ensure Corporate policies and procedures are current.	Council's policies and procedures are reviewed on an annual basis. As part of the Governance Review and Interim Administrator activities, a full review of Policies and Procedures has been identified.	On track
5.7 Council information is accurate and managed effectively to ensure appropriate access, confidentiality and security. (9.6/3.2)	Finance and Corporate Services	5.7.1 Maintain an open and transparent approach to information.	5.7.1.2 RTI and Privacy applications are received and processed within applicable timeframes.	17 Right to Information and 3 Information Privacy Applications received in this quarter and processed within applicable timeframes	On track
			5.7.1.3 Administrative Action Complaints, Privacy and Publication Scheme Complaints and external agency reviews are processed within legislative timeframes.	6 Administrative Action Complaints, 0 Privacy Complaints and 0 Publication Scheme Complaints were processed within applicable timeframes	On track
			5.7.1.4 Provide greater ease of use and functionality of external interfaces to provide greater transparency to constituents.	Continuing provision of Open Data through the Data.Gov.Au Ipswich City Council open data portal. Provisioning of a new Public Web Mapping capability for the current Ipswich City Planning Scheme (at maps.ipswich.qld.gov.au/weave/planscheme.html) has commenced.	On track
			5.7.1.5 Implement an electronic solution for Committee and Council meetings to provide an innovative and transparent online meetings management solution.	Council is in the process of finalising UAT on the electronic solution for Committee. Training on the system is scheduled for November.	On track

<p>5.7 Council information is accurate and managed effectively to ensure appropriate access, confidentiality and security. (9.6/3.2)</p>	<p>Finance and Corporate Services</p>	<p>5.7.2 Review and maintain Council's enterprise risk management framework</p>	<p>5.7.2.1 Implement and embed an Enterprise Risk Management Program.</p>	<p>Stage 2 of the Enterprise Risk Management Program is currently being developed with the view to embed, monitor and report on risk management within Council. The Interim Administrator has identified this program as a priority project going forward.</p>	<p>On track</p>
			<p>5.7.2.2 Implement regular monitoring and reporting of strategic and operational risks.</p>	<p>Operational Risk Registers have been captured in CAMMS. Strategic Risk Register is in the process of being finalised.</p> <p>Stage 2 of the Enterprise Risk Management Program is currently being developed with the view to embed, monitor and report on risk management within Council. The Interim Administrator has identified this program as a priority project going forward.</p>	<p>On track</p>

Strategy 4: Maintain a financially sustainable and resilient approach to budgeting					
5.8 Aim to operate Council's finances with a modest surplus. (9.6/4.1)	Finance and Corporate Services	5.8.1 Ensure sound budgeting principles consistent with long-term financial targets.	5.8.1.1 Ensure the contract management framework improves productivity and performance of ICT contracts and assets	The principles of the ICT Contract Management Framework are currently being applied to ICT strategic contracts as part of a staged rollout of the Framework. Full implementation and operationalisation is dependant upon the outcomes of the Corporate Procurement review.	On track
			5.8.1.2 Regularly update and review Council's long term financial plan (LTFP)	Council's LTFF has been reviewed recently as part of the Credit Review and request for the annual borrowing program and has been presented to the Interim Administrator and member of the Interim Management Committee. The LTFF will continue to be reviewed and revised in preparation for the development of the 2018-2019 Budget.	On track
5.8 Aim to operate Council's finances with a modest surplus. (9.6/4.1)	Finance and Corporate Services	5.8.1 Ensure sound budgeting principles consistent with long-term financial targets.	5.8.1.3 Review input assumptions and financial sustainability targets as part of the LTFP's preparation.	The LTFF will continue to be reviewed and revised in preparation for the development of the 2018-2019 Budget.	On track
			5.8.1.4 Prepare Council's annual budget in line with LTFP's financial targets.	Council adopted 2018-2019 budget in line with the LTFP in June 2018. Council monitors its performance against budget and will prepare budget variances as required for submission to Council during the year. First budget amendment for 2018-2019 was tabled at 9 Oct Committee and was approved. Once final approval received at Full Council meeting, changes will be made in the system for YTD October monthly performance reporting.	On track
			5.8.1.5 Monitor and report Council's performance compared to budget.	Monthly performance reports comparing actual to budget are prepared and tabled at committee.	On track

5.9 Manage and reduce the city's debt on the basis of 'don't spend more than you earn, and borrow for assets only'. (9.6/4.2)	Finance and Corporate Services	5.9.1 Effectively manage revenue sources relative to debt and service levels.	5.9.1.1 Manage Council's debt in accordance with Council's debt policy.	Debt management remains on-going, noting that new loan borrowings for 2018-2019 are yet to be approved by the Department. No new loan borrowings are anticipated for the following quarter.	In progress
			5.9.1.2 Forecast Council's debt position as part of Council's long term financial planning and budget process.	Debt forecast for 2018-2019 and beyond will be reassessed following QTC's Credit Review and the approval of the Department. Approval is anticipated during the following quarter.	On track
			5.9.1.3 Monitor and review Council's financial performance ratios and targets.	Monthly performance reports are undertaken and submitted to Committee and target monitored as part of LTFF preparation and review.	On track

ATTACHMENT F

Key Actions	Responsibility	Key Outcome	Deliverables	1st Qtr Progress Comments 1 Jul 2018 - 30 Sept 2018	Progress Achieved in 1st Qtr
STRENGTHENING OUR LOCAL ECONOMY AND BUILDING PROSPERITY (JOBS)					
Goal 1: Use the competitive advantages of the Ipswich economy to provide jobs for the growing population and prosperity for the city through business diversification, adapting and responding to technological advances and creating an attractive economic environment for business investment.					
Strategy 2: Provide a full spectrum of life-long learning opportunities, from early learning through schooling to vocational training and tertiary education that aligns skills and education with emerging employment opportunities					
1.5 Promote whole-of-life learning opportunities, particularly early learning and adult learning. (9.2/2.1)	Arts, Social Development and Community Engagement	1.5.1 Increased participation in learning opportunities across targeted community groups.	1.5.1.1 Develop and promote a range of initiatives to facilitate whole of life learning for targeted communities.	1.5.1.1 Library Services has significantly increased reach and activity targets with the opening of the new Springfield Central Library across all target demographics.	On track
			1.5.1.2 Provide experiential learning opportunities and engagement.	1.5.1.2 Higher levels of engagement are being delivered through the new Makerspace at Springfield Central Library with dedicated public programming.	On track
			1.5.1.3 Provide self-paced learning opportunities through online tutorials.	1.5.1.3 19,883 online tutorials have been made available through the new Library Virtual Branch through Lynda.com and Kanopy - 24/7 access free to library members.	On track
MANAGING GROWTH AND DELIVERING KEY INFRASTRUCTURE					
Goal 2: Plan and develop a vibrant and sustainable city that accommodates the needs of a diverse and growing population and economy.					
Strategy 1: Develop a compact, sustainable, mixed use urban form that supports community and economy development					
2.2 Encourage a diversity of housing types, styles and densities that meet community housing needs. (9.3/1.2)	Arts, Social Development and Community Engagement	2.2.2 Social housing strategy that aligns to projected community needs.	2.2.2.1 Develop research partnerships with Government and other stakeholders to investigate experiences and aspirations of Ipswich residents who rent their homes.	2.2.2.1 On hold.	Yet to commence
			2.2.2.2 Engage Government and other stakeholders to prioritise and facilitate the delivery of affordable living outcomes.	2.2.2.2 Social Policy and Strategy considerations have contributed to the proposed Regional Social Housing Strategy (currently under development). Strategic feedback has been provided to the Queensland Department of Housing and Public Works regarding proposed projects within Ipswich.	On track
2.4 Develop a strong network of centres to support community connectedness and identity and accessibility to services and facilities that contribute to both social and economic outcomes. (9.3/1.4)	Arts, Social Development and Community Engagement	2.4.1 Delivery of Council owned social infrastructure aligned to the Social Infrastructure Plan.	2.4.1.1 Ensure optimal community access to relevant Council infrastructure.	2.4.1.1 Project development and methodology finalised. Innovative approach to collection of non-council owned asset audit developed. Data collection and analysis to occur Q2-3.	On track
2.4 Develop a strong network of centres to support community connectedness and identity and accessibility to services and facilities that contribute to both social and economic outcomes. (9.3/1.4)	Arts, Social Development and Community Engagement	2.4.1 Delivery of Council owned social infrastructure aligned to the Social Infrastructure Plan.	2.4.1.2 Develop a Community Infrastructure Strategy (including investment prioritisation framework).	2.4.1.2 is to occur later in the year.	Yet to commence
			2.4.1.3 Develop strategy to facilitate increased community access to non-Council owned infrastructure.	2.4.1.3 is to occur later in the year.	Yet to commence

			2.4.1.4 Design and deliver a new library service at Springfield Central.		On track
			2.4.1.5 Design and deliver a new library service at Rosewood.		On track
			2.4.1.6 Design and deliver a collection of library pods at strategic locations throughout the city.		On track
Strategy 4: The city's heritage is conserved					
2.10 Places and items of cultural heritage significance are identified, protected and used appropriately. (9.3/4.1)	Arts, Social Development and Community Engagement	2.10.2 Preservation and accessibility of digital heritage resources.	2.10.2.1 Curate and promote heritage resources through Ipswich Libraries and the Ipswich Art Gallery.	The Picture Ipswich archive has been successfully integrated with the Library Management System. This has increase the efficacy of the source data with full archive records being developed for new items. This has increased the 'discoverability' of the resources and the community's ability to include comments within the archive, which will build cultural memory across the collection.	Complete
			2.10.2.2 Cultivate internal and external networks to gain access to private heritage collections for preservation purposes.		On track
			2.10.2.3 Preserve and exhibit significant items of cultural heritage relating to Ipswich.		On track

CARING FOR OUR COMMUNITY

Goal 3: Create a city that values its past and embraces opportunities to work together for the betterment of the community.

Strategy 1: Inform, educate and celebrate with the community those elements of our history that have shaped our identity

<p>3.1 Develop a clear understanding of what unites us and forms the city's identity. (9.4/1.1)</p>			<p>3.1.2.1 Develop and implement a Public Art Governance Framework.</p>		<p>On track</p>
			<p>3.1.2.2 Deliver and support a program of initiatives or events that celebrate the artistic skills and expertise within the community,</p>		<p>On track</p>
			<p>3.1.2.3 Increase the exposure of Ipswich's youth to arts and cultural initiatives and events.</p>	<p>3.1.2.3 FUSED Celebrate the Art, Ipswich Festival was held over three days from 7 September to 9 September 2018. The festival included music, exhibitions, street art, piping and drumming, markets, and art exhibitions throughout the city centre. Surveys were gathered from attendees, stallholders taking part in the Pumpyard Artisan Markets, and businesses throughout the CBD.</p> <p>3.1.2.3 The B2M Workshop was delivered on 24 August 2018. As part of Council's Protege Master Classes Program, this workshop was delivered by 'B2M-Mamanta' which is currently undertaking a national tour presented by Artback NT with the assistance of the Australian Government through the Australia Council for the Arts. This workshop for Indigenous youth was held at the University of Southern Queensland (Springfield Campus) in the university's television studio. 24 participants engaged in conversation about their day-to-day life and then turned them into lyrics and recorded a song.</p>	<p>Complete</p>
			<p>3.1.2.4 Develop, implement and support programs which highlight and celebrate diversity within the Ipswich community.</p>	<p>3.1.2.4 Ipswich Libraries continues to deliver a range of culturally diverse programs and resources to meet the needs of local communities including collaborative initiatives with Community Development Branch.</p> <p>3.1.2.4 Community Kitchen and My Culture Through My Lens Projects continue to progress and are on track. These programs promote cultural awareness, acceptance and inclusion. Pasifika Spring Festival was held on 8 September 2018. The festival is a multicultural festival held in Goodna which showcases multicultural performances and food stalls, including elders' marquee, children's activities, free rides and sports clinics.</p>	<p>On track</p>

3.3 Implement a regular program of community opinion surveys to track changes in the values that impact Council's policy development and service delivery. (9.4/1.4)	Arts, Social Development and Community Engagement	3.3.1 Decision making informed by community needs.	3.3.1.1 Implement knowledge management methodologies to facilitate sharing of research outcomes across Council.	3.3.1.1 Scheduled for delivery in Q4	Yet to commence
			3.3.1.2 Conduct review and analysis of the existing Social Policy framework and commence implementation of forward	3.3.1.2 Ongoing / on track	On track
Strategy 2: Invest in data collection, analysis and targeted research to provide the evidence base for development of strategy and resource					
3.4 Develop greater understanding of community needs through community engagement, research and analysis to inform program, service and facility planning and delivery. (9.4/2.1)	Arts, Social Development and Community Engagement	3.4.1 Greater connectedness between data/information and decision making.	3.4.1.1 Conduct an annual library customer satisfaction survey.	3.4.1.1 The annual Library Satisfaction Survey has been combined with the Library Strategic Review Survey which will be launched in November.	Yet to commence
3.4 Develop greater understanding of community needs through community engagement, research and analysis to inform program, service and facility planning and delivery. (9.4/2.1)	Arts, Social Development and Community Engagement	3.4.1 Greater connectedness between data/information and decision making.	3.4.1.2 Investigate and map educational facilities against current and projected enrolment patterns to inform advocacy to State governments for delivery of new schools.	3.4.1.2 Scheduled to occur later in the year.	Yet to commence
			3.4.1.3 Analyse data relating to unemployment in the Ipswich region.	3.4.1.3 Unemployment data from Census, labour force, education data sets and DSS data sources analysed. This data set will underpin future community development and advocacy in this area.	On track
			3.4.1.4 Engage with the local community and employment providers to better understand barriers to employment in Ipswich.	3.4.1.4 Rescheduled until 2019/2020 financial year.	Yet to commence
			3.4.1.5 Analyse data relating to Ipswich's Aboriginal and Torres Strait Islander community to better understand areas of need	3.4.1.5 Scheduled to occur later in year.	Yet to commence

			3.4.1.6 Partner with Aboriginal and Torres Strait Islander organisations to develop a program of work that addresses areas of need and creation of opportunities.	3.4.1.6 The Community Engagement Branch supported the delivery of the Ipswich Education, Youth and Sport Program – Winter School (IEYSP) in July 2018. IEYSP is coordinated by Kambu Aboriginal & Torres Strait Islander Corporation for Health and is a week-long program designed to maximise the engagement of young Aboriginal and Torres Strait Islander students in education, culture, health and sporting activities within a university environment. NAIDOC Week 2018 was held nationally from Sunday 8 July through to Sunday 15 July 2018. The theme for NAIDOC Week 2018 was 'Because of her, we can!' NAIDOC Week 2018 celebrated the invaluable contributions that Aboriginal and Torres Strait Islander women have made – and continue to make - to our communities, our families, and our rich history and to our nation. In Ipswich, NAIDOC Week 2018 was celebrated through a Family Fun Day on Thursday 12 July 10am-2pm at Briggs Road Sports Club.	Complete
3.5 Develop a comprehensive set of indicators to inform the community on the direction of socioeconomic change and progress in achieving desired social and economic outcomes. (9.4/2.2)	Arts, Social Development and Community Engagement	3.5.1 Community informed and engaged through planned communication.	3.5.1.1 Develop a Community Engagement Framework that optimises engagement outcomes and includes a transparent approach to reporting.	3.5.1.1 Development of Community Engagement Framework is on track. Delivery of a Public Participation and Engagement Strategy is scheduled to be adopted by Council in November 2018. The procurement process for an Online Community Engagement Platform is underway and scheduled for an implementation date of 1 July 2019. An across-Council Community Engagement Working Group has been established and includes representation from all Departments across Council.	On track
3.7 Establish collaborative agreements for the co-operative development and sharing of socioeconomic data across the region. (9.4/2.4)	Arts, Social Development and Community Engagement	3.7.1 Ability to benchmark performance across a range of metrics.	3.7.1.1 Develop data sharing protocols to inform formal agreements on how shared data can be used.	3.7.1.1 Scheduled to occur in Q4.	Yet to commence
3.8 Increase the use of on-line and digital communications to deliver and promote services and information to the community. (9.4/2.5)	Arts, Social Development and Community Engagement	3.8.2 Increased digital engagement of communities.	3.8.2.1 Develop a methodology for online promotion of Council led community programs and initiatives.		On track
Strategy 3: Adopt and deliver an explicit Community Development framework tailored to the needs of the varied communities					
3.9 Develop a community development plan for our communities of place and interest. (9.4/3.1)	Arts, Social Development and Community Engagement	3.9.1 Increased capability of, and participation by, communities.	3.9.1.1 Develop and implement community planning and development assessment framework for Priority Development Areas.	3.9.1.1 Assessment framework and tool developed. This has been used effectively to provide input to Economic Development Queensland regarding developer offset claims in the Priority Development Areas of Ripley.	Complete

3.10 Facilitate capacity building through a comprehensive community development training program. (9.4/3.2)	Arts, Social Development and Community Engagement	3.10.1 Increased resilience through strength of community leadership.	3.10.1.1 Deliver professional development opportunities for the local arts and cultural community through targeted programming and funding.	3.10.1.1 Protégé Master Classes. Council received 1 eligible application for a Young Performing Artist's Bursary. The applicant was awarded a bursary of \$700 to support a school group performing at an interstate dance competition. Council has contributed \$14,150.00 towards two grants under the Regional Arts Development Fund (RADF) scheme. The successful grants are for a concept development project and a creative music partnership.	On track
			3.10.1.2 Develop and implement a program of learning and development for community groups and organisations.	3.10.1.2 Grant Writing Webinars Program - Grant writing workshops for the Ipswich community have been planned for February 2019, to coincide with opening of the next community development grants round. The development of online resources, including webinars, is currently underway.	On track
			3.10.1.3 Develop a community funding framework that support the arts/ creative sector.	3.10.1.3 Community Funding Framework for Arts / Creative Sector - funding framework is in development and on track.	On track
3.12 Ensure the needs of the city's growing child and youth population are incorporated through the adoption of a child and youth friendly community policy. (9.4/3.4)	Arts, Social Development and Community Engagement	3.12.1 Closer alignment to child friendly city principles.	3.12.1.1 Implement the Ipswich Youth Advisory Council (IYAC) and IYAC Ambassador Program.	3.12.1.1 The inaugural meeting of the Ipswich Youth Advisory Council (IYAC) occurred on Saturday, 21 July 2018 at Studio 188, Ipswich. Newly appointed members participated in a facilitated workshop which included early scoping of youth issues and discussion about the role of the Youth Council. Since the facilitated workshop in July 2018, the Ipswich Youth Advisory Council met for an additional (2) monthly meetings in August and September 2018. Key achievements include the development and subsequent adoption of the IYAC Terms of Reference document, identification of group values and principles, selection of two identified priority areas (mental health, diversity and acceptance) and a decision in relation to IYAC group communications.	On track
			3.12.1.2 Develop a policy framework to ensure that the City's design and service delivery meets the requirements of a child friendly city.	3.12.1.2 Scheduled for delivery in Q4.	Yet to commence

Strategy 4: Foster collaboration, partnerships and use of evidence to shape service planning and delivery for the benefit of our communities					
3.14 Facilitate service planning and delivery arrangements with government and non-government agencies utilising Council's evidence base to ensure services are delivered in an equitable, timely and efficient manner to meet community needs. (9.4/4.1)	Arts, Social Development and Community Engagement	3.14.1 Coordinated social service delivery informed by social data.	3.14.1.1 Deliver Home Assist services to support members of the community to live independently in the home of their choice, and continue to access and engage with their community.	3.14.1.1 Demand for Home Assist remains high, with 2,428 services delivered during the July-September quarter, and 240 new clients registering with the program.	On track
Strategy 5: Foster a diverse range of activities to promote sustainable, healthy lifestyles and community well-being					
3.16 Implement a Community Events program across the city that includes community and family activities. (9.4/5.1)	Arts, Social Development and Community Engagement	3.16.1 Greater family participation in public programs.	3.16.1.1 Provide support for the delivery of programs and events for the elderly and those living with disabilities.	3.16.1.1 Ageing Stronger Active Longer is delivered in partnership with Able Australia offering free forums which provide seniors with the opportunity to learn about maintaining good health and wellbeing. Four workshops were delivered throughout Ipswich between August and September 2018. 1. Seniors Week was held between 18 – 26 August 2018. In Ipswich, this was celebrated with a number of events, including: See, Create, Connect Expo, Marburg Seniors Week Celebrations, First Aid Training, Ageing Stronger, Active Longer Forum, BBQ Breakfast and Seniors Week Cinema Day. Over the course of this time, over 500 seniors took advantage of these activities. Ipswich City Council worked closely with a number of local agencies, groups and individuals to support and deliver these events, in particular the University of Third Age, Able Australia, Marburg Residents Association and Gailes Community House. Fresh Futures Market is an expo style event for people with disabilities to connect with local resources and support services regarding post-school options and opportunities. Fresh Futures Market was delivered on Wednesday 5 September 2018.	Complete
3.17 Develop awareness and education programs relating to health care intervention and prevention, healthy eating, healthy lifestyles and well-being. (9.4/5.2)	Arts, Social Development and Community Engagement	3.17.1 Increased engagement of community members in their own health outcomes.	3.17.1.1 Implement and maintain the 'Words for Wellness' initiative and resources.	3.17.1.1 The Words for Wellbeing is continuing to provide integrated and planned medical literacy support in collaboration with Hospital, GPs and Allied Health professionals.	Complete
			3.17.1.2 Engage with local community health providers and community to better understand barriers to community health outcomes.	3.17.1.2 Scheduled for delivery in Q4	Yet to commence
			3.17.1.3 Research community health outcomes to determine priority focus areas.	3.17.1.3 Research regarding mental health in across the Ipswich LGA is on track and scheduled for completion by the end of December 2018.	On track

			3.17.1.4 Partner with health organisations to facilitate the outreach delivery of targeted health services in the community.	3.17.1.4 Stakeholder engagement is occurring throughout the Ipswich LGA and is on track.	On track
			3.17.1.5 Develop and implement a program of work to address barriers to community health and facilitate improved health outcomes.	3.17.1.5 Scheduled for delivery in Q4 or 2019/20	Yet to commence
3.20 Plan and deliver a diverse range of cultural programs to engage the Ipswich community, celebrate Ipswich's cultural heritage and foster cultural development. (9.4/*)	Arts, Social Development and Community Engagement	3.20.2 Increased cultural tourism.	3.20.2.1 Deliver a broad range of literary programs and events that facilitate community participation in the arts.	3.20.2.1 Library Services delivers a diverse range of targeted programs to meet this goal each quarter.	On track
			3.20.2.2 Develop and deliver a diverse range of high quality exhibitions and activities at the Ipswich Art Gallery that build on the cultural capital of the city	3.20.2.2 The Art Gallery delivers a range of exhibitions and activities that develop the cultural capital of the city.	On track

			<p>3.20.2.3 Develop programs and events that build the capacity and capability of local artists/performers.</p>	<p>3.20.2.3 The Art Gallery developed and delivered programs with local artists: 'Theory of Flaw' - new work by Matthew Cheyne and 'Entanglement' - new work by Kate Douglas.</p> <p>3.20.2.3 Protégé Master Classes is an arts and cultural initiative targeted at young people aged between twelve (12) and twenty-five (25) years of age and is a capacity-building program focussed on five (5) disciplines: music, dance, drama, visual art and production. The purpose of the program is to inspire young people to pursue their interests in the arts, to equip them with tools and knowledge, build their confidence and create their own works.</p> <p>The six (6) part QMusic Industry Connect music workshop series (presented by Protégé Master Classes) concluded in July 2018 with two workshops titled 'Click Here' and 'The Release Cycle'. Since the completion of the 2018 program, two (2) Ipswich based musicians were given the opportunity to attend September's annual BIGSOUND music conference in the Fortitude Valley, Brisbane.</p> <p>Additionally, Ipswich singer-songwriter, Wild Eyed Wonder aka Dee Bradbery was announced as the recipient of the QMusic Amplify song-writing retreat position for Ipswich. Held in the mountains of Buderim at Heliport Studios, Dee will join other Industry Connect participants from across Queensland in October 2018 for this four (4) day song-writing retreat which gives emerging and developing artists an opportunity to co-write, collaborate, connect and learn.</p>	On track
3.20 Plan and deliver a diverse range of cultural programs to engage the Ipswich community, celebrate Ipswich's cultural heritage and foster cultural development. (9.4/*)	Arts, Social Development and Community Engagement	3.20.2 Increased cultural tourism.	3.20.2.4 Develop a public performance framework to activate public events and spaces.	3.20.2.4 Scheduled for Q3	Yet to commence
			3.20.2.5 Manage and develop arts venues and assets.	3.20.2.5 This quarter has seen targeted focus on the development of programming at Studio 188! to appeal to targeted Ipswich audiences.	On track
			3.20.2.6 Develop the concept for an Indigenous Cultural Centre that promotes local art, culture and customs. Identify an advocacy pathway.	3.20.2.6 On hold.	Yet to commence

Strategy 7: Invest in social infrastructure to build a distinctive Ipswich identity and to maximise economic and social outcomes

3.27 Develop a new Regional Performing Arts Centre in the Ipswich CBD. (9.4/7.1)	Arts, Social Development and Community Engagement	3.27.1 Obtain 'in-principle' State and Federal Government support.	3.27.1.1 Develop and implement a program of work to deliver Council's Arts and Cultural Strategy.	3.27.1.1 Implementation of the Arts and Cultural Strategy is underway.	Complete
			3.27.1.2 Develop an Advocacy Strategy for the Ipswich Performance Arts Complex.	3.27.12 Advocacy strategy for the IPAC on hold pending decisions regarding Council's longer term capital investment strategy Draft Business Needs Analysis and Business Case completed.	On track
			3.27.1.3 Develop and deliver Public Art Master Plan for the CBD	3.27.1.3 Public Art Master Plan for the CBD is on track for completion in Q2.	On track
			3.27.1.4 Deliver 'place-making' public art in line with community aspirations.	3.27.1.4 FUSED Celebrate the Art, Ipswich Festival was held over three days from 7 September to 9 September 2018. The festival included the installation of three new street art murals were painted throughout the City. This Festival gave opportunity for artists to showcase their talents, gain recognition and share their abilities with local residents. These artworks were designed and completed by local artists and can be viewed at Riverheart Parklands, in Ellenborough Street and East Street all in the CBD.	Complete
3.29 Ensure the library services strategy is responsive to the emerging need for a digital approach. (9.4/7.4)	Arts, Social Development and Community Engagement	3.29.1 That the Library's digital strategy aligns to community expectation and Council's digital aspiration.	3.29.1.1 Develop and implement the Library Strategy 2017-2022.	3.29.1.1 Review of the Library Services strategy "Coping with Growth 2008-26" is currently underway. The community engagement process has been designed to ensure that the community is meaningful engaged throughout this process and that community needs are reflected in the strategic direction of library services and also the delivery of community facilities, more broadly.	On track
			3.29.1.2 Design and implement a Virtual Library Branch.	3.29.1.2 The new Library Virtual Branch soft launch occurred at the end of September. Full functionality will be delivered by the end of November.	On track
3.29 Ensure the library services strategy is responsive to the emerging need for a digital approach. (9.4/7.4)	Arts, Social Development and Community Engagement	3.29.1 That the Library's digital strategy aligns to community expectation and Council's digital aspiration.	3.29.1.3 Deliver high performing eResource collections	3.29.1.3 The eResource collection profile has been significantly increased in the new Virtual Branch, the addition of the first digital streaming content via Kanope is also a big enhancement to our service offering.	On track
			3.29.1.4 Provide digital literacy programming across all age ranges	3.29.1.4 Effective digital literacy programming for all ages is being delivered to meet target output across all library branches.	On track

ATTACHMENT G

Key Actions	Department	Key Outcome	Deliverables	1st Qtr Progress Comments 1 Jul 2018 - 30 Sept 2018	Progress Achieved in 1st Qtr
STRENGTHENING OUR LOCAL ECONOMY AND BUILDING PROSPERITY (JOBS)					
Goal 1: Use the competitive advantages of the Ipswich economy to provide jobs for the growing population and prosperity for the city through business diversification, adapting and responding to technological advances and creating an attractive economic environment for business investment.					
Strategy 1: Build partnerships and develop programs to widely promote investment opportunities and support business development and activity in the city					
1.1 Promote a major investment pathway within Council that supports investment attraction in key sectors. (9.2/1.1)	Infrastructure Services	1.1.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	1.1.1.1 Review and implement the 10 year Infrastructure Investment Plan	10YTIIP review has commenced, however has not yet been finalised.	In progress
MANAGING GROWTH AND DELIVERING KEY INFRASTRUCTURE					
Goal 2: Plan and develop a vibrant and sustainable city that accommodates the needs of a diverse and growing population and economy.					
Strategy 2: Provide adequate land and infrastructure to support community development and economic activity					
2.8 Facilitate infrastructure planning and delivery arrangements with developers, government agencies and utility providers to ensure infrastructure is delivered in a timely and efficient manner to support both community and economic development. (9.3/2.2)	Infrastructure Services	2.8.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and the Local Government Infrastructure Plan and are delivered through appropriate development outcomes.	2.8.1.1 Deliver forward designs to facilitate timely delivery of future programs	Forward Planning is ongoing throughout the year on various projects.	In progress
Strategy 3: Provide a transport system that supports the safe, reliable and sustainable movement of people and goods for all travel modes					
2.9 Develop and implement an integrated transport plan that provides a platform for enabling sustainable travel choices through the city being well connected for business, freight and visitors; a convenient and competitive public transport system; and more compact and mixed land uses to reduce trip lengths and make public transport, walking and cycling more viable. (9.3/3.1)	Infrastructure Services	2.9.1 Ensure delivery of actions and outcomes in the Ipswich City Council Transport Plan (iGo) are achieved.	2.9.1.1 Deliver the 2018/19 Capital Portfolio	2.9.1.1 Transport infrastructure continues to be delivered in accordance with the 10 Year Transport Infrastructure Investment Plan and the 2018-2019 Capital Portfolio (Transport and Traffic Program). For example: Blackstone Rd/South Station Rd – Construction is scheduled to commence in November 2018 . Brisbane St - Property acquisitions nearing completion, major service relocations progressing and the civil works Tender Evaluation Report will be submitted to the November 2018 Council meeting for approval. Old Toowoomba Rd - Relocation of major services are progressing and the Tender for the civil construction works has been released to market and closes on the 31 October 2018. Marsden Parade realignment – All land acquisitions are complete and Stage 1 (enabling works) is scheduled to commence in the last quarter of 2018. iGo Active Transport Action Plan Implementation – Seven projects have been identified with one project completed in this quarter.	In progress
			2.9.1.2 Ongoing development of Business Case for the Norman Street Bridge project	2.9.1.2 The Preliminary Business Case is continuing. It is on track to be completed by the forecast timeline of December 2018.	In progress
2.9 Develop and implement an integrated transport plan that provides a platform for enabling sustainable travel choices through the city being well connected for business, freight and visitors; a convenient and competitive public transport system; and more compact and mixed land uses to reduce trip lengths and make public transport, walking and cycling more viable. (9.3/3.1)	Infrastructure Services	2.9.1 Ensure delivery of actions and outcomes in the Ipswich City Council Transport Plan (iGo) are achieved.	2.9.1.3 iGo Action Plans and Strategies	2.9.1.3 The iGo Active Transport Wayfinding Strategy and Design Manual has been completed. The iGo Intelligent Transport Systems Strategy is in final draft and will be finalised by the second quarter of the year.	In progress
			2.9.1.4 Deliver planning studies and data analysis to support iGo strategies	2.9.1.4 Procurement of the annual strategic traffic counts has been undertaken to enable capture of the data necessary.	In progress

CARING FOR OUR COMMUNITY

Goal 3: Create a city that values its past and embraces opportunities to work together for the betterment of the community.

Strategy 2: Invest in data collection, analysis and targeted research to provide the evidence base for development of strategy and resource

3.4 Develop greater understanding of community needs through community engagement, research and analysis to inform program, service and facility planning and delivery. (9.4/2.1)	Infrastructure Services	3.4.1 Greater connectedness between data/information and decision making.	3.4.1.1 Inform and engage with relevant stakeholders to support the delivery of the Capital Portfolio of Works	This is ongoing throughout the year on various projects.	In progress
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Strategy 6: Build on the success of Council's community safety programs to address new and emerging issues

3.25 Facilitate programs, education and awareness on reducing public health risks in the community. (9.4/6.6)	Infrastructure Services	3.25.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	3.25.1.1 Promote a positive safety culture to achieve zero harm		
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ATTACHMENT H



Ipswich City Council

**FINANCIAL AND CORPORATE
KEY PERFORMANCE INDICATORS
OF THE IMPLEMENTATION OF THE
2018-2019 OPERATIONAL PLAN**

September 2018

Departmental Breakdown

Revenue and Expense: ☹️<1% or \$50k worse than budget whichever is greater; ☹️<5% or \$125k worse than budget whichever is greater; 😊>=5% or >=\$125k worse than budget whichever is greater.
Capital: Within 5% or \$50k+/- budget whichever is greater; ☹️ within 10% or \$250k +/- budget whichever is greater; ☹️ more than 10% or >\$250k +/- budget whichever is greater. U=under; O=over

Trend of year to date results as at 30 September 2018:

Departmental Controlled:

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Arts, Social Development and Community Engagement Revenue	☹️	😊	☹️										😊
Employee Expenses*	😊	😊	😊										😊
Other Expense Categories**	😊	😊	😊										😊
Capital	😊	😊	😊										😊

Satisfactory results for expenses. Revenue under budget \$200k or 14.6%.

Capital expenditure over budget by \$119k or 63.6%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Economic Development and Marketing Revenue	😊	😊	😊										😊
Employee Expenses*	😊	😊	😊										😊
Other Expense Categories**	😊	😊	😊										😊
Capital	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Satisfactory results for expenses. Revenue is under budget \$71k or 54.6%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Infrastructure Services Department Revenue	n/a	n/a	n/a										n/a
Employee Expenses*	😊	😊	😊										😊
Other Expense Categories**	😊	😊	😊										😊
Capital	😊	😊	😊										😊

Satisfactory results for expenses.

Capital expenditure over budget for infrastructure program \$3.4m or 63.1%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Finance and Corporate Services Department Revenue	😊	😊	😊										😊
Employee Expenses*	😊	😊	😊										😊
Other Expense Categories**	😊	😊	😊										😊
Capital	😊	😊	😊										😊

Satisfactory results for revenue and expenses.

Capital expenditure under budget by \$17.7m.

* Employee expenses including Labour Contracts

** Operational Expense excluding the above

Departmental Breakdown

Revenue and Expense: 😊 <1% or \$50k worse than budget whichever is greater; 😐 <5% or \$125k worse than budget whichever is greater; 😞 >=5% or >=\$125k worse than budget whichever is greater.
Capital: Within 5% or \$50k +/- budget whichever is greater; 😊 within 10% or \$250k +/- budget whichever is greater; 😐 more than 10% or >\$250k +/- budget whichever is greater. U=under; O=over

Trend of year to date results as at 30 September 2018:

Departmental Controlled:

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Works, Parks and Recreation Department	Revenue	😊	😊	😊									😊
	Employee Expenses*	😊	😊	😊									😊
	Other Expense Categories**	😊	😊	😊									😊
	Capital	U😊	O😊	O😊									😊

Satisfactory results for revenue and expenses.

Capital expenditure over budget for Infrastructure Program \$3.7m. Capital expenditure for fleet and equipment purchases over budget \$660k.

Capital expenditure for IWS under budget \$135k or 44.0%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Health, Security and Regulatory Services Department	Revenue	😊	😊	😊									😊
	Employee Expenses*	😊	😊	😊									😊
	Other Expense Categories**	😊	😊	😊									😊
	Capital	U😊	O😊	U😊									😊

Satisfactory results for revenue and expenses.

Capital expenditure under budget \$120k or 44.0%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Planning and Development Department	Revenue	😊	😊	😊									😊
	Employee Expenses*	😊	😊	😊									😊
	Other Expense Categories**	😊	😊	😊									😊
	Capital	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Satisfactory results for revenue and employee expenses. Other expense categories are over budget \$126k or 37.1%.

Corporate Controlled:

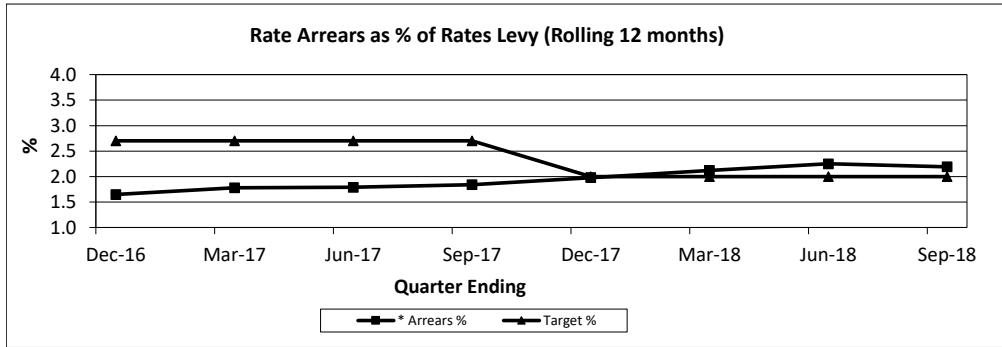
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Corporate Items	Revenue	😊	😊	😊									😊
	Expenses	😊	😊	😊									😊
	Capital	U😊	😊	U😊									😊

Satisfactory results for revenue and expenses.

Satisfactory results for capital expenditure on donated assets.

* Employee expenses including Labour Contracts
** Operational Expense excluding the above

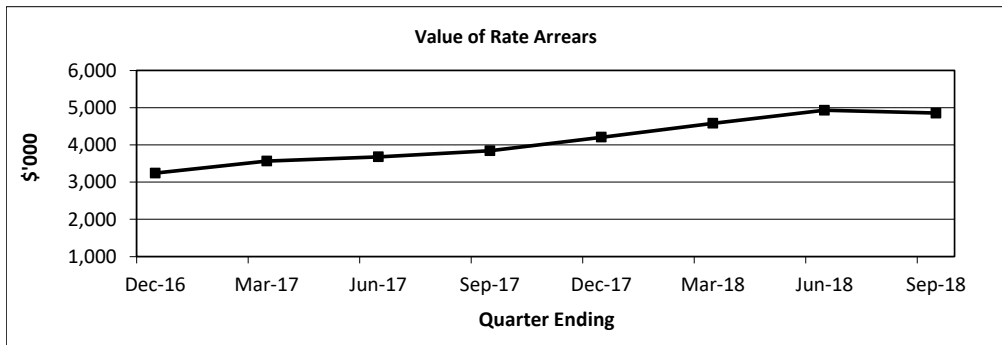
Rate Arrears as at 30 September 2018:



	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18	Sep-18
* Arrears %	1.65	1.78	1.79	1.84	1.98	2.12	2.25	2.19
Target %	2.70	2.70	2.70	2.70	2.00	2.00	2.00	2.00

* Rolling 12 month average

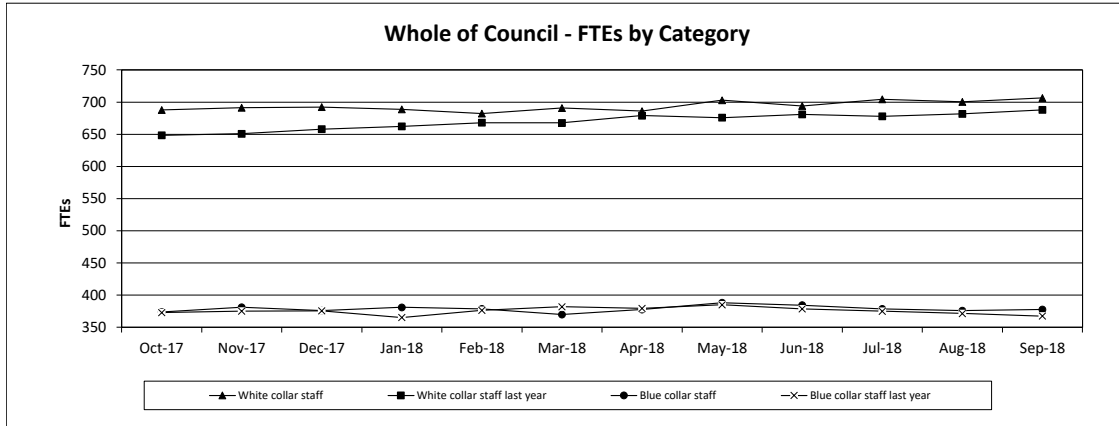
Value of Rate Arrears:



	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18	Sep-18
\$'000	3,242	3,568	3,680	3,844	4,207	4,579	4,929	4,853

Full Time Equivalents:

Whole of Council



	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
White collar staff	687.8	691.4	692.4	688.9	682.3	690.9	686.0	702.9	694.1	704.4	700.3	706.4
Blue collar staff	373.8	381.2	375.9	381.1	378.7	369.9	377.8	388.2	384.5	378.7	376.0	377.7
Total	1,061.7	1,072.5	1,068.3	1,069.9	1,061.0	1,060.8	1,063.9	1,091.1	1,078.6	1,083.1	1,076.3	1,084.1
<i>Movement prior month (white collar)</i>	(0.1)	3.5	1.0	(3.5)	(6.6)	8.6	(4.9)	16.8	(8.7)	10.3	(4.1)	6.1
<i>Movement prior month (blue collar)</i>	6.3	7.3	(5.2)	5.1	(2.4)	(8.8)	7.9	10.4	(3.8)	(5.7)	(2.7)	1.6
White collar staff last year	648.5	650.8	658.0	662.4	668.1	667.7	679.0	675.8	681.0	678.1	681.7	688.0
Blue collar staff last year	372.9	375.1	375.8	365.3	376.5	382.0	379.5	385.0	378.7	375.0	371.5	367.5
Total FTEs last year	1,021.4	1,025.9	1,033.8	1,027.7	1,044.6	1,049.7	1,058.5	1,060.9	1,059.7	1,053.1	1,053.2	1,055.5

Sick Leave:

Whole of Council

	Sep-17 Hours	Oct-17 Hours	Nov-17 Hours	Dec-17 Hours	Jan-18 Hours	Feb-18 Hours	Mar-18 Hours	Apr-18 Hours	May-18 Hours	Jun-18 Hours	Jul-18 Hours	Aug-18 Hours	Sep-18 Hours
White collar staff	65.08	66.91	67.45	67.96	67.94	68.73	68.40	68.74	69.24	71.42	73.17	71.16	71.02
Blue collar staff	82.61	82.54	81.30	82.41	84.75	86.70	89.06	90.91	92.45	93.84	98.02	96.45	95.89
WOC staff	71.15	72.31	72.22	72.93	73.71	74.90	75.48	76.33	76.33	79.07	81.65	79.79	79.51

* Rolling 12 month average

Rolling 12 month average sick leave hours per annum has increased by 2.05 hours for blue collar staff and decreased by 0.40 hours for white collar staff.

Annual Leave:

Annual Leave Balances as at pay period ended 24 September 2018:

Whole of Council

	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
No of people with 0-4 weeks	785	808	803	800	880	854	845	841	841	816	820	818	823
No of people with 4-8 weeks	307	285	296	291	230	240	240	241	256	280	285	284	277
No of people with 8+ weeks	10	14	15	14	8	8	15	14	12	18	13	14	14

Of the 14 people with balances over 8+ weeks, the highest balance is 16.62 weeks, which relates to an employee whose assigned hours are 15.2 per week.

Lost Time Injury Frequency Rates:

Whole of Council

	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
LTI's	0	0	0	0	1	0	1	0	0	1	1	0	1
LTIFR	0	0	0	0	7	0	7	0	0	7	6	0	7
LTIFR Rolling 12 months	3	2	2	2	2	2	2	2	2	3	3	3	4
Cumulative Days lost 12 months	129	138	155	171	197	204	219	192	238	238	273	293	311
LTISR Rolling 12 months	74	79	88	101	112	116	125	109	141	141	169	169	180

Capital Expenditure

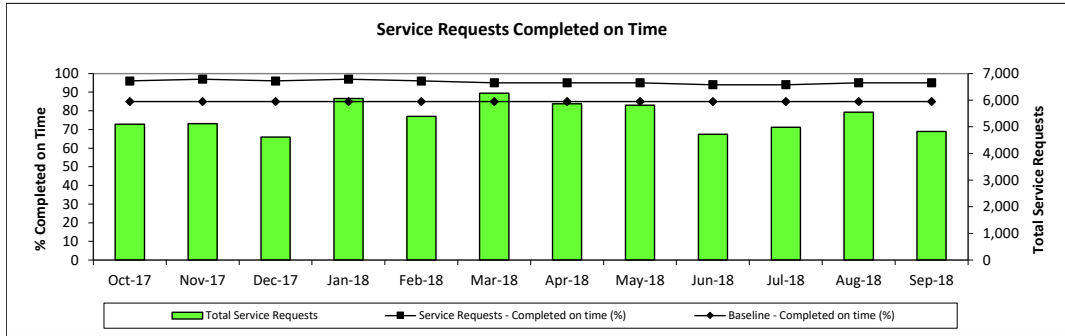
Results as at 30 September 2018:

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget \$'000	% Achieved
Department Controlled	17,897	27,926	10,029	174,730	10%
Corporate Controlled	17,017	16,774	(243)	67,122	25%
	34,914	44,700	9,786	241,852	14%

Department controlled under budget primarily relates to CBD revitalisation projects being under budget due to changes in composition and scope of the included projects and has been influenced by Council's decision to build and own its administration building located with in the same precinct. Satisfactory results for corporate controlled.

Customer Engagement System

All Council:



All Council	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Service Requests - Completed on time (%)	96	97	96	97	96	95	95	95	94	94	95	95
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	5,095	5,124	4,620	6,062	5,391	6,261	5,861	5,811	4,725	4,985	5,554	4,820

A5167912

Governance Committee	
Mtg Date: 27/11/18	OAR: YES
Authorisation: Jeffrey Keech	

2 November 2018

MEMORANDUM

TO: ACTING CHIEF OPERATING OFFICER (FINANCE AND CORPORATE SERVICES)

FROM: RATES/PROPERTY SPECIALIST

RE: REQUEST FOR RATES CONCESSION
14 HOWARD STREET GOODNA

INTRODUCTION:

This is a report by the Rates/Property Specialist dated 2 November 2018 concerning a request from Goodna/Ipswich Youth and Community Action Association Inc, for a rates concession of the general rates on their property at 14 Howard Street, GOODNA QLD 4300 (Attachment A).

BACKGROUND:

Council Rates Concession Policy allows for a general rate concession of a 100% remission of the differential general rates on properties that meet the criteria outlined in the policy (Attachment B).

Goodna/Ipswich Youth and Community Action Association Inc, have requested a rate concession on their property at 14 Howard Street, Goodna. They are a non-profit organisation. The objects for which the association is established shall be for the benefit, education, and welfare of young people, who are:

- (a) At risk of homelessness, poverty, criminal behaviour, sexual, physical and/or emotional abuse: Drug and/or Alcohol addiction, or engaging in criminal behaviour, or
- (b) Who have suffered or are suffering homelessness, poverty, sexual, physical and/or emotional abuse, drug and/or Alcohol addiction, or engaging in criminal behaviour.


The activities undertaken on the property are considered to contribute to 'The relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage', accordingly the property is considered eligible to be granted a rates concession.

In accordance with the Rates Concession Policy adopted by Council on 27 June 2017, this organisation meets the criteria to be granted a rate remission.

The Rates Concession Policy requires Divisional Councillors to be consulted at the time of application before a recommendation is made to Council, if the property – the subject of the application, is within their electoral Division. The current circumstances of Council do not enable this to occur, accordingly the matter is referred direct to the Governance Committee for consideration. This requirement will be reviewed as part of the overall Rates Concession Policy review.

The rates team will attend to other matters mentioned in the application such as change of name and a refund of rates paid since the application in the event that the concession is granted.

ATTACHMENTS:

Name of Attachment	Attachment
Letter requesting rates concession	 Attachment A
Rate Concession Policy	Attachment B

RECOMMENDATION:

That the Interim Administrator of Ipswich City Council resolve:

That the request for the rate concession, 100% remission of the differential general rates, for the property at 14 Howard Street, GOODNA QLD 4300 owned by Goodna/Ipswich Youth & Community Action Association Inc, be granted and backdated to 4 July 2018 (date of purchase).

Tina Huggins

RATES/PROPERTY SPECIALIST

I concur with the recommendation contained in this report.

Richard Bennett

STRATEGIC CLIENT OFFICE MANAGER

I concur with the recommendation contained in this report.

Jeffrey Keech

ACTING CHIEF OPERATING OFFICER (FINANCE AND CORPORATE SERVICES)

ATTACHMENT A

From: Lea
Sent: Monday, 3 September 2018 2:52 PM
To: ICC Customer Requests
Subject: rates for 14 Howard street
Attachments: Constitution 08.10.12.docx; Bas_incorporation certificate 2018_2018070216541600.pdf

To whom it may concern, The Base has recently purchased a property at 14 Howard Street Goodna. As a charity we would like to apply for the charity discount that is allowable for the rates. Currently we have a charity discount for 15 to 17 Kingsford Street, Goodna and therefore would like to request the same process for 14 Howard street Goodna. I have attached a copy of our constitution as evidence. I have also attached a copy of our new incorporation certificate as evidence of name change. If this name change could be applied to both properties that would be greatly appreciated. additionally I have already paid the latest rates invoice so as not to incur a penalty? Can I formally request a refund of over payment or could this over payment be applied to future invoice.

Any questions and or concerns please feel free to contact me on the numbers below. Thanks in advance for your reply.

Regards

Leanne Brown

Leanne Brown | Service Manager | Lead Counsellor



CONFIDENTIALITY

The information in this email is confidential and is intended for the exclusive use of the addressed name above. In certain cases it is also legally privileged. If you are not the addressee, any disclosure, reproduction, distribution, or other dissemination or use of this communication is strictly prohibited. If you have received this transmission in error please contact us immediately by telephone so that we can arrange for its return. Thank you.

**Goodna/Ipswich
Youth & Community Action Association Inc Rules**

Name

1. The name of the incorporated association shall be Goodna/Ipswich Youth & Community Action Association Inc (in these Rules called "The Association")

Objects

2. The objects for which the association is established shall be for the benefit, education, and welfare of young people, who are:
 - (a) At risk of homelessness, poverty, criminal, behaviour, sexual, physical and/or emotional abuse; Drug and/or Alcohol addiction, or engaging in criminal behaviour, or
 - (b) Who have suffered or are suffering homelessness, poverty, sexual, physical, and/or emotional abuse, drug and/or Alcohol addiction, or engaging in criminal behaviour.

(hereafter referred to as "At Risk Youth People")

And are referred to the Association by any of the following namely:

Department of Communities/Child Safety, Child & Youth Mental Health Services, Youth Justice Conferencing, Youth Justice, Integrated Mental Health, Child Protection Investigation Unit, The Queensland Police Service, General & Specialist Health Practitioners or such similar Government or Community Service Providers.

- (c) The Association will provide the following service or services to "at risk young people" and/or their families or guardians or significant other in the form of:

- I. Counselling
- II. Specialist Support in anger/behaviour management
- III. Life Skills
- IV. Self development skills
- V. Assistance in re-establishing relationships with family and their broader community and recreational activities.

Powers

3. The powers of the Association are:
 - 1) To take over the funds and other assets and the liabilities of the present unincorporated association known as the "Goodna/Ipswich YACCA Steering Committee"
 - 2) To subscribe to become a member of and co-operate with any other association, club or organisation, whether incorporated or not, whose objects are altogether or in part similar to those of the Association provided that the Association shall not subscribe to of support with its funds any club, association or organisation which does not prohibit the distribution of its income and property among its members to an extent at least as great as that imposed on the Association under or by virtue of rule 28 (10);
 - 3) In furtherance of the objects of the Association to buy, sell and deal in all kinds of articles, commodities and provisions, both liquid and solid, for the members of the Association or persons frequenting the Association's premises;

- 4) To purchase, take on lease of in exchange, hire and otherwise acquire lands, buildings, easements or property, real and personal, and any rights or privileges which may be requisite for the purposes of, or capable of being conveniently used in connection with, any of the objects of the Association: Provided that in case the Association shall take or hold any property which may be subject to any trusts the Association shall only deal with the same in such manner as is allowed by law having regard to such trusts;
- 5) To enter into an arrangements with any Government or Authority that are incidental or conducive to the attainment of the objects and the exercise of the powers of the Association; to obtain from any such Government or Authority and rights, privileges and concessions which the Association may think it desirable to obtain; and to carry out, exercise and comply with any such arrangements, rights, privileges and concessions;
- 6) To appoint, employ, remove or suspend such managers, clerks, secretaries, servants, workmen and other persons as may be necessary or convenient for the Association;
- 7) To remunerate any person or body corporate for services rendered, or to be rendered, and whether by way of brokerage or otherwise in placing or assisting to place or guaranteeing the placing of any unsecured notes, debentures or other securities of the incorporated association, or in or about the incorporated association or promotion of the incorporated association or in the furtherance of its objects;
- 8) To construct, improve, maintain, develop, work, manage, carryout, alter or control any houses, buildings, grounds, works or conveniences which may seem calculated directly or indirectly to advance the Association's interests, and to contribute to, subsidise or otherwise assist and take part in the construction, improvement, maintenance, development, working, management, carrying out, alteration or control thereof;
- 9) To invest and deal with the money of the Association not immediately required in such manner as may from time to time be thought fit subject where applicable to Regulation 32 (14) of the collections Regulations 1975;
- 10) To take, or otherwise acquire, and hold shares, debentures or other securities of any company or body corporate;
- 11) In furtherance of the money of the Association to lend and advance money or give credit to any person or body corporate; to guarantee and give guarantees or indemnities for the payment of money or the performance of contracts or obligations by any person or body corporate, and otherwise to assist any person or body corporate;
- 12) To borrow or raise money either alone or jointly with any other person or legal entity in such manner as may be thought proper and whether upon fluctuating advance account or overdraft or otherwise to represent or secure any moneys and further advances borrowed or to be borrowed alone or with others as aforesaid by notes secured or unsecured, debentures or debenture stock perpetual or otherwise, or by mortgage, charge, lien or other security upon the whole or any part of the incorporated association's property or assets present or future and to purchase, redeem or pay-off any such securities;

- 13) To draw, make, accept, endorse, discount, execute and issue promissory notes, bills of exchange, bills of lading and other negotiable or transferable instruments;
- 14) In furtherance of the objects of the Association to sell, improve, manage, develop, exchange, lease, dispose of, turn to account or otherwise deal with all or any part of the property and rights of the Association;
- 15) To take or hold mortgages, liens or charges, to secure payment of the purchase price, or any unpaid balance of the purchase price, of any part of the Association's property of whatsoever kind sold by the Association, or any money due to the Association, or any money due to the Association from purchasers and others;
- 16) To take any gift or property whether subject to any special trust or not, for any one or more of the objects of the Associations but subject always to the proviso in sub-rule (4);
- 17) To take such steps by personal or written appeals, public meetings or otherwise, as may from time to time be deemed expedient for the purpose of procuring contributions to the funds of the Association, in the shape of donations annual subscriptions or otherwise;
- 18) To print and publish any newspapers, periodicals, books or leaflets that the Association may think desirable for the promotion of its objects;
- 19) In furtherance of the objects of the Association to amalgamate with any one or more incorporated associations having objects altogether or in part similar to those of the Association and which shall prohibit the distribution of its or their income and property among its or their members to an extent at least as great as that imposed upon the Association under or by virtue of rule 28 (10) and which is a fund, authority or institution referred to in paragraph 78 (1) (a) section 23 of the Income Tax Assessment Act, 1936 as amended;
- 20) In furtherance of the objects of the Association to purchase or otherwise acquire and undertake all or any part of the property, assets, liabilities and engagements of any one or more of the incorporated associations with which the Association is authorised to amalgamate;
- 21) In furtherance of the objects of the Association to transfer all or any part of the property, assets, liabilities and engagements of the Association to any one or more of the incorporated associations with which the Association is authorised to amalgamate.
- 22) To make donations for patriotic, charitable or community purposes;
- 23) To transact any lawful business in aid of these objects;
- 24) To do all such other things as are incidental or conducive to the attainment of the objects and the exercise of the powers of the Association.

CLASSES OF MEMBERS

4. (1) The membership of the Association shall consist of ordinary members
- (2) The number of ordinary members in each class shall be unlimited.

MEMBERSHIP

5. (1) Every person who at the date of incorporation to the Association was a member of the unincorporated association and who on or before the Fifth day of May 1993, agrees in writing to become a member of the association shall be admitted by the Management Committee to the same class of membership of the Association as that member held in the unincorporated association.

(2) Every applicant for any class of membership of the Association (other than the members of the unincorporated Association referred to in sub rule (1)) shall be proposed by one member of Association and seconded by another member. The application for membership shall be made in writing, signed by the applicant and his proposer and seconder and shall be in such form as the Management Committee from time to time prescribes.

MEMBERSHIP FEES

6. (1) The membership fees for each class of membership shall be such sum as the members shall from time to time at any general meeting so determine

(2) The membership fees for each class of membership shall be payable at such time and in such manner as the Management Committee shall from time to time determine.

ADMISSION AND REJECTION OF MEMBERS

7. (1) At the next meeting of the Management Committee after the receipt of any application and the fee applicable for any class of membership such application shall be considered by the Management Committee, who shall thereupon determine upon the admission or rejection of the applicant.

(2) Any applicant who receives a majority of the votes at the meeting at which such application is being considered shall be accepted as a member to the class of membership applied for.

(3) Upon the acceptance or rejection of an application for any class of membership the secretary shall forthwith give the applicant notice in writing of such acceptance or rejection.

TERMINATION OF MEMBERSHIP

8. (1) A member may resign from the Association at any time by giving notice in writing to the secretary. Such resignation shall take effect at the time such notice is received by the secretary unless a later date is specified in the notice when it shall take effect on that later date.

(2) If a member –

- i. Is convicted of an indictable offence; or
- ii. Fails to comply with any of the provisions of these Rules; or
- iii. Has membership fees in arrears for a period of two months or more; or
- iv. Conducts himself in a manner considered to be injurious or prejudicial to the character or interests of the Association, the Management Committee shall consider whether his membership shall be terminated.

- v. If a member becomes an employee their 'voting entitlement' as an Association Member will be terminated but they may remain, and continue to be, a financial member of the Association.

(3) The member concerned shall be given a full and fair opportunity of presenting his case and if the Management Committee resolves to terminate his membership it shall instruct the secretary to advise the member in writing accordingly.

APPEAL AGAINST REJECTION OR TERMINATION OF MEMBERSHIP

- 9. (1) A person whose application for membership has been rejected or whose membership has been terminated may within one month of receiving written notification thereof lodge with the secretary written notice of his intention to appeal against the decision of the Management Committee.

(2) Upon receipt of a notification of intention to appeal against rejection or termination of membership the secretary shall convene, within three months of the date of receipt by him of such notice, a general meeting to determine the appeal. At any such meeting the applicant shall be given the opportunity to fully present his case and the Management Committee or those members thereof who rejected the application for membership or terminated the membership subsequently shall likewise have the opportunity of presenting its or their case. The appeal shall be determined by the vote of the members present at such meeting.

(3) Where a person, whose application is rejected, does not appeal against the decision of the Management Committee within the time prescribed by these Rules or so appeals but the appeal is successful, the secretary shall forthwith refund the amount of any fee paid.

REGISTER OF MEMBERS

- 10. (1) The Management Committee shall cause a Register to be kept in which shall be entered the names and residential addresses of all persons admitted to membership of the Association and the dates of their admission.

(2) Particulars shall also be entered into the Register of deaths, resignations, terminations and reinstatements of membership and any further particulars as the Management Committee or the members at any general meeting may require from time to time.

(3) The Register shall be open for inspection at all reasonable times by any member who previously applies to the secretary for such inspection.

MEMBERSHIP OF MANAGEMENT COMMITTEE

- 11. (1) The Management Committee of the Association shall consist of a President, Secretary, Treasurer, all of whom shall be members of the Association, and such number of other members as the members of the Association at any general meeting may from time to time elect or appoint.

(2) At the annual general meeting of the Association, all the members of the Management Committee for the time being shall retire from office, but shall be eligible upon nomination for re-election.

(3) The election of officers and other members of the Management Committee shall take place in the following manner:-

- (a) Any two members of the Associations shall be at liberty to nominate any other member to serve as an officer or other member of the Management Committee. Save that no paid employee of the Association may hold office on the Management Committee;
- (b) The nomination, which shall be in writing and signed by the member and his proposer and seconder, shall be lodged with the secretary at least fourteen days before the annual general meeting at which the election is to take place;
- (c) A list of the candidates' names in alphabetical order, with the proposers' and seconders' names, shall be posted in a conspicuous place in the office or usual place of meeting of the Association for at least seven days immediately preceding the annual general meeting.
- (d) Balloting lists shall be prepared (if necessary) containing the names of the candidates in alphabetical order, and each member present at the annual general meeting shall be entitled to vote for any number of such candidates not exceeding the number of vacancies;
- (e) Should, at the commencement of such meeting, there be an insufficient number of candidates nominated, nominations may be taken from the floor of the meeting.

12. Any member of the Management Committee may resign from membership of the Management Committee at any time by giving notice in writing to the secretary but such resignation shall take effect at the time such notice is received by the secretary unless a later date is specified in the notice when it shall take effect on that later date. Or such member may be removed from office at a general meeting of the Association where that member shall be given the opportunity to fully present his case. The question of removal shall be determined by the vote of the members present at such general meeting.

VACANCIES ON MANAGEMENT COMMITTEE

13. (1) The Management Committee shall have power at any time to appoint any member of the Association to fill any casual vacancy on the Management Committee until the next annual general meeting.

(2) The continuing members of the Management Committee may act notwithstanding any casual vacancy in the Management Committee, but if and so long as their number is reduced below the number fixed by or pursuant to these Rules as the necessary quorum of the Management Committee, the continuing member or members may act for the purpose of increasing the number of members of the Management Committee to that number or of summoning a general meeting of the Association, but for no other purpose.

FUNCTIONS OF THE MANAGEMENT COMMITTEE

14. (1) Except as otherwise provided by these Rules and subject to resolutions of the members of the Association carried at any general meeting the Management Committee

- (a) Shall have the general control and management of the administration of the affairs, property and funds of the Association; and
 - (b) Shall have authority to interpret the meaning of these Rules and any matter relating to the Association on which these Rules are silent.
- (2) The Management Committee may exercise all the powers of the Association
- (a) To borrow or raise or secure the payment of money in such manner as the members of the Association may think fit and secure the same or the payment or performance of any debt, liability, contract, guarantee or other engagement incurred or to be entered into by the Association in any way and in particular by the issue of debentures, perpetual or otherwise, charged upon all or any of the Association's property, both present and future, and to purchase, redeem or pay off any such securities;
 - (b) To borrow money from members at a rate of interest not exceeding interest at the rate for the time being charged by bankers in Brisbane for overdrawn accounts on money lent, whether the term of the loan be short or long, and to mortgage or charge its property or any part thereof and to issue debentures and other securities, whether outright or as security for any debt, liability or obligation of the Association, and to provide and pay off any such securities; and
 - (c) To invest in such manner as the members of the Association may from time to time determine.

MEETINGS OF MANAGEMENT COMMITTEE

15. (1) The Management Committee shall meet at least once every calendar month to exercise its functions.
- (2) A special meeting of the Management Committee shall be convened by the secretary on the requisition in writing signed by not less than one-third of the members of the Management Committee, which requisition shall clearly state the reasons why such special meeting is being convened and the nature of the business to be transacted thereat.
- (3) At every meeting of the Management Committee a simple majority of a number equal to the number of members elected and/or appointed to the Management Committee as at the close of the last general meeting of the members, shall constitute a quorum.
- (4) Subject as previously provided in this rule, the Management Committee may meet together and regulate its proceedings as it thinks fit: Provided that questions arising at any meeting of the Management Committee shall be decided by a majority of votes and, in the case of equality of votes, the question shall be deemed to be decided in the negative.
- (5) A member of the Management Committee shall not vote in respect of any contract or proposed contract with the Association in which he/she is interested, or any matter arising thereout, and if he/she does so vote his vote shall not be counted.
- (6) Not less than fourteen days notice shall be given by the secretary to members of the Management Committee of any special meeting of the Management Committee. Such notice shall clearly state the nature of the business to be discussed thereat.

(7) The President shall preside as Chairperson at every meeting and the Management Committee, or if there is no President, or if at any meeting he/she is not present within fifteen minutes after the time appointed for holding the meeting, the Vice President shall be Chairperson or if the Vice President is not present at the meeting then the members may choose one of their number to be Chairperson of the meeting.

(8) If within half an hour from the time appointed for the commencement of a Management Committee meeting a quorum is not present, the meeting, if convened upon the requisition of members of the Management Committee, shall lapse. In any other case it shall stand adjourned to the same day in the next week at the same time and place, or to such other day and at such other time and place as the Management Committee may determine, and if at the adjourned meeting a quorum is not present within half an hour from the time appointed for the meeting, the meeting shall lapse.

16. (1) The Management Committee may delegate any of its powers to a sub committee consisting of such members of the Association as the Management Committee thinks fit. Any sub-committee so formed shall in the exercise of the powers so delegated conform to any regulations that may be imposed on it by the Management Committee.

(2) A sub-committee may elect a chairperson of its meetings. If no such chairperson is elected, or if at any meeting the chairperson is not present within ten minutes after the time appointed for holding the meeting, the members present may choose one of their numbers to be chairperson of the meeting.

(3) A sub-committee may meet and adjourn as it thinks proper. Questions arising at any meeting shall be determined by a majority of votes of the members present and, in the case of an equality of votes, the question shall be deemed to be decided in the negative.

17. All acts done by any meeting of the Management Committee or of a sub-committee or by any person acting as a member of the Management Committee shall, notwithstanding that it is afterwards discovered that there was some defect in the appointment of any such member of the Management Committee or person acting as aforesaid, or that the members of the Management Committee or any of them were disqualified, be as valid as if every such person had been duly appointed and was qualified to be a member of the Management Committee.

18. A resolution in writing signed by all the members of the Management Committee for the time being entitled to receive notice of a meeting of the Management Committee shall be as valid and effectual as if it had been passed at a meeting of the Management Committee duly convened and held. Any such resolution may consist of several documents in like form, each signed by one or more members of the Management Committee.

ANNUAL GENERAL OR GENERAL MEETINGS

19. The first general meeting shall be held at such time, not being less than one month nor more than three months after the incorporation of the Associations, and at such place as the Management Committee may determine.

20. (1) The annual general meeting shall be held within three months of the close of the financial year.

(2) The business to be transacted at every annual general meeting shall be –

- (a) the receiving of the Management Committee's report and the statement of income and expenditure, assets and liabilities and mortgages, changes and securities affecting the property of the association for the preceding financial year;
- (b) the receiving of the auditor's report upon the books and accounts for the preceding financial year;
- (c) the election of members of the Management Committee; and
- (d) the appointment of an auditor.

21. The secretary shall convene a special general meeting –

- (a) when directed to do so by the President or Management Committee; or
- (b) on the requisition in writing signed by not less than one-third of the members presently on the Management Committee or not less than the number of ordinary members of the Association which equals double the number of the members presently on the Management Committee plus one. Such requisition shall clearly state the reasons why such special general meeting is being convened and the nature of the business to be transacted thereat; or
- (c) on being given a notice in writing of an intention to appeal against the decision of the Management Committee to reject an application for membership or to terminate the membership of any person.

22. (1) At any general meeting the number of members required to constitute a quorum shall be double the number of members presently on the Management Committee plus one.

(2) No business shall be transacted at any general meeting unless a quorum of members is present at the time when the meeting proceeds to business. For the purposes of this rule 'member' includes a person attending as a proxy or as representing a corporation which is a member.

(3) If within half an hour from the time appointed for the commencement of a general meeting a quorum is not present, the meeting, if convened upon the requisition of members of the Management Committee or the Association, shall lapse. In any other case it shall stand adjourned to the same day in the next week at the same time and place, or to such other day and at such other time and place as the Management Committee may determine, and if at the adjourned meeting a quorum is not present within half an hour from the time appointed for the meeting, the members present shall be a quorum.

(4) The chairperson may, with the consent of any meeting at which a quorum is present (and shall if so directed by the meeting), adjourn the meeting from time to time and from place to place, but no business shall be transacted at any adjourned meeting other than the business left unfinished at the meeting from which the adjournment took place. When a meeting is adjourned for thirty days or more, notice of the adjourned meeting shall be given as in the case of an original meeting. Save as aforesaid it shall not be necessary to give any notice of an adjournment or of the business to be transacted at an adjourned meeting.

23. (1) The secretary shall convene all general meetings of the Association by giving not less than 14 days notice of any such meeting to the members of the Association.
- (2) The manner by which such notice shall be given shall be determined by the Management Committee: Provided that notice of any meeting convened for the purpose of hearing and determining the appeal of a member against the rejection or termination of his membership by the Management Committee, shall be given in writing. Notice of a general meeting shall clearly state the nature of the business to be discussed thereat.
24. Unless otherwise provided by these Rules, at every general meeting –
- (1) the President shall preside as chairperson, or if there is no President, or if he/she is not present within fifteen minutes after the time appointed for the holding of the meeting or is unwilling to act, the Vice-President shall be the chairperson or if the Vice-President is not present or is unwilling to act then the members present shall elect one of their number to be chairperson of the meeting;
 - (2) the chairperson shall maintain order and conduct the meeting in a proper and orderly manner;
 - (3) every question, matter or resolution shall be decided by a majority of votes of the members present;
 - (4) every member present shall be entitled to one vote and in the case of an equality of votes the chairperson shall have a second or casting vote: Provided that no member shall be entitled to vote at any general meeting if his annual subscription is more than one month in arrears at the date of the meeting;
 - (5) voting shall be by show of hands or a division of members, unless not less than one fifth of the members present demand a ballot, in which event there shall be a secret ballot. The chairperson shall appoint two members to conduct the secret ballot in such manner as he/she shall determine and the result of the ballot as declared by the chairperson shall be deemed to be the resolution of the meeting of which the ballot was demanded;
 - (6) a member may vote in person or by proxy or by attorney and on a show of hands every person present who is a member or a representative of a member shall have one vote and in a secret ballot every member present in person or by proxy or by attorney or other duly authorised representative shall have one vote;
 - (7) the instrument appointing a proxy shall be in writing, in the common or usual form under the hand of the appointer or of his attorney duly authorised in writing or, if the appointer is a corporation, either under seal or under the hand of an officer or attorney duly authorised. A proxy may but need not be a member of the Association. The instrument appointing a proxy shall be deemed to confer authority to demand or join in demanding a secret ballot;
 - (8) where it is desired to afford member an opportunity of voting for or against a resolution the instrument appointing a proxy shall be in the following form or a form as near thereto as circumstances permit:

Goodna/Ipswich Youth and Community Action Association Inc

I, _____
of, _____

being a member of the above named Association, hereby appoint

of _____

or failing him, _____

of _____

as my proxy to vote for me on my behalf at the (annual) general meeting of the Association,
to be held on the

_____ day of _____ 20____, and at any adjournment
thereof.

Signed this _____ day of _____ 20 2_____

Signature_____

This form is to be used * in favour of the resolution

 * against

* Strike out whichever is not desired (unless otherwise instructed; the proxy may vote as
he/she thinks fit).

- (9) the instrument appointing a proxy shall be deposited with the secretary prior to the commencement of any meeting or adjourned meeting at which the person named in the instrument proposes to vote; and
- (10) the secretary shall cause full and accurate minutes of all questions, matters, resolutions and other proceedings of every Management Committee meeting and general meeting to be entered in a book to be open for inspection at all reasonable times by any financial member who previously applies to the secretary for that inspection. For the purposes of ensuring the accuracy of the recording of such minutes, the minutes of every Management Committee meeting shall be signed by the chairperson of that meeting or the chairperson of the next succeeding Management Committee meeting verifying their accuracy. Similarly, the minutes of every general meeting shall be signed by the chairperson of that meeting or the chairperson of the next succeeding general meeting: provided that the minutes of any annual general meeting shall be signed by the chairperson of that meeting or the chairperson of the next succeeding general meeting or annual general meeting.

BY-LAWS

25. The Management Committee may from time to time make, amend or repeal by-laws, not inconsistent with these Rules, for the internal management of the Association and any by-law may be set aside by a general meeting of members.

ALTERATION OF RULES

26. Subject to the provisions of the Associations Incorporation Act 1981, these Rules may be amended, rescinded or added to from time to time by a special resolution carried at any general meeting: Provided that no such amendment, rescission or addition shall be valid unless the same shall have been previously submitted to and approved by the Director-General, Department of Consumer Affairs.

COMMON SEAL

27. The Management Committee shall provide for a Common Seal and for its safe custody. The Common Seal shall only be used by the authority of the Management Committee and every instrument to which the seal is affixed shall be signed by the President and shall be countersigned by a second member of the Management Committee or by some other person appointed by the Management Committee for the purpose.

FUNDS AND ACCOUNTS

28. (1) The funds of the Association shall be deposited in the name of the Association in such bank or permanent building society as the Management Committee may from time to time direct.
 - (2) Proper books and accounts shall be kept and maintained either in written or printed form in the English language showing correctly the financial affairs of the Association and the particulars usually shown in books of a like nature.
 - (3) All moneys shall be deposited as soon as practicable after receipt thereof.
 - (4) All amounts of One hundred dollars or over shall be paid by cheque signed by any two of the president, secretary, treasurer or other member authorised from time to time by the Management Committee.

(5) Cheques shall be crossed "not negotiable" except those in payment of wages, allowances or petty cash recoument which may be open.

(6) The Management Committee shall determine the amount of petty cash which shall be kept on the imprest system.

(7) All expenditure shall be approved or ratified at a Management Committee meeting.

(8) As soon as practicable after the end of each financial year the treasurer shall cause to be prepared a statement containing particulars of –

(a) the income and expenditure for the financial year just ended; and

(b) the assets and liabilities and of all mortgages, charges and securities affecting the property of the Association at the close of that year.

(9) All such statements shall be examined by the auditor who shall present his report upon such audit to the secretary prior to the holding of the annual general meeting next following the financial year in respect of which such audit was made.

(10) The income and property of the Association whencesoever derived shall be used and applied solely in promotion of its objects and in the portion thereof shall be distributed, paid or transferred directly or indirectly by way of dividend, bonus or otherwise by way of profit to or amongst the members of the Association provided that nothing herein contained shall prevent the payment in good faith or interest to any such member in respect of moneys advanced by hi to the Association or otherwise owing by the Association to him or of remuneration to any officers or servants of the Association or to any member of the Association or other person in return for any services actually rendered to the Association provided further that nothing herein contained shall be construed so as to prevent the payment or repayment to any member of out of pocket expenses, money lent, reasonable and proper charges for goods hired by the Association or reasonable and proper rent for premises demised or let to the Association.

DOCUMENTS

29. The Management Committee shall provide for the safe custody of books, documents, instruments of title and securities of the Association.

FINANCIAL YEAR

30. The financial year of the Association shall close on 30 June in each year.

DISTRIBUTION OF SURPLUS ASSETS

31. "If the following shall be wound up in accordance with the provisions of the Associations Incorporations Act 1981. Or if the endorsement of the Association as a deductible gift receipt is revoked. The following assets remaining after the payment of the Associations liabilities shall be transferred to another Organisation or Association to which income Tax Deductable Gifts can be made – any surplus:

a. Gifts of money or property for the principle purpose of the Organisation;

- b. Contributions made in relation to eligible fundraising event for the principle purpose of the Organisation; and
- c. Money received by the Organisation because of such gifts and contributions.

In the event of the Organisation being otherwise wound up, any surplus assets remaining after the payment of the Organisation's liabilities shall be transferred to another Organisation with similar object to which Income Tax Deductable Gifts can be made.

QUEENSLAND

Associations Incorporation Act 1981
Section 41

Form 16

Incorporation Number: IA12279

**Certificate of Incorporation
on Change of Name**

This is to certify that

**GOODNA/IPSWICH YOUTH & COMMUNITY ACTION
ASSOCIATION INC.**

an association which was on the twelfth day of August 1993
incorporated under the Associations Incorporation Act 1981
did on the nineteenth day of June 2018 change its name to


THE BASE SUPPORT SERVICES INC.

Dated this nineteenth day of June 2018



Delegate of Director-General

ATTACHMENT B

	RATES CONCESSION POLICY	Document No: A4241069
<p>1.1 Objectives: The objective of this policy is to describe the criteria that determine which properties council may consider eligible for a rates concession and how an application for concession is processed and administered over time.</p>		
<p>1.2 Regulatory Authority: Local Government Act 2009, Chapter 4 Rates and Charges, Part 10 Concessions Local Government Regulation 2012, Chapter 4 Rates and Charges, Part 10 Concessions Australian Charities and Not-for-profits Commission Charities Act 2013 (Commonwealth) Charitable Funds Act 1958 (Queensland) Office of Fair Trading Queensland, Associations, Charities and Not for Profits</p>		
<p>1.3 Policy Statement: The Rates Concession Policy shall be applied in accordance with Council's Revenue Policy and Budget and Rating Resolutions with the result that eligible property owners undertaking specified activities at the property receive a concession on their rates.</p>		
<p>1.4 Scope: The core matters addressed by the policy include which type of entities or landowners are eligible to be considered for a concession and the types of activities being conducted at the property that could be determined as qualifying for a concession.</p>		
<p>This policy does not consider the concessions applicable for pensioners as the Pensioner Remission of Rates Policy deals with such matters.</p>		
<p>This policy does not consider whether land is eligible to be exempt from rating, such determinations are made by reference to the appropriate legislation.</p>		
<p><u>Eligible Property Owners</u> Property owners that are eligible to be considered for a concession:</p> <ul style="list-style-type: none">• Charities; or• Incorporated Associations and Not for Profit Organisations; or• Property Owners that are natural persons suffering hardship, <p>For a property owner to be granted a concession by Council, they must not only be an eligible property owner but Council must be satisfied that activities being conducted on the property or services being delivered from the property are consistent with activities described as eligible for a concession.</p>		

Eligible Activities at the property

Eligible activities or services delivered at the property considered eligible to be considered for a concession.

Eligible Property Owner	Eligible Activities or Services Delivered at the property
Charities	<ul style="list-style-type: none">• The relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage; or• The preservation, restoration or maintenance of structures or places of cultural, environmental, historic, heritage or scientific significance to the Ipswich City Council local government area; or• To promote or assist in the promotion of providing educational, training or information aimed at youth development or leisure opportunities; or• The assistance or encouragement for the arts or cultural development; or• The provision of early childhood care and are affiliated with the Crèche and Kindergarten Association or is a community based early childhood provider.
Incorporated Associations and Not for Profit Organisations	<ul style="list-style-type: none">• The relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage; or• The preservation, restoration or maintenance of structures or places of cultural, environmental, historic, heritage or scientific significance to the Ipswich City Council local government area; or• The assistance or encouragement for the arts or cultural development; or• The provision of early childhood care and are affiliated with the Crèche and Kindergarten Association or is a community based early childhood provider; or• The provision of facilities for the conduct of amateur sport or recreational activities subject to any revenue from licensed premises, entrance fees or membership fees being deemed incidental to the main activity of conducting the sporting or recreational activities.
Property Owners suffering hardship	<ul style="list-style-type: none">• Property is owner occupied: and• Hardship status is confirmed by a financial assessment of the property owner's circumstances.

Concession applicable if Council resolves to allow concession

Eligible Property Owner	Concession
Charities	<ul style="list-style-type: none">• General Rates Concession of 100%
Incorporated Associations and Not for Profit Organisations	<ul style="list-style-type: none">• General Rates Concession of 100%
Property Owners suffering hardship	<ul style="list-style-type: none">• Deferral of liability to pay rates for 6 months. Rates will still accrue over this period to be paid after the deferral period of 6 months.

1.5 Roles and responsibilities:

Council Officers in the Rating and Billing Team respond to enquiries and process applications for Concessions in accordance with Policy and Procedure. For approved concessions they make the necessary adjustments to the rates levied.

Divisional Councillors are consulted at the time of application before a recommendation is made to Council if the property the subject of the application is within their Electoral Division.

Council, Recommendations for Concessions are presented to Council and do not take effect until Council has resolved to grant the concession.

Council, reviews concessions annually and makes a resolution each financial year of the concessions to be applied.

Chief Financial Officer has overall responsibility for delivery of the objectives and compliance with the legislation, Policy and Procedures.

1.6 Definitions:

Charity as defined by reference to the Australian Charities and Not-for-profits Commission, Charities Act 2013 (Commonwealth), Charitable Funds Act 1958 (Queensland) and the Office of Fair Trading Queensland published information concerning: Associations, Charities and Not for Profits organisations.

A Not for Profit or Incorporated Organisation is an organisations that incorporates in its objectives and constitution that it does not make a profit which is distributed to the directors or principals but is only distributed for the purpose of the continued operation of the organisation. Such an organisation is usually currently registered with the Australian Charities and Not for Profits Commission and the Office of Fair Trading Queensland.

Property owner suffering hardship is a natural person that can demonstrate that payment of rates within the prescribed time period will or has affected the well being of one or more individuals residing at the property in such a way as to constitute an unreasonable outcome based on present community standards.

1.7 Policy Author:

Strategic Client Office Manager is responsible for maintaining of this policy.

Date of Council Resolution: 27 June 2017**Committee Reference and Date:** City Management, Finance and Community Engagement Board No. 2017(06) of 20 June 2017**No. of Resolution:** 4**Date to be reviewed:** 27 June 2019

Governance Committee	
Mtg Date: 27.11.18	OAR: Yes
Authorisation: Jeffrey Keech	

A5197023

19 November 2018

MEMORANDUM

TO: ACTING CHIEF OPERATING OFFICER (FINANCE AND CORPORATE SERVICES)

FROM: ACTING FINANCE MANAGER

RE: MONTH-END PERFORMANCE – OCTOBER 2018

INTRODUCTION

This is a report by the Acting Finance Manager dated 19 November 2018 concerning Council performance for the period ending 31 October 2018, submitted in accordance with *Section 204* of the *Local Government Regulation 2012*.

BACKGROUND

Section 204 of the *Local Government Regulation 2012* requires a monthly report to be submitted to Council in respect of the performance of Council’s budget. The monthly performance report for October 2018 is included at Attachment A.

ATTACHMENT:

Name of Attachment	Attachment
October 2018 Monthly Performance Report	Attachment A

RECOMMENDATIONS:

The report be received and the contents noted.

Lavina Britton
ACTING FINANCE MANAGER

I concur with the recommendation contained in this report.

Jeffrey Keech
ACTING CHIEF OPERATING OFFICER (FINANCE AND CORPORATE SERVICES)

ATTACHMENT A



City of
Ipswich

Ipswich City Council

Performance Report

October 2018

Ipswich City Council - Summary Financial Results

	YTD Actual \$'000	YTD Budget \$'000	YTD Variance \$'000	FY Budget \$'000	EOY Forecast \$'000	Detail Page ref:
Net Result as at 31 October 2018:						
Cash Operational Revenue						
Net Rates and Utilities	98,220	97,584	636	201,642	201,642	Page 9
Fees and Charges	10,781	10,203	578	29,751	29,751	Page 10
Operational Grants and Contributions	4,051	4,317	(266)	16,957	16,957	Page 11
Interest	1,658	964	694	2,905	2,905	Page 12
Other Cash Revenue	14,343	13,712	631	40,594	40,594	"
Total Cash Operational Revenue	129,053	126,780	2,273	291,849	291,849	
Cash Operational Expenses						
Employee Expenses*	31,881	33,138	1,257	96,081	96,556	Page 13
Materials and Services#	26,373	30,437	4,064	90,004	90,004	"
Finance costs	4,316	4,563	247	14,882	14,882	"
Other Cash Expenses	1,954	2,569	615	10,250	10,250	"
	64,524	70,707	6,183	211,217	211,692	
Cash Operational Result	64,529	56,073	8,456	80,632	80,157	
Non-Cash Operational Revenue						
Gain on Asset Disposal	135	0	135	0	135	Page 12
Internal Revenue	8,629	8,453	176	23,504	23,504	"
Total Non-Cash Operational Revenue	8,764	8,453	311	23,504	23,639	
Non-Cash Operational Expense						
Depreciation	21,826	23,260	1,434	68,075	68,075	Page 13
Loss on Asset Disposal	535	0	(535)	0	535	"
Internal Expense	7,894	7,557	(337)	20,850	20,850	"
Total Non-Cash Operational Expense	30,255	30,817	562	88,925	89,460	
Net Result before Capital	43,038	33,709	9,329	15,211	14,336	
Capital						
Capital Grants	412	164	248	4,722	4,722	Page 11
Donated Asset Revenue	22,166	22,372	(206)	67,122	67,122	"
Contributions	1,940	6,916	(4,976)	20,737	20,737	"
Total Capital	24,518	29,452	(4,934)	92,581	92,581	
Total Net Result	67,556	63,161	4,395	107,792	106,917	
Capital Program as at 31 October 2018:						
Cash Capital Items						
Asset Construction and Purchase	23,881	50,232	26,351	198,131	198,131	Page 17
Non-cash Capital Items						
Donated Assets	22,166	21,220	(946)	67,122	67,122	"
Total Capital Program	46,047	71,452	25,405	265,253	265,253	

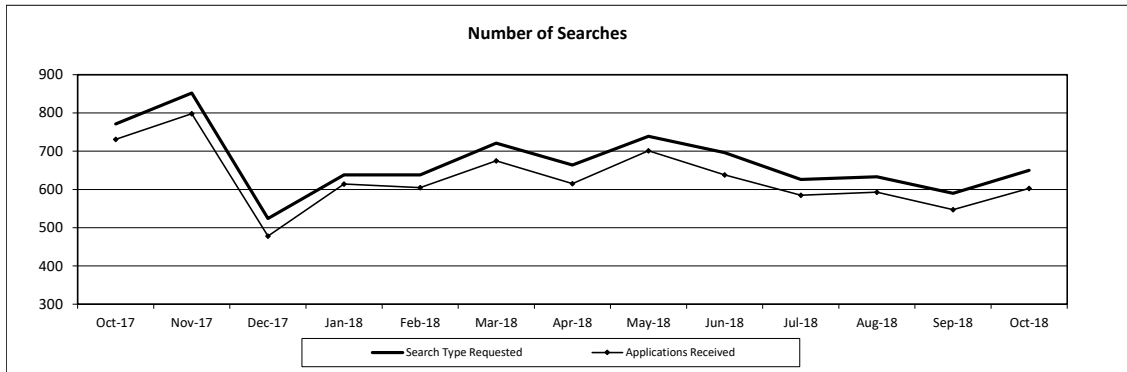
* Including contract labour

excluding contract labour

For information on individual line items, please refer to the relevant section of the report.

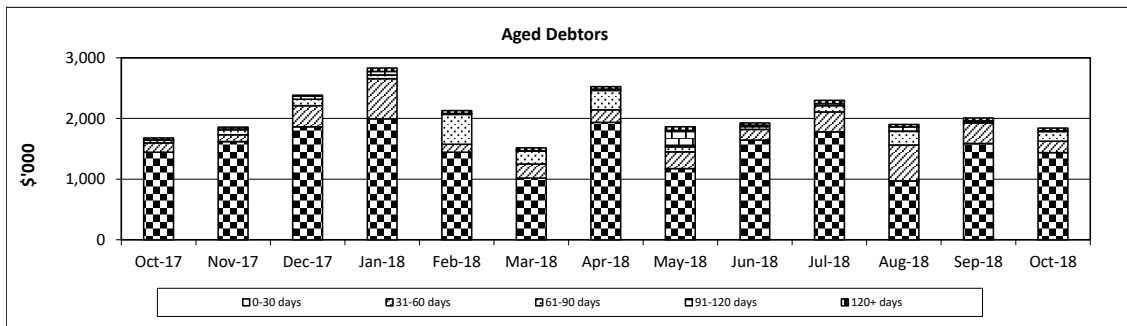
Additional Performance Information:

Property Searches:



	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Search Type Requested	771	852	524	638	638	721	664	739	696	626	633	590	650
Applications Received	731	798	478	614	605	675	615	701	638	585	593	547	603

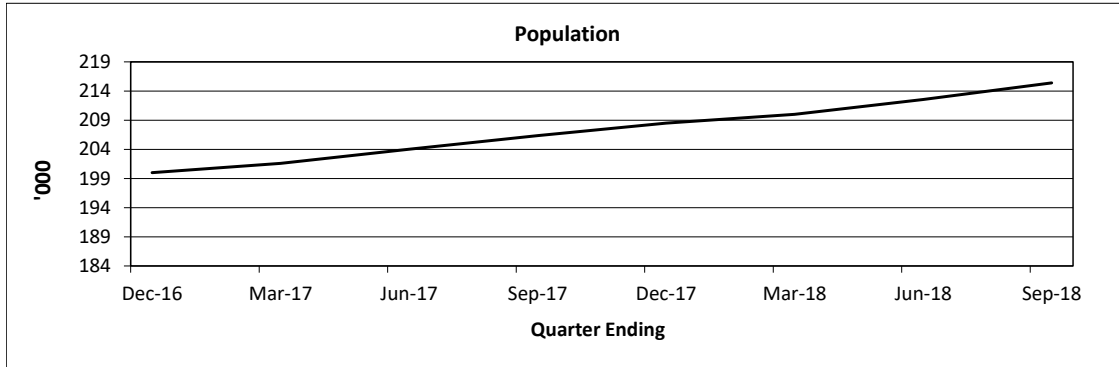
Aged Debtors:



	Oct-17 \$'000	Nov-17 \$'000	Dec-17 \$'000	Jan-18 \$'000	Feb-18 \$'000	Mar-18 \$'000	Apr-18 \$'000	May-18 \$'000	Jun-18 \$'000	Jul-18 \$'000	Aug-18 \$'000	Sep-18 \$'000	Oct-18 \$'000
0-30 days	1,444	1,619	1,862	1,995	1,443	1,016	1,936	1,174	1,645	1,778	969	1,589	1,438
31-60 days	152	113	350	661	132	233	207	276	173	331	594	338	188
61-90 days	45	82	106	60	491	215	319	82	47	102	226	25	158
91-120 days	7	12	51	60	16	5	21	273	22	34	69	11	15
120+ days	29	31	14	57	49	46	43	59	40	53	42	46	42

61-90 days primarily relates to outstanding amounts from the Department of Transport and Mains roads for the final PTIAP claim for 2017/18.

Population:

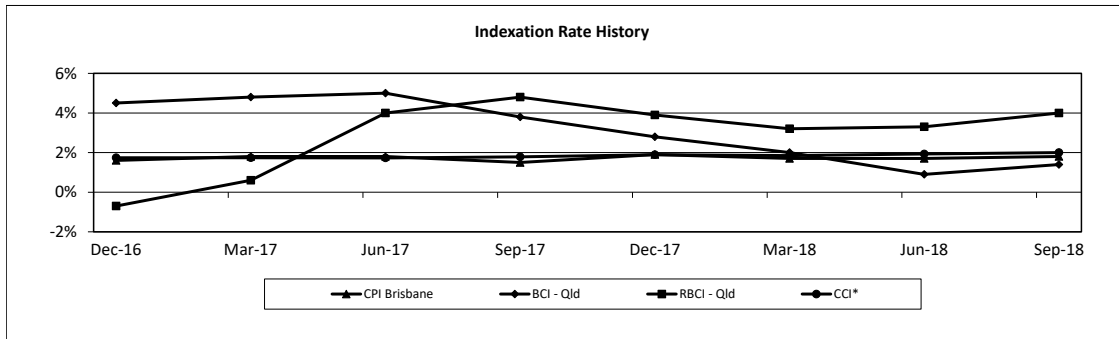


	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18	Sep-18
Population	200	202	204	206	209	210	213	215

Growth in Waste Domestic Services:

	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18	Sep-18
Growth per quarter:	1.40%	0.83%	1.25%	1.26%	1.13%	0.93%	1.16%	1.30%

Indexation Rate History:



	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18	Sep-18
CPI Brisbane	1.60%	1.80%	1.80%	1.50%	1.90%	1.70%	1.70%	1.80%
BCI - Qld	4.50%	4.80%	5.00%	3.80%	2.80%	2.00%	0.90%	1.40%
RBCI - Qld	(0.70%)	0.60%	4.00%	4.80%	3.90%	3.20%	3.30%	4.00%
CCI*	1.74%	1.74%	1.73%	1.79%	1.89%	1.85%	1.93%	2.00%

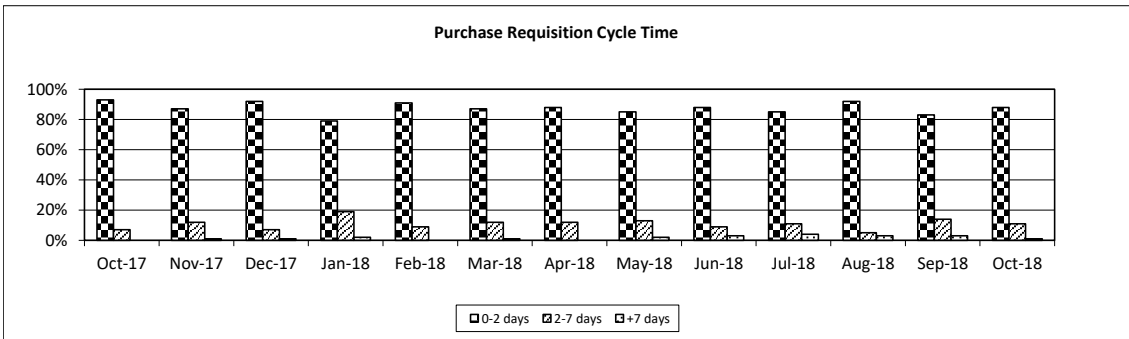
CPI = Consumer Price Index; BCI = Building Construction Index; RBCI = Roads and Bridges Construction Index; CCI = Council Cost Index

Invoices Paid within Terms:

	Apr-18		May-18		Jun-18		Jul-18		Aug-18		Sep-18		Oct-18	
Total invoices paid	4,779		5,482		5,245		5,838		5,494		4,998		5,373	
	Count	\$	Count	\$	Count	\$	Count	\$	Count	\$	Count	\$	Count	\$
% paid within terms	97%	97%	94%	97%	91%	90%	94%	94%	91%	97%	90%	96%	92%	97%
% paid <1 week outside terms	2%	2%	1%	1%	5%	6%	3%	3%	2%	1%	1%	1%	3%	1%
% paid >1 week outside terms	1%	1%	5%	3%	4%	4%	3%	3%	7%	2%	9%	3%	5%	3%

Satisfactory results.

Purchase Requisition Cycle Time:

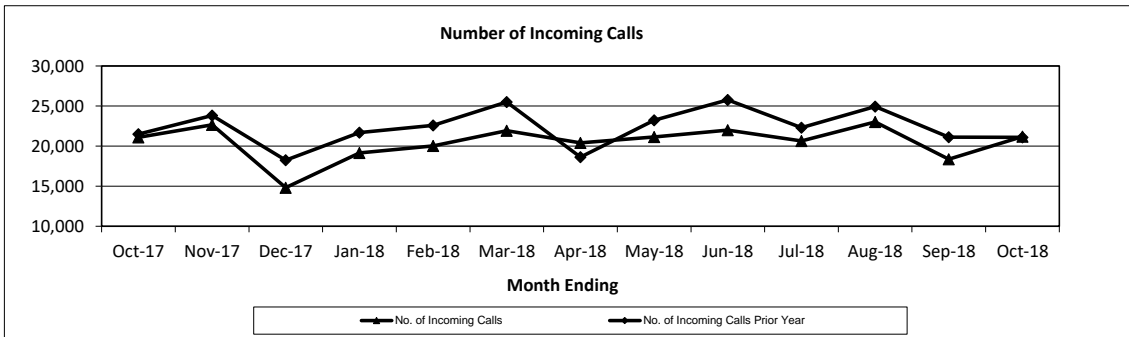


Key performance indicator for this activity is two days.

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
0-2 days	93%	87%	92%	79%	91%	87%	88%	85%	88%	85%	92%	83%	88%
2-7 days	7%	12%	7%	19%	9%	12%	13%	9%	9%	11%	5%	14%	11%
+7 days	0%	1%	1%	2%	0%	1%	0%	2%	3%	4%	3%	3%	1%

Results have improved for the month of October due to increased availability of the buyers.

Number of Incoming phone calls - All Council (excluding BCC After Hours and Helpdesk)



	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
No. of Incoming Calls	21,097	22,656	14,818	19,147	20,027	21,922	20,397	21,153	21,986	20,634	23,017	18,369	21,200
No. of Incoming Calls Prior Year	21,495	23,814	18,241	21,681	22,579	25,508	18,637	23,222	25,768	22,308	24,933	21,109	21,097

Statement of Cashflows

	July Actuals	July Budget	August Actuals	August Budget	September Actuals	September Budget	October Actuals	October Budget	November Budget	December Budget	January Budget	February Budget	March Budget	April Budget	May Budget	June Budget
Cashflows from Operating Activities																
Receipts from Customers	(4,364)	(4,620)	(40,761)	(40,494)	(4,816)	(4,279)	(8,245)	(4,337)	(41,234)	(4,403)	(4,425)	(42,092)	(4,509)	(4,417)	(41,995)	(382)
General Rates and Utilities Charges	(3,380)	(2,721)	(2,477)	(2,409)	(3,574)	(2,407)	(1,219)	(2,667)	(2,266)	(2,200)	(2,207)	(2,167)	(2,421)	(2,513)	(2,257)	(3,070)
Fees and Charges	29	(574)	(768)	(574)	(1,166)	(574)	15,072	(579)	(574)	(742)	(574)	(574)	(574)	(574)	(574)	(16,058)
Operating Contributions	(206)	(615)	(1,465)	(938)	(2,400)	(256)	(32)	(186)	(938)	(286)	(535)	(976)	(208)	(184)	(959)	(3,831)
Operating Grants and Subsidies	(3,420)	(1,381)	(2,235)	(1,359)	(2,236)	(1,403)	(2,313)	(1,856)	(1,368)	(1,286)	(1,125)	(1,101)	(1,412)	(1,248)	(1,198)	(330)
Other Income	(1129)	(1,729)	(152)	(1,729)	384	(1,729)	(2,004)	(1,729)	(1,729)	(1,729)	(1,729)	(1,729)	(1,729)	(1,729)	(1,729)	(5,194)
Capital Contributions			(105)		(295)		19	(161)		(893)			(30)		(2,116)	(1,272)
Capital Grants and Subsidies	(11,469)	(11,640)	(47,963)	(47,523)	(11,944)	(10,647)	1,239	(11,518)	(48,128)	(10,647)	(11,488)	(48,640)	(10,884)	(10,665)	(50,828)	(30,136)
Payments to Suppliers and Employees	6,179	8,985	8,394	7,183	6,631	7,249	8,317	8,999	7,225	9,095	7,242	7,232	7,238	9,020	7,252	10,243
Employee Payments	7,350	10,762	11,068	8,001	6,629	7,185	6,727	8,115	7,829	8,011	6,993	7,136	6,848	7,082	7,346	10,051
Supplier Payments	532	746	735	639	297	651	569	713	2,659	655	1,022	654	615	747	639	1,704
Other Expenses	14,062	20,493	20,197	15,823	13,557	15,085	15,613	17,828	17,713	17,761	15,257	15,022	14,791	16,849	15,237	21,998
Interest Received	(317)	(216)	(570)	(270)	(482)	(269)	(408)	(209)	(254)	(268)	(201)	(233)	(260)	(186)	(245)	19
Borrowing Costs	8		9		3,130	3,096	(28)			3,819			3,584			3,783
Net Cash Outflow (Inflow) from Operating Activities	2,283	8,636	(28,328)	(31,970)	4,261	7,266	16,415	6,101	(30,669)	10,666	3,568	(33,850)	7,332	5,997	(35,836)	(4,337)
Cashflows from Investing Activities																
Payments for property, plant and equipment*	7,913	8,312	6,839	9,715	5,691	13,923	5,797	12,298	22,484	25,293	13,165	14,204	16,775	14,426	18,432	44,795
Dividends Received	(4,765)		(2,500)		(12,792)	(5,300)				(7,627)						(1)
Proceeds from sale of (payments for) equity investments	600	(1,398)	1,400	(502)	200	(4,167)	300	(828)	(2,050)	(700)	(944)	(944)	(5,423)	(537)	(537)	(9,395)
Transfers to/from subsidiary entities			(1)													
Net Cash Outflow (Inflow) from Investing Activities	3,748	6,914	5,738	9,213	(6,901)	4,357	6,097	11,470	20,435	16,966	12,221	13,260	11,352	13,889	17,895	35,400
Cashflows from Financing Activities																
Proceeds from Borrowings																
Redemption of Borrowings																
Interest free loan (proceeds) redemption																
Working Capital (Proceeds) Redemption																
Net Cash Outflow (Inflow) from Financing Activities																
Net Decrease (Increase) in Cash Held	6,032	15,550	(22,590)	(22,758)	2,334	16,583	22,551	17,571	(10,235)	33,960	15,789	(20,591)	24,988	19,886	(17,940)	(49,774)
Cash at Beginning of Period	139,601	139,601	133,567	133,567	156,141	156,141	153,825	153,825	131,274	141,509	107,549	91,760	112,351	87,363	67,477	85,417
Cash at End of Reporting Period	133,567	124,051	156,141	156,325	153,825	139,557	131,274	136,254	141,509	107,549	91,760	112,351	87,363	67,477	85,417	135,191

* Including intangible assets

The end of year cash balance is \$135.2 million.

Departmental Breakdown

Revenue and Expense: ☹️<1% or \$50k worse than budget whichever is greater; ☹️<5% or \$125k worse than budget whichever is greater; 😊>=5% or >=\$125k worse than budget whichever is greater.
Capital: Within 5% or \$50k+/- budget whichever is greater; ☹️ within 10% or \$250k +/- budget whichever is greater; ☹️ more than 10% or >\$250k +/- budget whichever is greater. U=under; O=over

Trend of year to date results as at 31 October 2018:

Departmental Controlled:

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Arts, Social Development and Community Engagement Revenue	☹️	😊	☹️	☹️									😊
Employee Expenses*	😊	😊	😊	😊									😊
Other Expense Categories**	😊	😊	😊	😊									😊
Capital	😊	😊	😊	😊									😊

Satisfactory results for expenses. Revenue under budget \$453k or 22.9%.
Capital expenditure over budget by \$76k or 29.8%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Economic Development and Marketing Revenue	😊	😊	😊	☹️									😊
Employee Expenses*	😊	😊	😊	😊									😊
Other Expense Categories**	😊	😊	😊	😊									😊
Capital	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Satisfactory results for expenses. Revenue is under budget \$209k or 65.5%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Infrastructure Services Department Revenue	n/a	n/a	n/a	n/a									n/a
Employee Expenses*	😊	😊	😊	😊									😊
Other Expense Categories**	😊	😊	😊	😊									😊
Capital	😊	😊	😊	😊									😊

Satisfactory results for expenses.
Capital expenditure under budget for infrastructure program \$11m or 47%. See pages 18-21 for details.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Finance and Corporate Services Department Revenue	😊	😊	😊	😊									😊
Employee Expenses*	😊	😊	😊	😊									😊
Other Expense Categories**	😊	😊	😊	😊									😊
Capital	😊	😊	😊	😊									😊

Satisfactory results for revenue and expenses.
Capital expenditure under budget by \$17.9m.

* Employee expenses including Labour Contracts
** Operational Expense excluding the above

Departmental Breakdown

Revenue and Expense: 😊 <1% or \$50k worse than budget whichever is greater; 😐 <5% or \$125k worse than budget whichever is greater; 😞 >=5% or >=\$125k worse than budget whichever is greater.
Capital: Within 5% or \$50k +/- budget whichever is greater; 😊 within 10% or \$250k +/- budget whichever is greater; 😐 more than 10% or >\$250k +/- budget whichever is greater. U=under; O=over

Trend of year to date results as at 31 October 2018:

Departmental Controlled:

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Works, Parks and Recreation Department	Revenue	😊	😊	😊	😊								😊
	Employee Expenses*	😊	😊	😊	😊								😊
	Other Expense Categories**	😊	😊	😊	😊								😊
	Capital	U😊	O😊	O😊	O😊								😊

Satisfactory results for revenue and expenses.

Capital expenditure over budget for Infrastructure Program \$2.5m. Capital expenditure for fleet and equipment purchases over budget \$575k.

Capital expenditure for IWS under budget \$114k or 29.5%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Health, Security and Regulatory Services Department	Revenue	😊	😊	😊	😊								😊
	Employee Expenses*	😊	😊	😊	😊								😊
	Other Expense Categories**	😊	😊	😊	😊								😊
	Capital	U😊	O😊	U😊	U😊								😊

Satisfactory results for revenue and expenses.

Capital expenditure under budget \$132k or 38.5%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Planning and Development Department	Revenue	😊	😊	😊	😊								😊
	Employee Expenses*	😊	😊	😊	😊								😊
	Other Expense Categories**	😊	😊	😐	😐								😊
	Capital	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Satisfactory results for revenue and employee expenses. Other expense categories are over budget \$133k or 28.2%.

Corporate Controlled:

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Corporate Items	Revenue	😐	😐	😊	😊								😊
	Expenses	😊	😊	😊	😊								😊
	Capital	U😊	😊	U😊	U😊								😊

Satisfactory results for corporate controlled expenses. Corporate controlled revenue under budget \$3.8m or 3.3%.

Satisfactory results for capital expenditure on donated assets.

* Employee expenses including Labour Contracts
** Operational Expense excluding the above

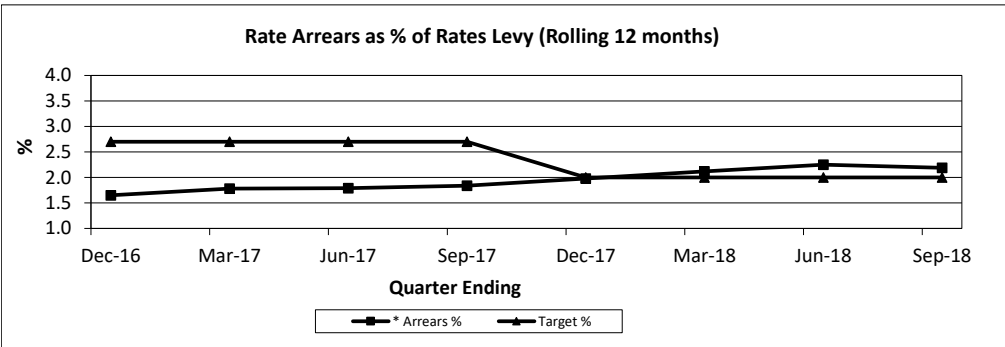
Revenue

Net Rates and Utilities:

	YTD Act	YTD Bud	YTD Var	FY Budget	FY F'cast	
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
General Rates	85,139	84,257	882	178,134	48%	178,134
Utilities and Other Charges	16,883	16,955	(72)	34,370	49%	34,370
Discounts/Remissions	(3,802)	(3,628)	(174)	(10,862)	35%	(10,862)
	98,220	97,584	636	201,642	49%	201,642

Satisfactory results overall.

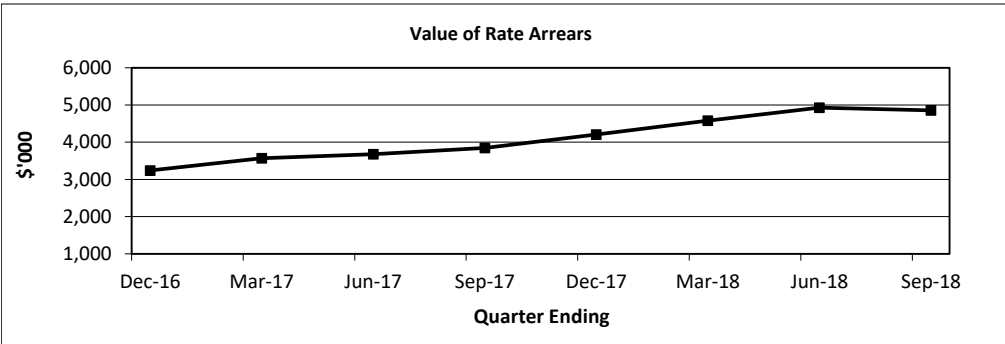
Rate Arrears as at 30 September 2018:



	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18	Sep-18
* Arrears %	1.65	1.78	1.79	1.84	1.98	2.12	2.25	2.19
Target %	2.70	2.70	2.70	2.70	2.00	2.00	2.00	2.00

* Rolling 12 month average

Value of Rate Arrears:



	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18	Sep-18
\$'000	3,242	3,568	3,680	3,844	4,207	4,579	4,929	4,853

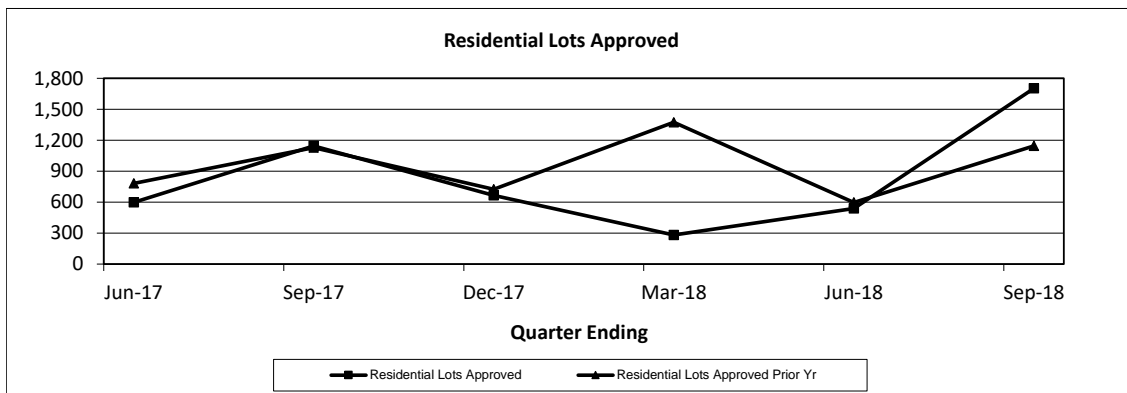
ICC Performance Report
October 2018

Fees and Charges:

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Planning Fees	5,484	5,240	244	14,865	37%	14,865
Hlth Animal Cemetery Fees	701	557	144	1,920	37%	1,920
Traffic and Reg Park Fees	1,046	1,009	37	3,086	34%	3,086
Waste Fees	2,465	2,203	262	6,608	37%	6,608
Other Fees	1,085	1,194	(109)	3,272	33%	3,272
	10,781	10,203	578	29,751	36%	29,751

Satisfactory results overall.

Residential Lots Approved:



	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18	Sep-18
Residential Lots Approved	597	1,144	665	282	538	1,702
Residential Lots Approved Prior Yr	781	1,127	724	1,374	597	1,144

Grants and Contributions:

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget \$'000	% Achieved	FY F'cast \$'000
Operational Grants	1,943	2,015	(72)	9,879	20%	9,879
Capital Grants	412	164	248	4,722	9%	4,722
Donated Asset Revenue	22,166	22,372	(206)	67,122	33%	67,122
*Operational Cash Contributions	2,108	2,302	(194)	7,078	30%	7,078
*Capital Cash Contributions	1,940	6,916	(4,976)	20,737	9%	20,737
	28,569	33,769	(5,200)	109,538	26%	109,538

Cash contributions are developer driven and will be monitored closely.

***Cash Contribution Actuals Breakdown YTD:**

	Footpaths \$'000	Open Space \$'000	Roads \$'000	Social \$'000	Others \$'000	Grand Total \$'000
Operational Cash Contribution	0	1,067	606	0	435	2,108
Capital Cash Contribution	0	0	1,940	0	0	1,940
	0	1,067	2,546	0	435	4,049

Balance Sheet Movement YTD:

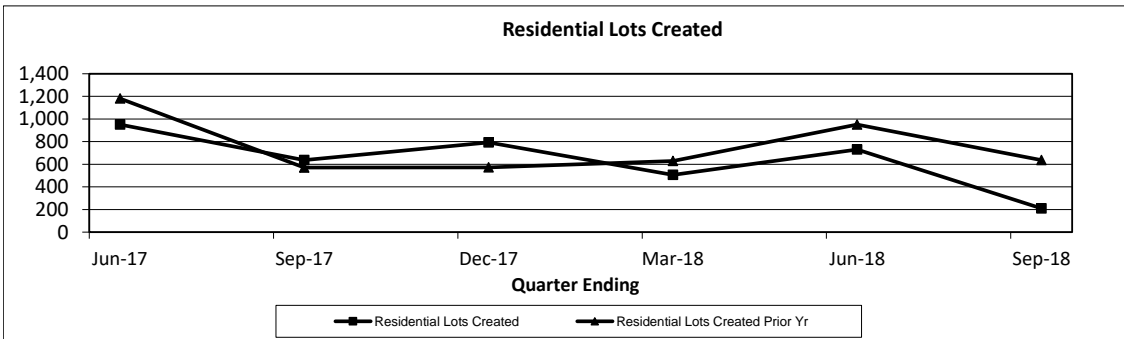
Open Space NCL	0	2,560	0	0	0	2,560
Stormwater NCL	0	0	0	0	948	948
Social NCL	0	0	0	539	0	539
Footpaths NCL	125	0	0	0	0	125
Streetscape NCL	0	0	0	0	0	0
	125	2,560	0	539	948	4,172

Total Cash Contributions

	125	3,627	2,546	539	1,384	8,221
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Other operational cash contributions include \$388k relating to funds received from Ipswich Events Corporation, vegetation retention (\$25k), Queen's Parks Nature Centre (\$17k) and \$5k relates to traineeship revenue which will be transferred to correct account in November.

Residential Lots Created:



	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18	Sep-18
Residential Lots Created	951	637	792	505	730	210
Residential Lots Created Prior Yr	1,181	571	572	629	951	637

ICC Performance Report
October 2018

Other Revenue Sources:

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Sales, Recoverable Works	1,106	970	136	2,978	37%	2,978
Interest	1,658	964	694	2,905	57%	2,905
Other Revenue	13,237	12,742	495	37,616	35%	37,616
Gain on Asset Disposal	135	0	135	0	n/a	135
Internal Revenue	8,629	8,453	176	23,504	37%	23,504
	24,765	23,129	1,636	67,003	37%	67,138

Satisfactory results overall. Gain on asset disposal relates to sale of fleet vehicles. Interest revenue over budget due to a higher amount of investments resulting from higher than forecasted cash balance.

Expense

Employee Expenses

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	26,634	29,186	2,552	85,287	31%	85,287
Overtime	508	539	31	1,559	33%	1,559
Allowances	82	91	9	263	31%	263
Other employee costs	7,401	8,001	600	23,486	32%	23,486
Total Labour Opex + Capex	34,625	37,817	3,192	110,595	31%	110,595
<i>Less Capitalised Labour</i>	(4,834)	(5,298)	(464)	(16,129)	30%	(16,129)
Opex Labour before Contractors	29,791	32,519	2,728	94,466	32%	94,466
<i>Plus Contract Opex Labour</i>	2,090	619	(1,471)	1,615	129%	2,090
Opex Labour incl Contractors	31,881	33,138	1,257	96,081	33%	96,556

Satisfactory results overall.

Materials and Services (excl. Labour Contracts)

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Communication	516	553	37	1,696	30%	1,696
Materials	2,763	4,042	1,279	12,619	22%	12,619
Motor Vehicle Expenses	951	1,338	387	3,237	29%	3,237
Other Goods	987	1,139	152	3,319	30%	3,319
Other Services	3,640	4,276	636	12,377	29%	12,377
Service Contracts	9,579	12,243	2,664	36,255	26%	36,255
Utilities Expenses	2,890	3,296	406	10,454	28%	10,454
Consultants	998	845	(153)	2,877	35%	2,877
Other Materials and Services	4,049	2,705	(1,344)	7,170	56%	7,170
	26,373	30,437	4,064	90,004	29%	90,004

Other Expense Sources:

Depreciation	21,826	23,260	1,434	68,075	32%	68,075
Finance Costs	4,316	4,563	247	14,882	29%	14,882
Other Expenses	1,954	2,569	615	10,250	19%	10,250
Loss on disposal assets	535	0	(535)	0	n/a	535
Internal Expenses	7,894	7,557	(337)	20,850	38%	20,850
	36,525	37,949	1,424	114,057	32%	114,592

TOTAL

	62,898	68,386	5,488	204,061	31%	204,596
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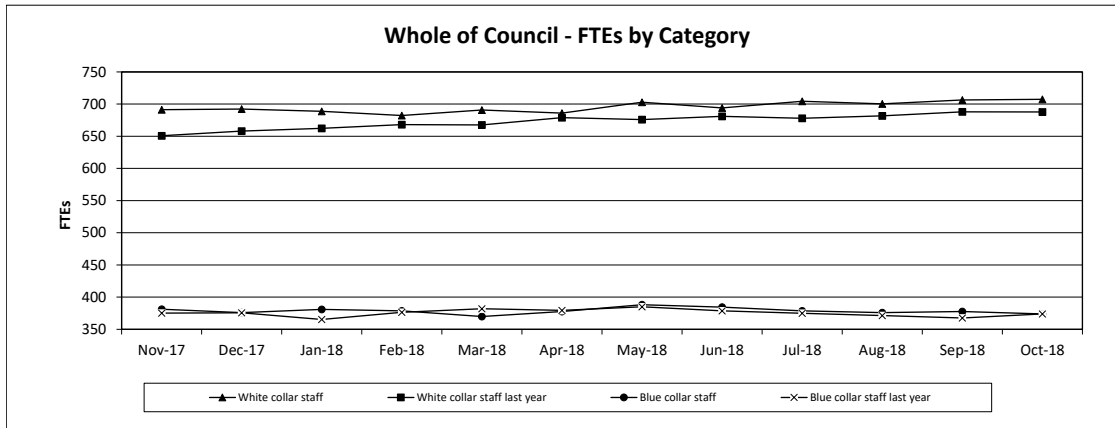
Satisfactory results overall however, materials and services under budget in several Departments primarily relating to delayed payments as a result of changes in agreements.

Loss on asset disposals primarily relates to partial retirement of infrastructure network assets.

Depreciation under budget and will be monitored closely.

Full Time Equivalents:

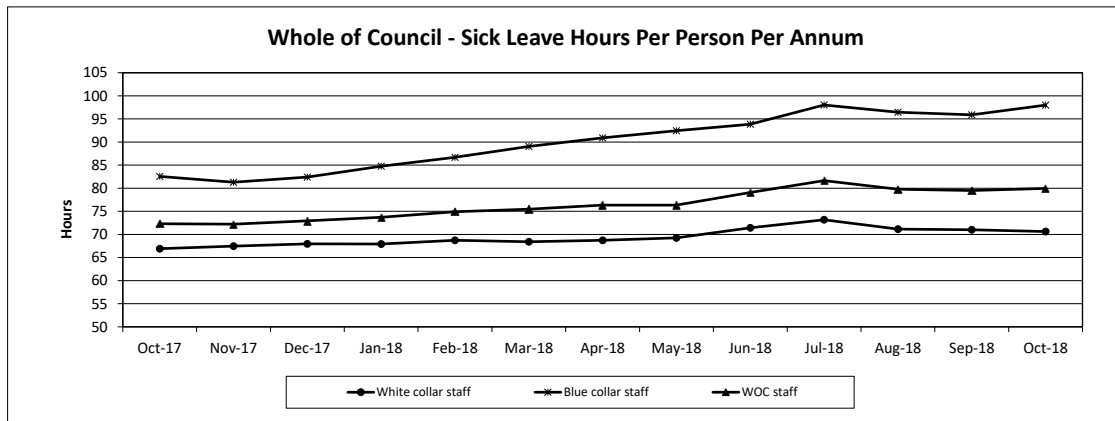
Whole of Council



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	691.4	692.4	688.9	682.3	690.9	686.0	702.9	694.1	704.4	700.3	706.4	707.4
Blue collar staff	381.2	375.9	381.1	378.7	369.9	377.8	388.2	384.5	378.7	376.0	377.7	373.8
Total	1,072.5	1,068.3	1,069.9	1,061.0	1,060.8	1,063.9	1,091.1	1,078.6	1,083.1	1,076.3	1,084.1	1,081.2
<i>Movement prior month (white collar)</i>	3.5	1.0	(3.5)	(6.6)	8.6	(4.9)	16.8	(8.7)	10.3	(4.1)	6.1	1.0
<i>Movement prior month (blue collar)</i>	7.3	(5.2)	5.1	(2.4)	(8.8)	7.9	10.4	(3.8)	(5.7)	(2.7)	1.6	(3.9)
White collar staff last year	650.8	658.0	662.4	668.1	667.7	679.0	675.8	681.0	678.1	681.7	688.0	687.8
Blue collar staff last year	375.1	375.8	365.3	376.5	382.0	379.5	385.0	378.7	375.0	371.5	367.5	373.8
Total FTEs last year	1,025.9	1,033.8	1,027.7	1,044.6	1,049.7	1,058.5	1,060.9	1,059.7	1,053.1	1,053.2	1,055.5	1,061.7

Sick Leave:

Whole of Council



	Oct-17 Hours	Nov-17 Hours	Dec-17 Hours	Jan-18 Hours	Feb-18 Hours	Mar-18 Hours	Apr-18 Hours	May-18 Hours	Jun-18 Hours	Jul-18 Hours	Aug-18 Hours	Sep-18 Hours	Oct-18 Hours
White collar staff	66.91	67.45	67.96	67.94	68.73	68.40	68.74	69.24	71.42	73.17	71.16	71.02	70.64
Blue collar staff	82.54	81.30	82.41	84.75	86.70	89.06	90.91	92.45	93.84	98.02	96.45	95.89	97.99
WOC staff	72.31	72.22	72.93	73.71	74.90	75.48	76.33	76.33	79.07	81.65	79.79	79.51	79.97

* Rolling 12 month average

Rolling 12 month average sick leave hours per annum has increased by 2.10 hours for blue collar staff and decreased 0.38 hours for white collar staff.

Annual Leave:

Annual Leave Balances as at pay period ended 29 October 2018:

Whole of Council

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
No of people with 0-4 weeks	808	803	800	880	854	845	841	841	816	820	818	823	828
No of people with 4-8 weeks	285	296	291	230	240	240	241	256	280	285	284	277	276
No of people with 8+ weeks	14	15	14	8	8	15	14	12	18	13	14	14	13

Of the 13 people with balances over 8+ weeks, the highest balance is 15.01 weeks, which relates to an employee whose assigned hours are 10.6 per week.

Long Service Leave Balances over and above 26 Weeks as at pay period ended 29 October 2018:

Whole of Council and Departments

	Jul-18			Aug-18			Sep-18			Oct-18		
	No of People	Sum in Weeks	Value \$'000	No of People	Sum in Weeks	Value \$'000	No of People	Sum in Weeks	Value \$'000	No of People	Sum in Weeks	Value \$'000
ASDCE	-	-	-	-	-	-	-	-	-	-	-	-
EDM	1	7	2	1	7	2	1	7	2	1	7	2
IS	4	2	2	3	1	2	3	2	3	3	2	3
FCS and EX	6	12	15	7	26	25	8	27	26	8	27	27
WPR	10	5	8	12	5	9	12	5	7	11	4	6
IWS	1	2	2	1	1	2	-	-	-	-	-	-
HSRS	1	1	1	1	1	1	1	1	1	2	1	2
PD	1	1	5	1	1	5	1	1	6	1	1	6
WOC	24	29	35	26	43	45	26	43	45	26	43	45

Weeks/dollar value in above table relate to the LSL balances of each individual over and above 26 weeks, e.g. an employee with a total of 30 weeks accumulated LSL will show as four weeks in the table.

The number of people with long service leave over 26 weeks has remained at 26. The value figure has remained at \$45k.

Lost Time Injury Frequency Rates:

Whole of Council

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
LTI's	0	0	0	1	0	1	0	0	1	1	0	1	0
LTIFR	0	0	0	7	0	7	0	0	7	6	0	7	0
LTIFR Rolling 12 months	2	2	2	2	2	2	2	2	3	3	3	4	3
Cumulative Days lost 12 months	138	155	171	197	204	219	192	238	238	273	293	311	181
LTISR Rolling 12 months	79	88	101	112	116	125	109	141	141	169	169	180	82

Flex Balances (hours) as at pay period ended 29 October 2018:

Whole of Council

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Arts, Social Dev and Com Engagement	333	367	312	336	345	388	376	352	406	384	419	429	392
Economic Development and Marketing	169	167	119	101	130	170	169	153	182	190	206	228	236
Finance and Corporate Services	753	751	733	650	748	756	724	726	722	687	686	724	701
Health, Security and Regulatory Services	376	405	436	432	446	383	393	377	392	366	378	417	406
Infrastructure Services	443	378	380	305	304	427	382	395	372	444	398	424	423
Planning and Development	647	674	781	466	578	671	623	628	644	686	699	698	664
Works, Parks and Recreation	697	710	781	669	846	925	877	897	936	862	895	853	872
	3,419	3,454	3,541	2,959	3,397	3,720	3,543	3,528	3,654	3,619	3,681	3,772	3,695

Time in Lieu Balances (hours) as at pay period ended 29 October 2018:

Whole of Council

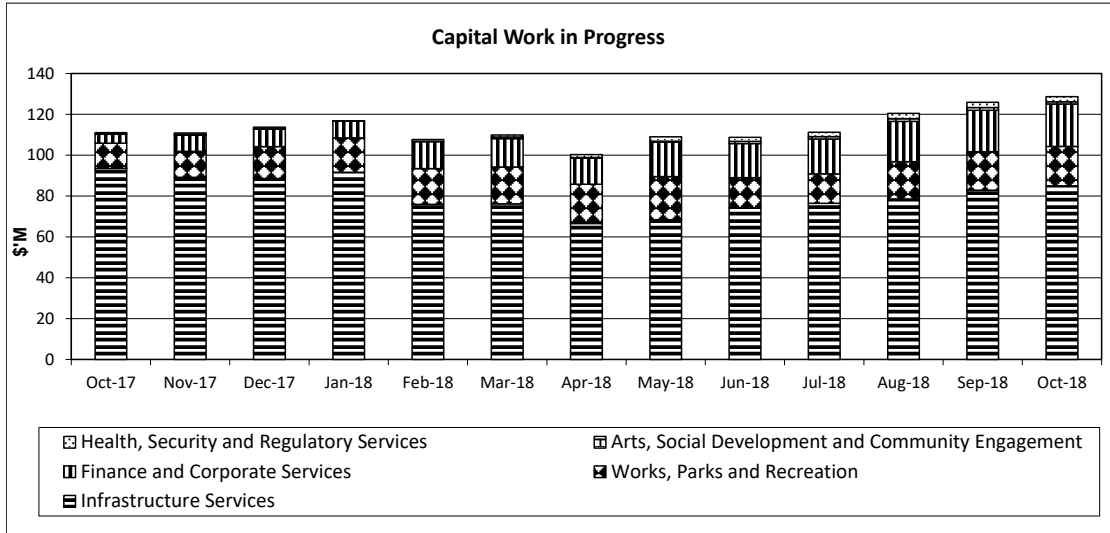
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Arts, Social Dev and Com Engagement	245	290	144	145	198	293	285	305	300	307	661	667	704
Economic Development and Marketing	110	103	82	91	96	125	147	163	168	177	189	247	178
Finance and Corporate Services	228	262	177	212	255	325	396	432	491	458	475	574	482
Health, Security and Regulatory Services	137	88	105	74	114	156	170	189	239	206	94	48	60
Infrastructure Services	133	38	7	22	26	20	20	23	23	23	39	28	52
Planning and Development	122	98	95	99	88	97	90	93	104	151	155	244	236
Works, Parks and Recreation	431	405	369	331	436	352	275	298	284	357	348	315	279
	1,405	1,283	979	975	1,214	1,367	1,383	1,503	1,607	1,679	1,961	2,123	1,992

Capital Expenditure

Results as at 31 October 2018:

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Department Controlled	23,881	50,232	26,351	198,131	12%	198,131
Corporate Controlled	22,166	21,220	(946)	67,122	33%	67,122
	46,047	71,452	25,405	265,253	17%	265,253

Capital Work in Progress Current Balance (\$'000):



	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
	\$M	\$M	\$M	\$M	\$M	\$M	\$M	\$M	\$M	\$M	\$M	\$M	\$M
Infrastructure Services	93.52	89.17	88.48	91.64	75.89	76.19	66.60	68.47	74.33	76.48	78.60	82.85	84.99
Works, Parks and Recreation	12.40	12.72	15.75	16.82	17.56	18.02	19.22	21.05	14.67	14.37	18.23	18.91	19.31
Finance and Corporate Services	4.30	8.03	8.63	8.22	13.25	13.90	12.90	16.95	16.70	17.09	19.78	20.20	20.70
Arts, Social Development and Community Engagement	0.16	0.15	0.08	0.08	0.10	0.78	0.11	0.44	1.05	1.19	1.31	1.35	1.20
Health, Security and Regulatory Services	0.71	0.77	0.79	0.03	0.90	0.96	1.48	2.14	1.96	2.07	2.56	2.58	2.41
	111.09	110.84	113.73	116.79	107.70	109.85	100.31	109.05	108.71	111.20	120.48	125.89	128.62

The above figures exclude infrastructure credits and donated assets.

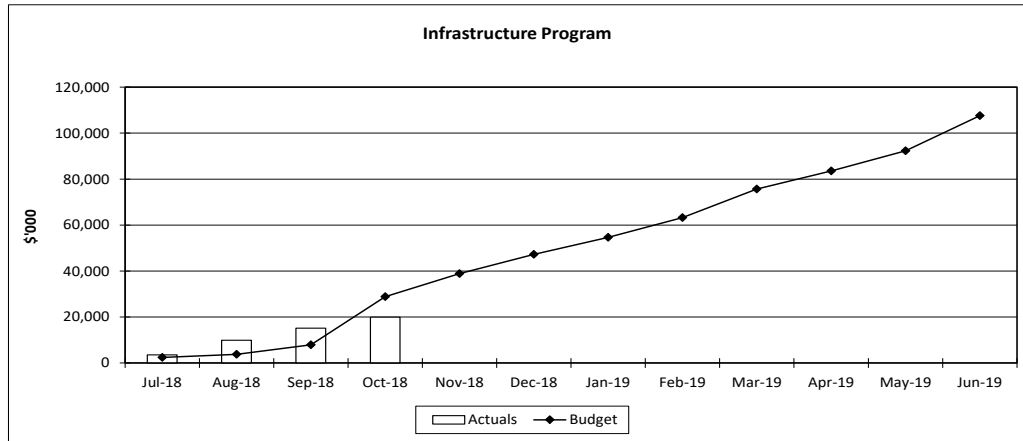
CWIP Balance by Project Status (as % of total):

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Concept	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%
Design	5%	5%	4%	7%	8%	8%	9%	4%	4%	4%	3%	2%	2%
Delivery	33%	37%	48%	44%	56%	53%	63%	70%	71%	68%	71%	65%	66%
Completion	60%	56%	46%	47%	34%	37%	26%	24%	23%	26%	25%	32%	31%

Infrastructure Capital Portfolio by Delivery Department

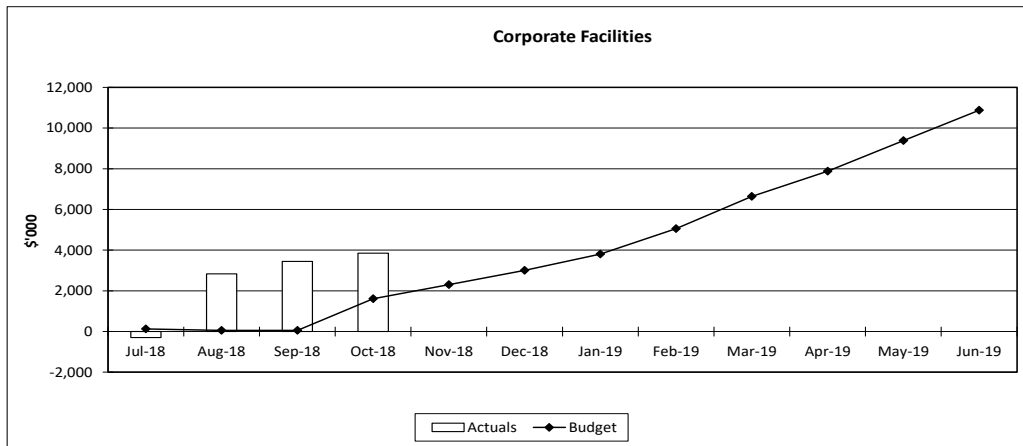
Results as at 31 October 2018:

Department Controlled	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Infrastructure Portfolio - IS	12,423	23,444	11,021	82,241	15%	82,241
Infrastructure Portfolio - WP	7,476	5,416	(2,060)	25,329	30%	25,329
Total	19,899	28,860	8,961	107,570	18%	107,570



Infrastructure Capital Expenditure by Program

Corporate Facilities

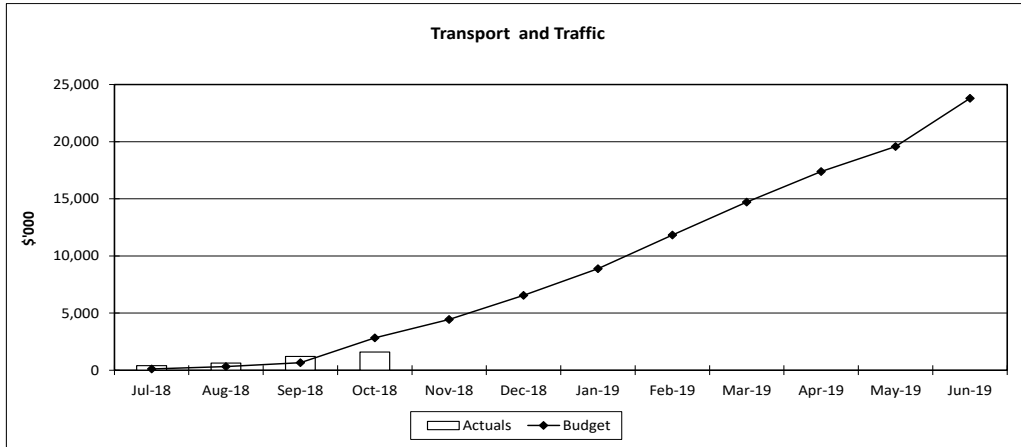


Comments per IS - 2018-2019 Estimated Financial Expenditure \$3.4m.

Comments per WPR - Current overspend relates to the purchase of 101 Limestone Street Ipswich and the continual work on the Depot Relocation. A Budget Amendment will be required for the purchase of 101 Limestone Street. Final project in relation to the Riverview Depot upgrade has commenced and anticipated move early 2019.

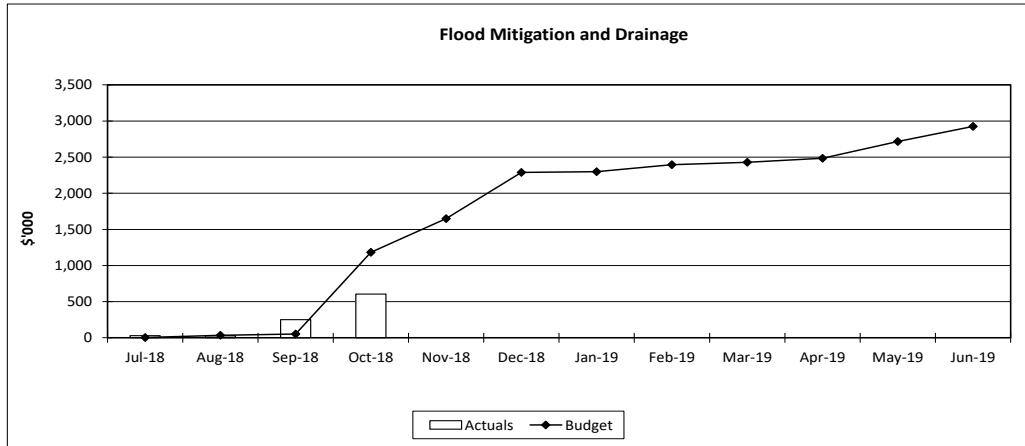
Infrastructure Capital Expenditure by Program con't

Transport and Traffic



Comments per IS - 2018 -2019 Estimated Financial Expenditure \$22.3m.

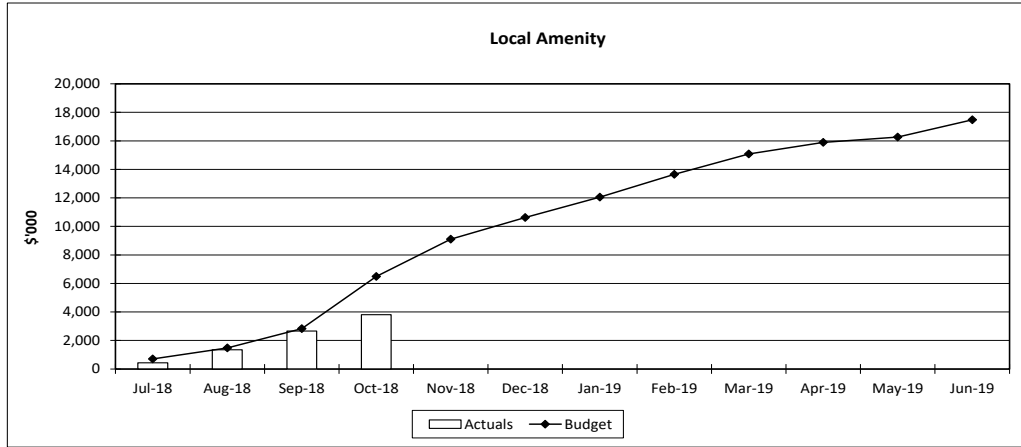
Flood Mitigation and Drainage



Comments per IS - 2018 -2019 Estimated Financial Expenditure 3.5m.

Infrastructure Capital Expenditure by Program con't

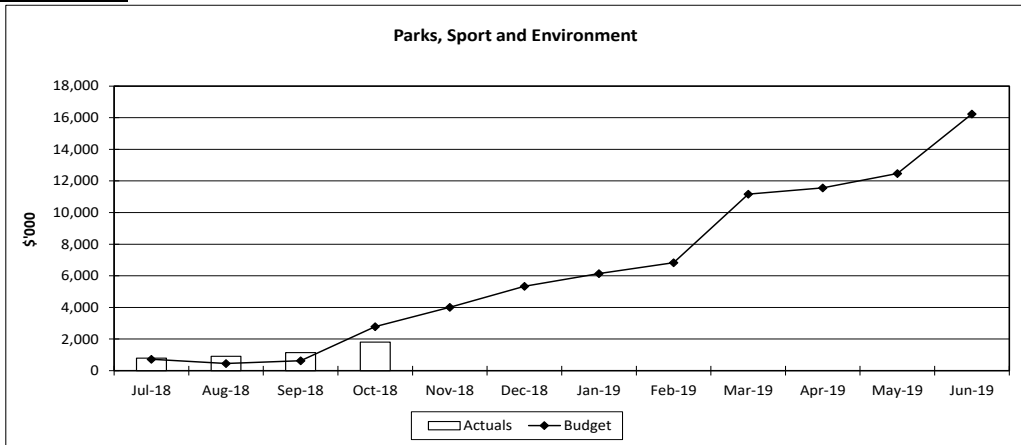
Local Amenity



Comments per IS - 2018 -2019 Estimated Financial Expenditure \$14.6m.

Comments per WPR - Slightly below budget, currently finalising program of work for all divisions.

Parks, Sport and Recreation

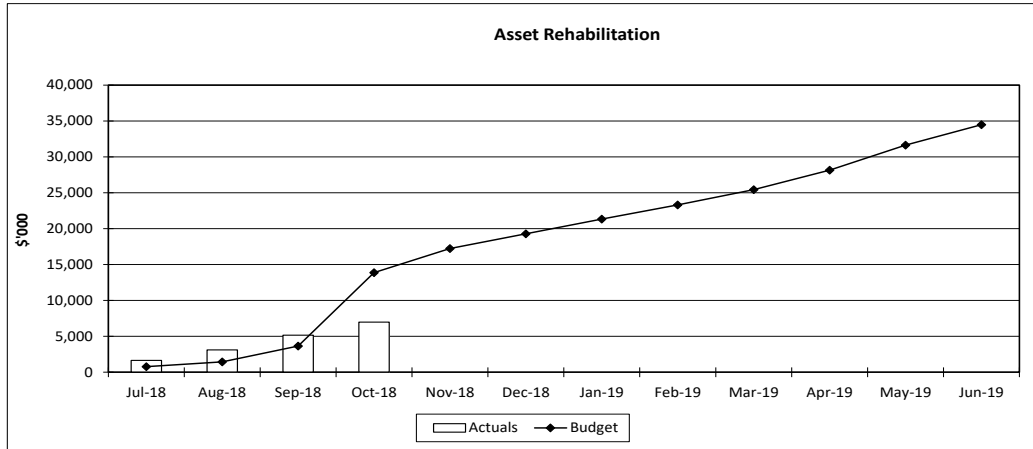


Comments per IS - 2018 -2019 Estimated Financial Expenditure \$4.3m.

Comments per WPR - Slightly over periodic budget due to progress payment, timing compared to budget.

Infrastructure Capital Expenditure by Program con't

Asset Rehabilitation



Comments per IS - 2018 -2019 Estimated Financial Expenditure \$26.8m.

Comments per WPR - Slightly under budget due to 2 projects currently on hold. No funds have been allocated towards the Office Relocation and any fit out works that are required for 101 Limestone Street and 143 Brisbane Street. Program rehabilitation work currently on schedule.

Arts, Social Development and Community Engagement Department

Performance Report

October 2018

Revenue

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Department Controlled						
Civic Centre Service Fees	46	62	(16)	192	24%	192
Library Fees and Fines	2	21	(19)	55	4%	55
Other Fees	136	87	49	322	42%	322
Operational Grants	842	1,057	(215)	2,401	35%	2,401
Capital Grants	0	0	0	0	n/a	0
Other Revenue	395	665	(270)	1,547	26%	1,547
Internal Revenue	98	80	18	337	29%	337
	1,519	1,972	(453)	4,854	31%	4,854
Corporate Controlled						
Donated Asset Revenue	43	8	35	28	154%	43
Cash Contributions	0	1,136	(1,136)	3,407	0%	3,407
Hdwks Credit Consumption	0	0	0	0	n/a	0
	43	1,144	(1,101)	3,435	1%	3,450
TOTAL	1,562	3,116	(1,554)	8,289	19%	8,304

Operational grants under budget due to delayed payment of Library Collection grant which, is expected to be received in November. Other revenue under budget due to a delay in receipt of revenue from Ti Tree Bioenergy, cancellation of significant planned events and a review being undertaken of Civic Centre ticketing.

Cash contributions will be monitored.

Department Controlled Expenses

Employee Expenses

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	2,893	3,252	359	9,495	30%	9,495
Overtime	61	60	(1)	174	35%	174
Allowances	7	6	(1)	18	39%	18
Other employee costs	814	850	36	2,491	33%	2,491
Total Labour Opex + Capex	3,775	4,168	393	12,178	31%	12,178
<i>Less recovery/charge out</i>	(23)	43	66	0	n/a	0
Opex Labour before Contractors	3,752	4,211	459	12,178	31%	12,178
<i>Plus Contract Opex Labour</i>	96	83	(13)	278	35%	278
Opex Labour incl Contractors	3,848	4,294	446	12,456	31%	12,456

Satisfactory results overall.

Materials and Services (excl. Labour Contracts)

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Advertising	108	113	5	315	34%	315
Materials	111	179	68	1,327	8%	1,327
Other Goods	385	412	27	1,216	32%	1,216
Other Services	501	903	402	2,282	22%	2,282
Service Contracts	315	347	32	1,081	29%	1,081
Other Materials and Services	77	134	57	288	27%	288
	1,497	2,088	591	6,509	23%	6,509
Other Expense Sources						
Other Expenses	365	714	349	2,705	13%	2,705
Internal Expenses	122	119	(3)	463	26%	463
	1,984	2,921	937	9,677	21%	9,677
TOTAL DEPARTMENT CONTROLLED	5,832	7,215	1,383	22,133	26%	22,133

Corporate Controlled Expenses

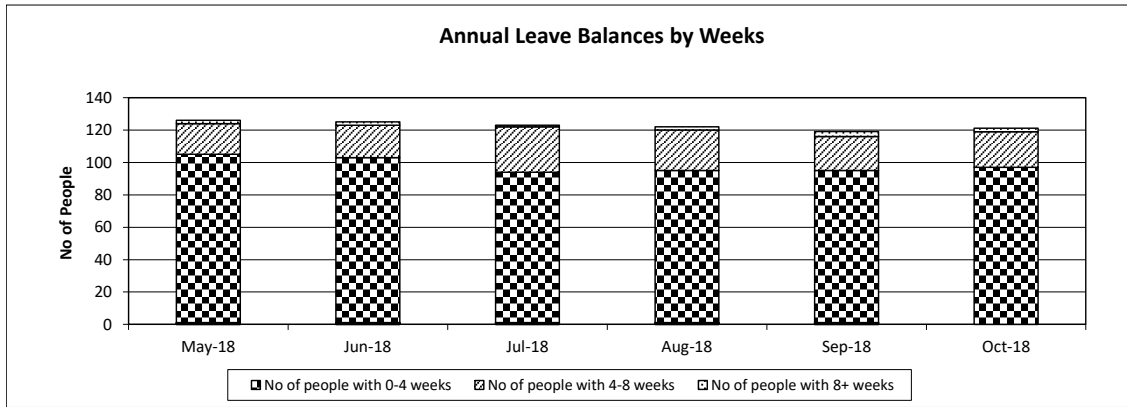
Depreciation	(5)	90	95	258	(2%)	258
Finance Costs	0	0	0	0	n/a	0
Loss on Disposal Assets	1	0	(1)	0	n/a	1
TOTAL CORPORATE CONTROLLED	(4)	90	94	258	(2%)	259

Satisfactory results overall.

Depreciation relates to the revision of the useful lives for Council assets and will be closely monitored.

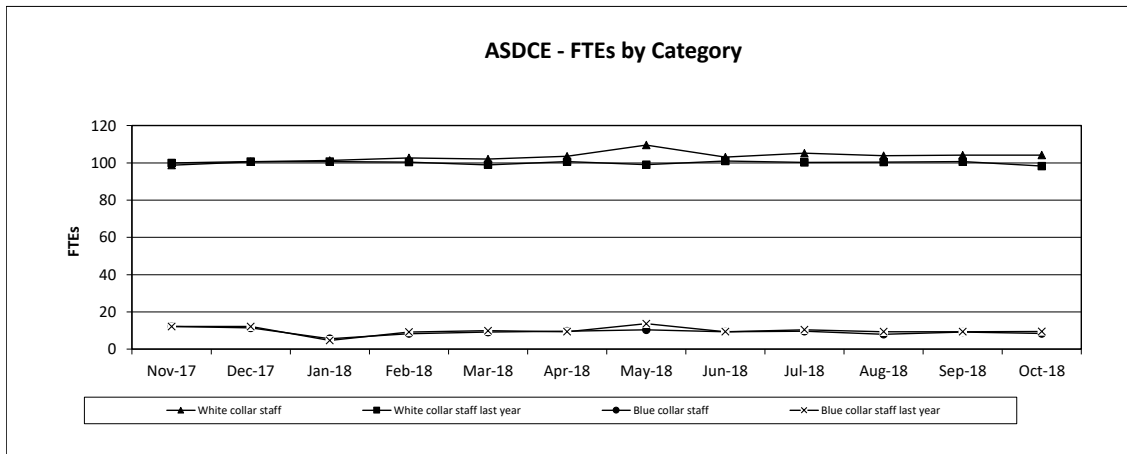
Arts, Social Development and Community Engagement Department

Annual Leave Balances as at pay period ended 29 October 2018:



	May-18		Jun-18		Jul-18		Aug-18		Sep-18		Oct-18	
No of people with 0-4 weeks	105	83.3%	103	82.4%	94	76.4%	95	77.9%	95	79.8%	97	80.1%
No of people with 4-8 weeks	19	15.1%	20	16.0%	28	22.8%	25	20.5%	21	17.6%	22	18.2%
No of people with 8+ weeks	2	1.6%	2	1.6%	1	0.8%	2	1.6%	3	2.6%	2	1.7%

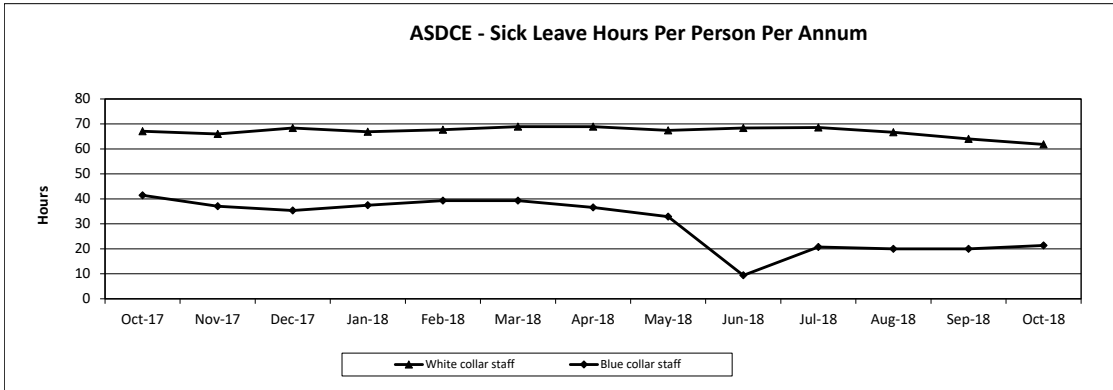
Full Time Equivalents:



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	98.8	100.6	101.3	102.7	102.1	103.5	109.6	103.1	105.2	103.8	104.1	104.2
Blue collar staff	12.3	11.4	5.6	8.3	9.1	9.7	10.4	9.3	9.6	8.0	9.2	8.4
Total	111.1	112.0	106.9	111.0	111.2	113.2	120.0	112.4	114.8	111.8	113.4	112.6
<i>Movement prior month (white collar)</i>	0.5	1.8	0.7	1.4	(0.7)	1.5	6.0	(6.5)	2.1	(1.4)	0.3	0.1
<i>Movement prior month (blue collar)</i>	2.8	(0.9)	(5.8)	2.7	0.8	0.5	0.7	(1.1)	0.3	(1.6)	1.3	(0.9)
<i>White collar staff last year</i>	99.9	100.7	100.7	100.4	99.0	100.7	99.0	101.0	100.2	100.4	100.6	98.3
<i>Blue collar staff last year</i>	12.2	12.2	4.6	9.2	9.9	9.4	13.7	9.4	10.4	9.4	9.4	9.5
<i>Total FTEs last year</i>	112.1	112.9	105.4	109.6	108.9	110.0	112.7	110.4	110.7	109.8	110.0	107.7

Arts, Social Development and Community Engagement Department

Sick Leave:



	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	67.06	65.97	68.39	66.85	67.72	68.90	68.91	67.44	68.35	68.58	66.69	64.00	61.80
Blue collar staff	41.44	37.06	35.31	37.44	39.31	39.31	36.56	32.88	9.38	20.75	20.00	20.00	21.38

* Rolling 12 month average

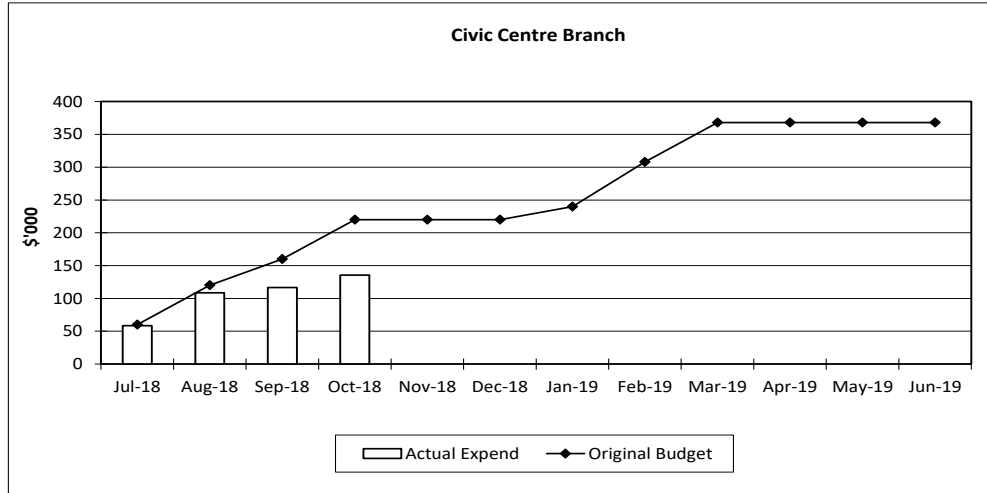
Lost Time Injury Frequency Rates:

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
LTI's	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR Rolling 12 months	0	0	0	0	0	0	0	0	0	0	0	0	5.11
Cumulative Days lost 12 months	0	0	0	0	0	0	0	0	0	0	0	0	6
LTISR Rolling 12 months	0	0	0	0	0	0	0	0	0	0	0	0	30.68

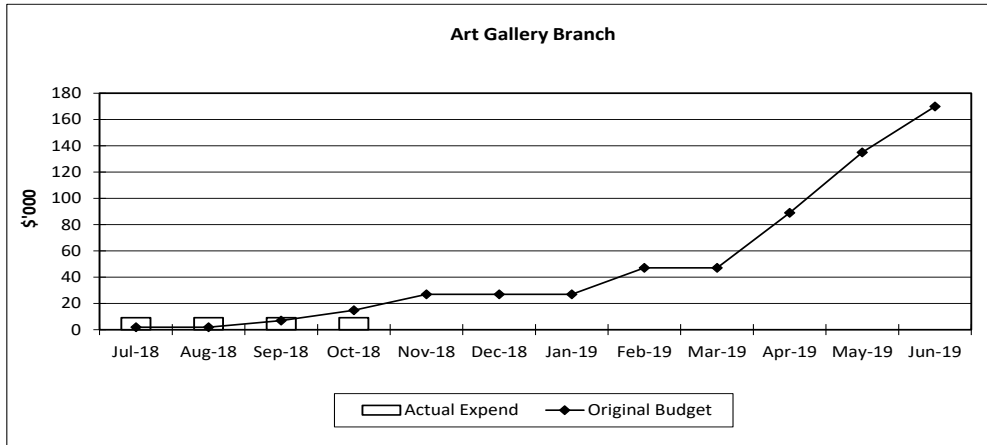
ASDCE Capital Expenditure by Program

Results as at 31 October 2018:

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget \$'000	% Achieved	FY F'cast \$'000
Department controlled	331	255	(76)	1,845	18%	1,845

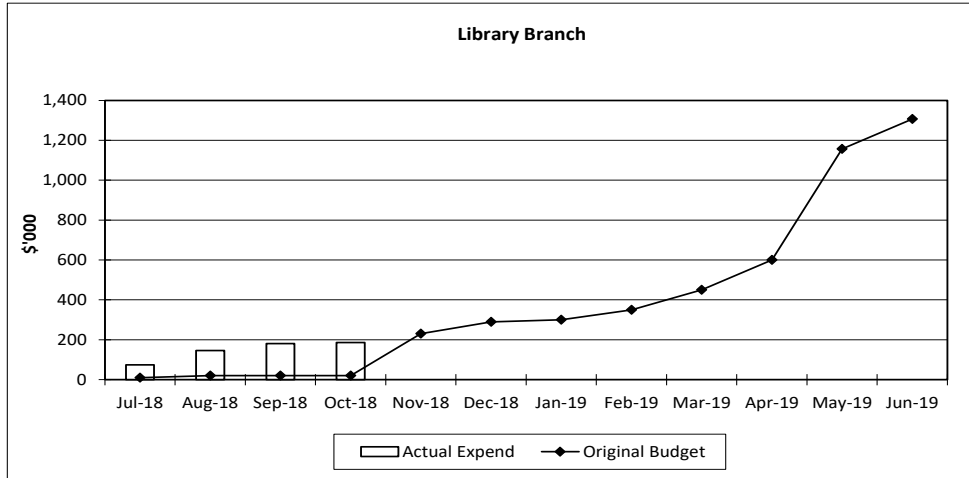


Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
DCH00020/ DCH00022	Civic Centre Assets	135	220	No issues



Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various Projects	10	15	No Issues

ASDCE Capital Expenditure by Program con't



Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
DEL10018	Library Capital Purchases	186	20	Variance is due to committed projects from last financial year and will align with budget in November.

Economic Development and Marketing

Performance Report

October 2018

Revenue

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget		FY F'cast \$'000
				\$'000	% Achieved	
Department Controlled						
Operational Grants	0	0	0	0	n/a	0
Other Revenue	110	319	(209)	1,150	10%	1,150
Internal Revenue	0	0	0	0	n/a	0
	110	319	(209)	1,150	10%	1,150
Corporate Controlled						
Cash Contributions	388	0	388	0	n/a	388
	388	0	388	0	n/a	388
TOTAL	498	319	179	1,150	43%	1,538

Other sundry receipts are currently under budget. This is under review and will be monitored closely.

Cash contributions revenue relates to funds received from Ipswich Events Corporation.

Department Controlled Expenses

Employee Expenses

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	1,282	1,414	132	4,121	31%	4,121
Overtime	20	19	(1)	54	37%	54
Allowances	3	9	6	25	12%	25
Other employee costs	368	404	36	1,202	31%	1,202
Total Labour Opex + Capex	1,673	1,846	173	5,402	31%	5,402
<i>Less Capitalised Labour</i>	11	3	(8)	(20)	(55%)	11
Opex Labour before Contractors	1,684	1,849	165	5,382	31%	5,413
<i>Plus Contract Opex Labour</i>	171	0	(171)	0	n/a	171
Opex Labour incl Contractors	1,855	1,849	(6)	5,382	34%	5,584

Satisfactory results overall.

Materials and Services (excl. Labour Contracts)

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Advertising	481	1,015	534	2,373	20%	2,373
Communication	0	0	0	0	n/a	0
Other Goods	44	53	9	163	27%	163
Other Services	93	615	522	1,964	5%	1,964
Service Contracts	46	42	(4)	100	46%	100
Entertainment	30	31	1	67	45%	67
Other Materials and Services	107	93	(14)	278	38%	278
	801	1,849	1,048	4,945	16%	4,945
Other Expense Sources						
Other Expenses	56	38	(18)	115	49%	115
Internal Expenses	26	29	3	127	20%	127
	883	1,916	1,033	5,187	17%	5,187
TOTAL DEPARTMENT CONTROLLED	2,738	3,765	1,027	10,569	26%	10,771

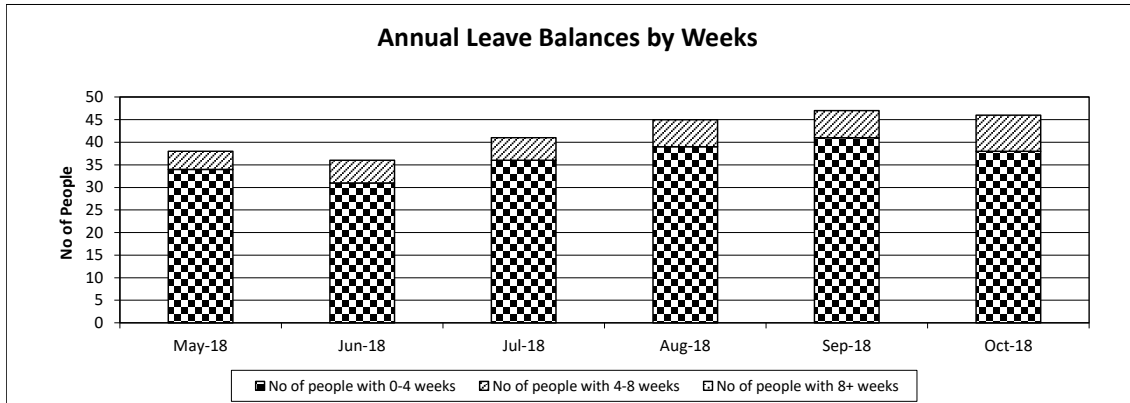
Corporate Controlled Expenses

Depreciation	2	0	(2)	1	200%	2
Other Finance Costs	0	0	0	0	n/a	0
TOTAL CORPORATE CONTROLLED	2	0	(2)	1	200%	2

Satisfactory results overall. Advertising costs are under budget primarily due to the delay in sponsorship payment.

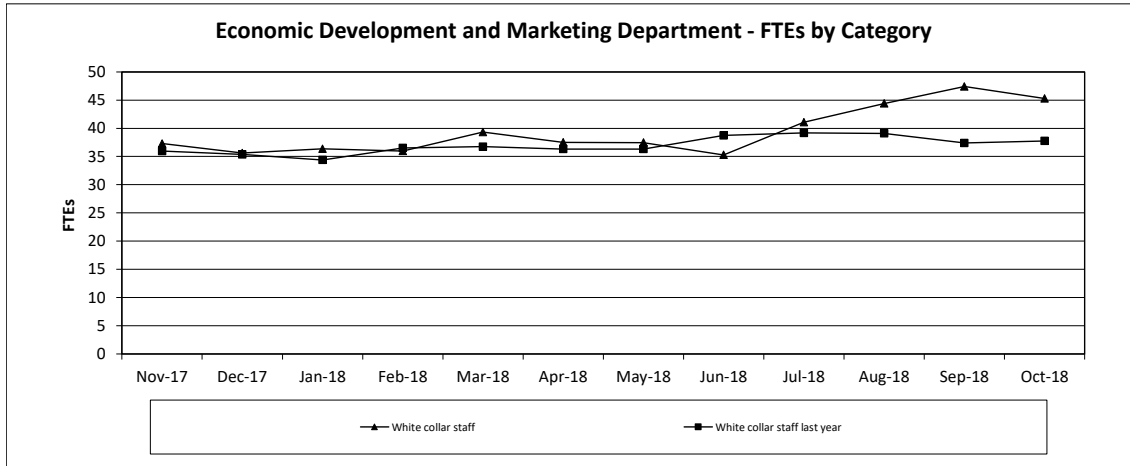
Economic Development and Marketing Department

Annual Leave Balances as at pay period ended 29 October 2018:



	May-18		Jun-18		Jul-18		Aug-18		Sep-18		Oct-18	
No of people with 0-4 weeks	34	89.5%	31	86.1%	36	87.8%	39	86.7%	41	87.2%	38	82.6%
No of people with 4-8 weeks	4	10.5%	5	13.9%	5	12.2%	6	13.3%	6	12.8%	8	17.4%
No of people with 8+ weeks	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

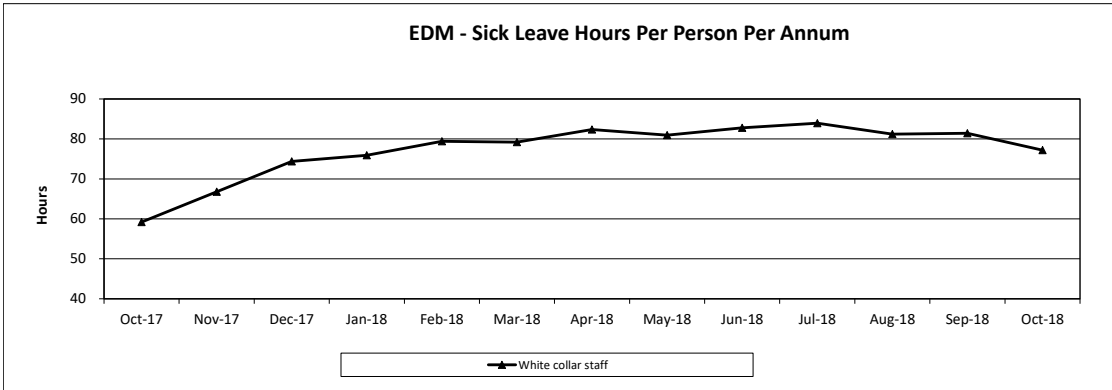
Full Time Equivalents:



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	37.3	35.6	36.4	36.0	39.3	37.5	37.5	35.3	41.1	44.4	47.4	45.3
Total	37.3	35.6	36.4	36.0	39.3	37.5	37.5	35.3	41.1	44.4	47.4	45.3
Movement prior month (white collar)	(0.5)	(1.7)	0.8	(0.4)	3.3	(1.8)	(0.0)	(2.2)	5.8	3.3	3.0	(2.1)
White collar staff last year	36.0	35.4	34.4	36.5	36.7	36.3	36.3	38.7	39.2	39.1	37.4	37.8
Total FTEs last year	36.0	35.4	34.4	36.5	36.7	36.3	36.3	38.7	39.2	39.1	37.4	37.8

Economic Development and Marketing Department

Sick Leave:



Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Hours	Hours	Hours	Hours	Hours	Hours	Hours	Hours	Hours	Hours	Hours	Hours	Hours
59.20	66.78	74.39	75.89	79.39	79.20	82.36	80.94	82.76	83.94	81.18	81.42	77.18

White collar staff
* Rolling 12 month average

Lost Time Injury Frequency Rates:

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
LTI's	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR Rolling 12 months	0	0	0	0	0	0	0	0	0	0	0	0	0
Cumulative Days lost 12 months	0	0	0	0	0	0	0	0	0	0	0	0	0
LTISR Rolling 12 months	0	0	0	0	0	0	0	0	0	0	0	0	0

Infrastructure Services Department

Performance Report

October 2018

Revenue

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget		FY F'cast \$'000
				\$'000	% Achieved	
Department Controlled						
Other Fees and Charges	0	0	0	0	n/a	0
Sales, Recoverable works	0	0	0	0	n/a	0
Capital Grants	0	0	0	0	n/a	0
Other Revenue	0	0	0	0	n/a	0
	0	0	0	0	n/a	0
Corporate Controlled						
Donated Asset Revenue	22,123	17,784	4,339	53,354	41%	53,354
Cash Contributions	2,447	3,488	(1,041)	10,461	23%	10,461
	24,570	21,272	3,298	63,815	39%	63,815
TOTAL	24,570	21,272	3,298	63,815	39%	63,815

Cash contributions are developer driven and will be closely monitored.

Department Controlled Expenses

General Ledger

Employee Expenses (incl. Labour Contracts)

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	2,818	3,446	628	10,053	28%	10,053
Contract (opex and capex)	158	0	(158)	0	n/a	158
Overtime	18	28	10	82	22%	82
Allowances	1	9	8	25	4%	25
Other employee costs	763	938	175	2,743	28%	2,743
Total Labour Opex + Capex	3,758	4,421	663	12,903	29%	13,061

Labour Breakdown (Project Ledger)

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Capex						
Wages	3,130	3,899	769	11,385	27%	11,385
Contract	155	0	(155)	0	n/a	155
	3,285	3,899	614	11,385	29%	11,540
Opex						
Wages	566	525	(41)	1,572	36%	1,572
Contract	3	0	(3)	0	n/a	3
	569	525	(44)	1,572	36%	1,575
Total Project Labour (opex and capex)	3,854	4,424	570	12,957	30%	13,115

Satisfactory results overall.

Department Controlled Expenses (con't)

Materials and Services (excl. Labour Contracts)

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget		FY F'cast \$'000
				\$'000	% Achieved	
Service Contracts	4	160	156	482	1%	482
Consultants	165	173	8	849	19%	849
Other Materials and Services	118	97	(21)	351	34%	351
	287	430	143	1,682	17%	1,682
Other Expense Sources						
Other Expenses	2	0	(2)	0	n/a	2
Internal Expenses	68	4	(64)	14	486%	68
	70	4	(66)	14	500%	70
TOTAL DEPARTMENT CONTROLLED EXPENSES (excl. Labour)						
	357	434	77	1,696	21%	1,752

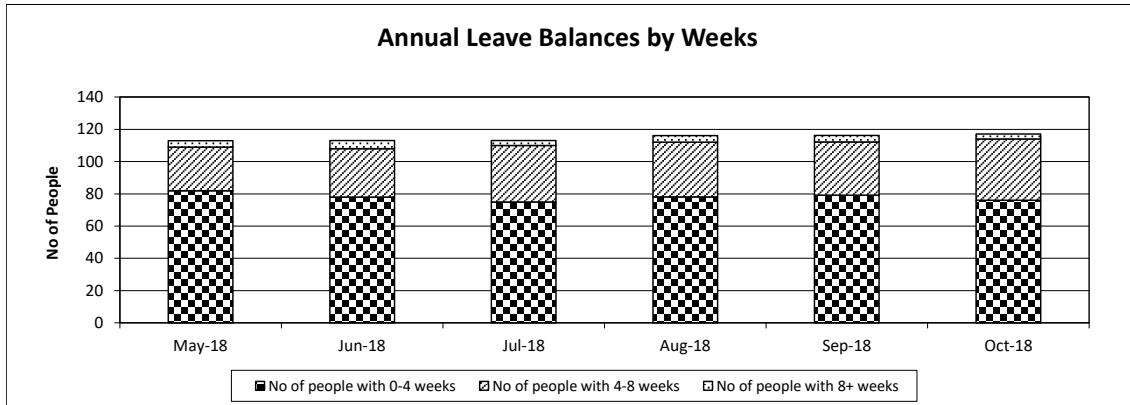
Corporate Controlled Expenses

Depreciation	51	40	(11)	119	43%	119
Other Finance Costs	0	0	0	0	n/a	0
Loss on disposal assets	0	0	0	0	n/a	0
TOTAL CORPORATE CONTROLLED	51	40	(11)	119	43%	119

Satisfactory results overall.

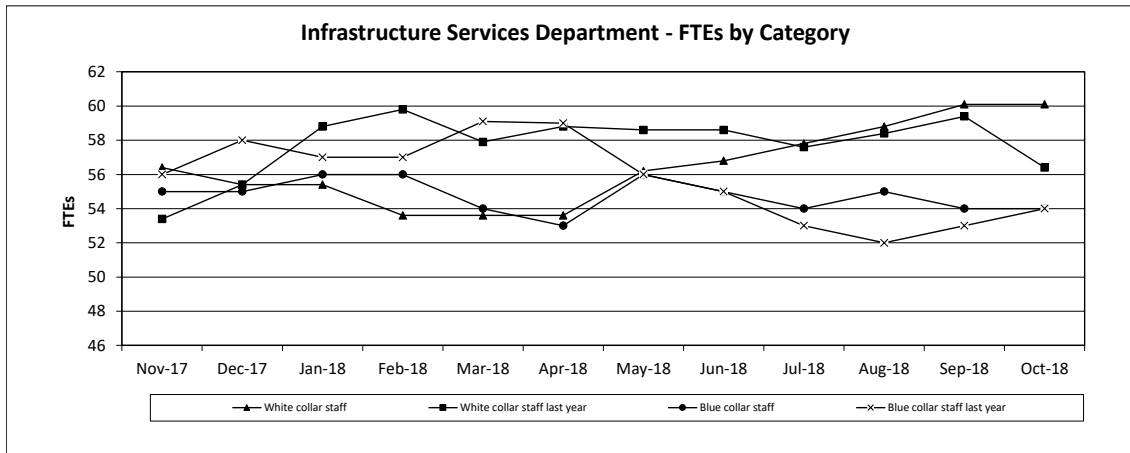
Infrastructure Services Department

Annual Leave Balances as at pay period ended 29 October 2018:



	May-18		Jun-18		Jul-18		Aug-18		Sep-18		Oct-18	
No of people with 0-4 weeks	82	72.6%	78	69.0%	75	66.3%	78	67.3%	79	68.2%	76	64.9%
No of people with 4-8 weeks	27	23.9%	30	26.5%	35	31.0%	34	29.3%	33	28.4%	38	32.5%
No of people with 8+ weeks	4	3.5%	5	4.5%	3	2.7%	4	3.4%	4	3.4%	3	2.6%

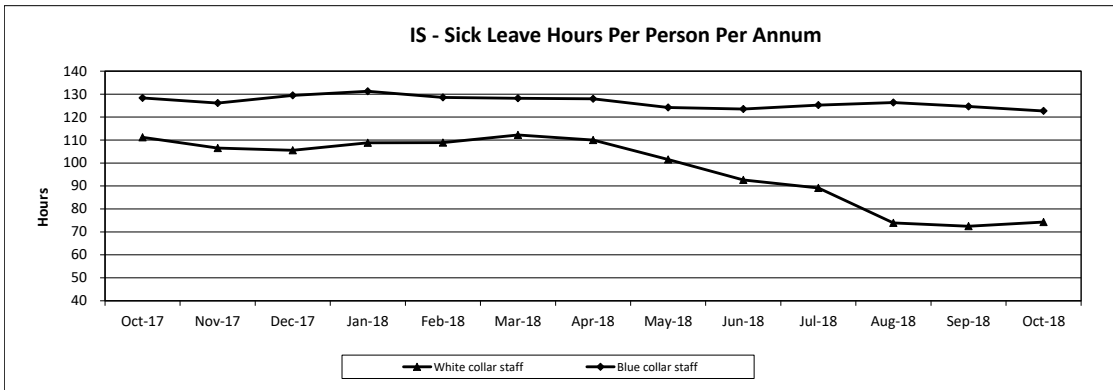
Full Time Equivalents:



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	56.4	55.4	55.4	53.6	53.6	53.6	56.2	56.8	57.8	58.8	60.1	60.1
Blue collar staff	55.0	55.0	56.0	56.0	54.0	53.0	56.0	55.0	54.0	55.0	54.0	54.0
Total	111.4	110.4	111.4	109.6	107.6	106.6	112.2	111.8	111.8	113.8	114.1	114.1
Movement prior month (white collar)	0.0	(1.0)	0.0	(1.8)	0.0	0.0	2.6	0.6	1.0	1.0	1.3	0.0
Movement prior month (blue collar)	1.0	0.0	1.0	0.0	(2.0)	(1.0)	3.0	(1.0)	(1.0)	1.0	(1.0)	0.0
White collar staff last year	53.4	55.4	58.8	59.8	57.9	58.8	58.6	58.6	57.6	58.4	59.4	56.4
Blue collar staff last year	56.0	58.0	57.0	57.0	59.1	59.0	56.0	55.0	53.0	52.0	53.0	54.0
Total FTEs last year	109.4	113.4	115.8	116.8	117.0	117.8	114.6	113.6	110.6	110.4	112.4	110.4

Infrastructure Services Department

Sick Leave:



	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	111.17	106.48	105.57	108.80	108.87	112.21	109.99	101.50	92.63	89.14	73.93	72.47	74.29
Blue collar staff	128.34	126.14	129.43	131.24	128.55	128.18	127.99	124.19	123.53	125.23	126.34	124.64	122.66

* Rolling 12 month average

Lost Time Injury Frequency Rates:

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
LTI's	0	0	0	0	0	1	0	0	0	0	0	0	0
LTIFR	0	0	0	0	0	67	0	0	0	0	0	0	0
LTIFR Rolling 12 months	0	0	0	0	0	6	6	9	6	6	6	5	5
Cumulative Days lost 12 months	0	0	0	0	0	17	17	5	17	17	17	17	17
LTISR Rolling 12 months	0	0	0	0	0	97	96	43	96	96	95	92	92

Finance and Corporate Services Department

Performance Report

October 2018

Revenue

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget \$'000	% Achieved	FY F'cast \$'000
Department Controlled						
Utilities and Other Charges	40	32	8	85	47%	85
Change of Ownership Fees	324	357	(33)	714	45%	714
Other Fees and Charges	358	469	(111)	1,408	25%	1,408
Sales, Recoverable works	0	0	0	0	n/a	0
Operational Grants	535	548	(13)	4,148	13%	4,148
Capital Grants	0	0	0	0	n/a	0
Other Revenue	11,322	11,086	236	32,943	34%	32,943
Internal revenue	617	618	(1)	1,854	33%	1,854
	13,196	13,110	86	41,152	32%	41,152
Corporate Controlled						
General Rates	85,139	84,257	882	178,134	48%	178,134
Discounts/Remissions	(3,774)	(3,590)	(184)	(10,787)	35%	(10,787)
Net Rates and Utilities	81,365	80,667	698	167,347	49%	167,347
Cash Donations and Contributions	0	0	0	0	n/a	0
Interest	1,493	884	609	2,660	56%	2,660
Gain on Asset Disposal	0	0	0	0	n/a	0
Tax Equivalent Revenue	2,417	2,359	58	5,343	45%	5,343
	85,275	83,910	1,365	175,350	49%	175,350
TOTAL	98,471	97,020	1,451	216,502	45%	216,502

Satisfactory results overall. Other fees and charges under budget due to less than expected volume of property searches. Interest revenue over budget due to a higher amount of investments resulting from higher than forecasted cash balance.

Department Controlled Expenses

Employee Expenses

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	5,757	6,208	451	18,171	32%	18,171
Overtime	11	4	(7)	11	100%	11
Allowances	17	32	15	93	18%	93
Other employee costs	1,608	1,739	131	5,118	31%	5,118
Total Labour Opex + Capex	7,393	7,983	590	23,393	32%	23,393
<i>Less Capitalised Labour</i>	(913)	(789)	124	(2,408)	38%	(2,408)
Opex Labour before Contractors	6,480	7,194	714	20,985	31%	20,985
<i>Plus Contract Opex Labour</i>	613	281	(332)	640	96%	640
Opex Labour incl Contractors	7,093	7,475	382	21,625	33%	21,625

Satisfactory results overall.

Materials and Services (excl. Labour Contracts)

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Communication	496	550	54	1,686	29%	1,686
Other Goods	393	543	150	1,582	25%	1,582
Other Services	1,748	1,888	140	5,595	31%	5,595
Service Contracts	3,057	3,095	38	8,289	37%	8,289
Legal Expenses	392	183	(209)	552	71%	552
Other Materials and Services	460	540	80	1,540	30%	1,540
	6,546	6,799	253	19,244	34%	19,244
Other Expense Sources						
Finance Costs	178	180	2	577	31%	577
Other Expenses	1,055	1,269	214	3,867	27%	3,867
Internal expenses	66	112	46	336	20%	336
Community Services Expense	157	157	0	470	33%	470
	8,002	8,517	515	24,494	33%	24,494
TOTAL DEPARTMENT CONTROLLED	15,095	15,992	897	46,119	33%	46,119

Corporate Controlled

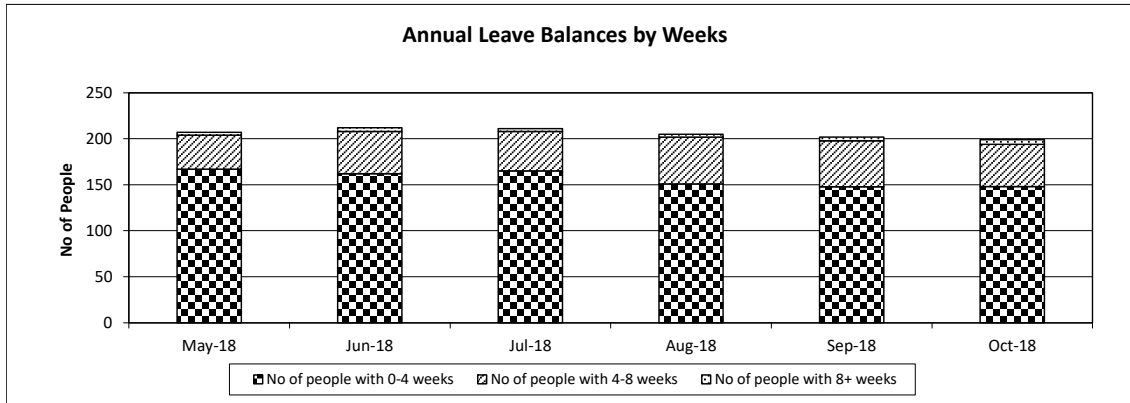
Depreciation	2,573	2,561	(12)	7,595	34%	7,595
Loss on disposal assets	0	0	0	0	n/a	0
QTC Finance Costs	4,023	4,267	244	13,969	29%	13,969
Other Finance Costs	0	0	0	0	n/a	0
TOTAL CORPORATE CONTROLLED	6,596	6,828	232	21,564	31%	21,564

Satisfactory results overall. Legal expenses relate to various legal matters and will be monitored closely.

Satisfactory results for corporate controlled expenditure.

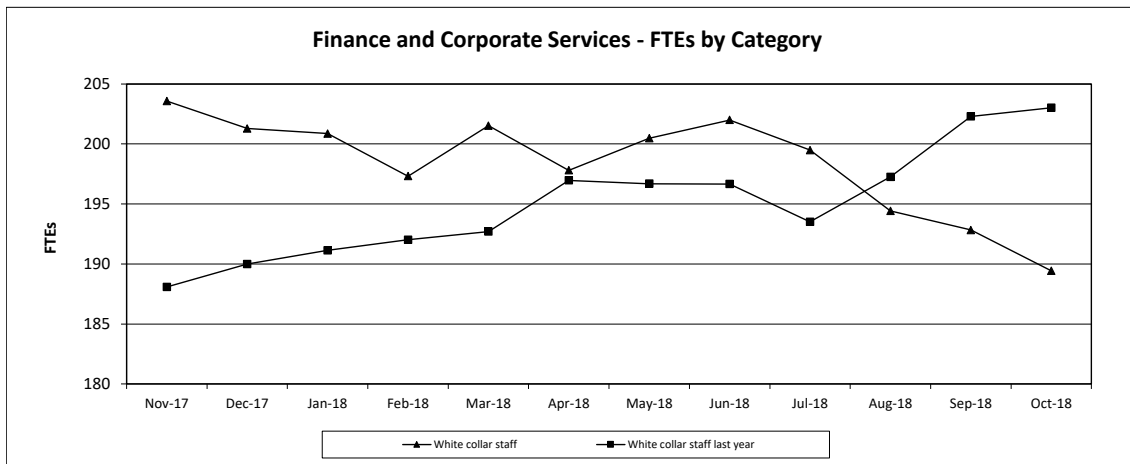
Finance and Corporate Services Annual Leave

Annual Leave Balances as at pay period ended 29 October 2018:



	May-18		Jun-18		Jul-18		Aug-18		Sep-18		Oct-18	
No of people with 0-4 weeks	167	80.7%	162	76.4%	165	78.2%	151	73.6%	148	73.2%	148	74.4%
No of people with 4-8 weeks	37	17.9%	46	21.7%	43	20.4%	51	24.9%	50	24.8%	46	23.1%
No of people with 8+ weeks	3	1.4%	4	1.9%	3	1.4%	3	1.5%	4	2.0%	5	2.5%

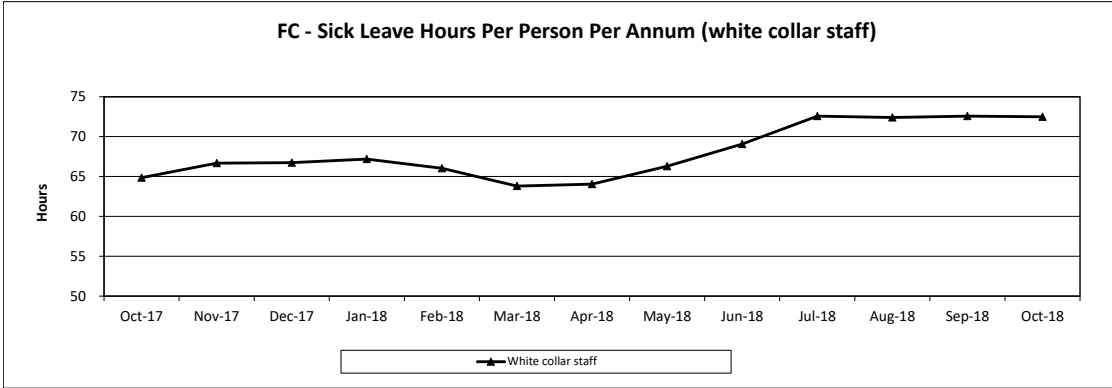
Full Time Equivalents:



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	203.6	201.3	200.9	197.3	201.5	197.8	200.5	202.0	199.5	194.4	192.8	189.4
Total	203.6	201.3	200.9	197.3	201.5	197.8	200.5	202.0	199.5	194.4	192.8	189.4
Movement prior month (white collar)	0.6	(2.3)	(0.4)	(3.5)	4.2	(3.7)	2.7	1.5	(2.5)	(5.1)	(1.6)	(3.4)
White collar staff last year	188.1	190.0	191.1	192.0	192.7	197.0	196.7	196.7	193.5	197.3	202.3	203.0
Total FTEs last year	188.1	190.0	191.1	192.0	192.7	197.0	196.7	196.7	193.5	197.3	202.3	203.0

Finance and Corporate Services Department

Sick Leave:



	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	64.86	66.68	66.73	67.19	66.04	63.80	64.04	66.28	69.07	72.57	72.40	72.57	72.48

* Rolling 12 month average

Lost Time Injury Frequency Rates - FCS:

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
LTI's	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR Rolling 12 months	0	0	0	0	0	0	0	0	0	0	3	3	3
Cumulative Days lost 12 months	0	0	0	0	0	0	0	0	0	0	8	8	8
LTISR Rolling 12 months	0	0	0	0	0	0	0	0	0	0	27	27	28

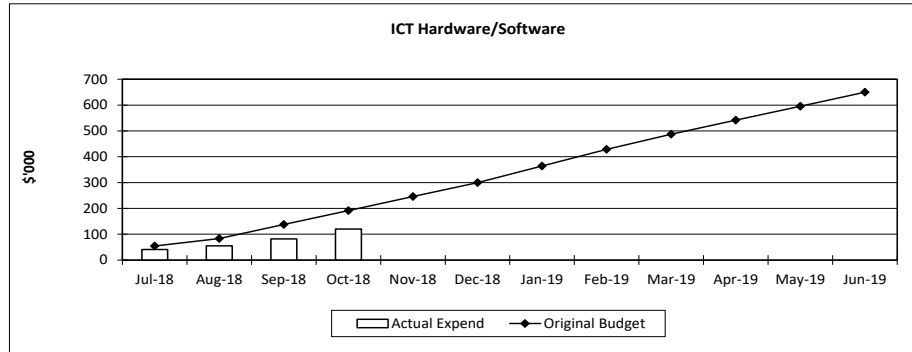
Lost Time Injury Frequency Rates - Executive Office:

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
LTI's	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR Rolling 12 months	0	0	0	0	0	0	0	34	34	34	33	31	0
Cumulative Days lost 12 months	0	0	0	0	0	0	0	38	59	81	104	124	0
LTISR Rolling 12 months	0	0	0	0	0	0	0	1,302	2,028	2,723	3,455	3,858	0

FC Capital Expenditure by Program

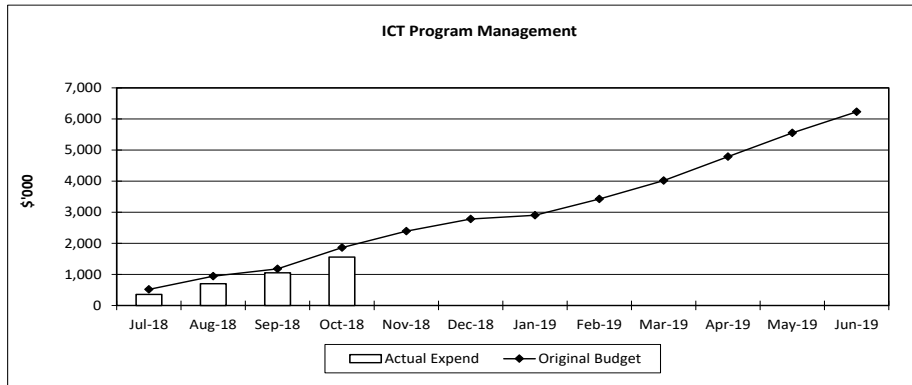
Results as at 31 October 2018:

Department Controlled*	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
	1,675	19,607	17,932	77,115	2%	77,115



Major Projects

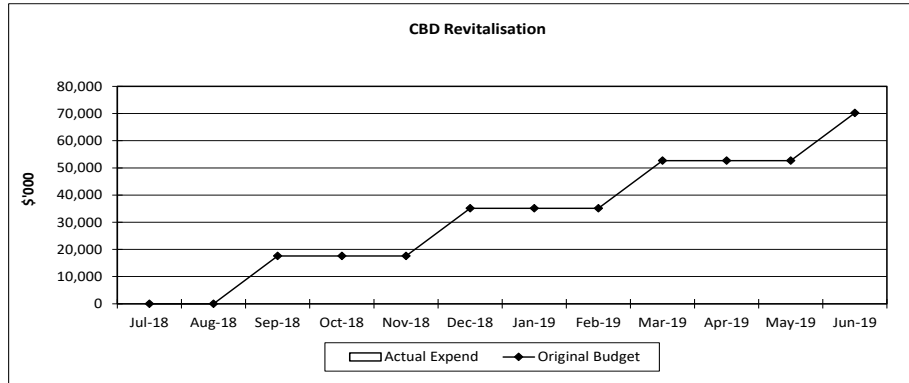
Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various Projects	120	192	Satisfactory result.



Major Projects

Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various Projects	1,555	1,860	Satisfactory result.

FC Capital Expenditure by Program con't



Major Projects

Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various Projects	0	17,555	Slightly behind schedule due to delays, work expected to resume shortly.

Works, Parks and Recreation Department

Performance Report

October 2018

Excluding Ipswich Waste

Revenue

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget		FY F'cast \$'000
				\$'000	% Achieved	
Department Controlled						
Utilities and Other Charges	2,047	1,981	66	3,962	52%	3,962
Traffic and Reg Park Fees	388	414	(26)	1,265	31%	1,265
Other Fees and Charges	4	0	4	0	n/a	4
Sales, Recoverable Works	1,106	970	136	2,978	37%	2,978
Operational Grants	551	410	141	3,147	18%	3,147
Capital Grants	412	164	248	4,722	9%	4,722
Other Revenue	1,321	616	705	1,867	71%	1,867
Internal Revenue	4,777	4,874	(97)	14,407	33%	14,407
	10,606	9,429	1,177	32,348	33%	32,352
Corporate Controlled						
Discounts/Remissions	(28)	(38)	10	(75)	37%	(75)
Donated Asset Revenue	0	4,580	(4,580)	13,740	0%	13,740
Cash Contributions	1,213	4,589	(3,376)	13,942	9%	13,942
Interest	0	0	0	0	n/a	0
Gain on Disposal/Revaluation	135	0	135	0	n/a	135
	1,320	9,131	(7,811)	27,607	5%	27,742
TOTAL	11,926	18,560	(6,634)	59,955	20%	60,094

Satisfactory results overall. Capital grants relate to 2017/18 Passenger Transport Accessible Infrastructure program together with funding for a change room at Limestone Park Netball courts. Other revenue over budget primarily relates to insurance funds received as restitution for works associated with the 2017/2018 weather events.

Cash contributions and donated asset revenue are developer driven.

Department Controlled Expenses

Excluding Ipswich Waste

Employee Expenses

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	7,914	8,273	359	24,205	33%	24,205
Overtime	182	260	78	752	24%	752
Allowances	34	26	(8)	75	45%	75
Other employee costs	2,165	2,243	78	6,575	33%	6,575
Total Labour Opex + Capex	10,295	10,802	507	31,607	33%	31,607
<i>Less Capitalised Labour</i>	(777)	(679)	98	(2,349)	33%	(2,349)
Opex Labour before Contractors	9,518	10,123	605	29,258	33%	29,258
<i>Plus Contract Opex Labour</i>	500	31	(469)	120	417%	500
Opex Labour incl Contractors	10,018	10,154	136	29,378	34%	29,758

Satisfactory results overall.

Materials and Services (excl. Labour Contracts)

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Maintenance	1,537	37	(1,500)	116	1325%	1,537
Materials	2,578	3,742	1,164	10,958	24%	10,958
Motor Vehicle Expenses	941	1,335	394	3,227	29%	3,227
Service Contracts	3,518	5,571	2,053	17,146	21%	17,146
Utilities Expenses	2,819	3,206	387	10,199	28%	10,199
Consultants	492	233	(259)	840	59%	840
Other Materials and Services	1,537	876	(661)	2,574	60%	2,574
	13,422	15,000	1,578	45,060	30%	46,481
Other Expense Sources						
Other Expenses	419	526	107	3,523	12%	3,523
Internal Expenses	1,975	1,898	(77)	5,547	36%	5,547
Finance Costs	0	0	0	0	n/a	0
	15,816	17,424	1,608	54,130	29%	55,551
TOTAL DEPARTMENT CONTROLLED	25,834	27,578	1,744	83,508	31%	85,309

Corporate Controlled

Depreciation	18,709	20,157	1,448	58,869	32%	58,869
QTC Finance Costs	115	116	1	336	34%	336
Other Finance Costs	0	0	0	0	n/a	0
Loss on disposal assets	523	0	(523)	0	n/a	523
TOTAL CORPORATE CONTROLLED	19,347	20,273	926	59,205	33%	59,728

Satisfactory results overall however, materials and services under budget primarily in City Maintenance Branch.

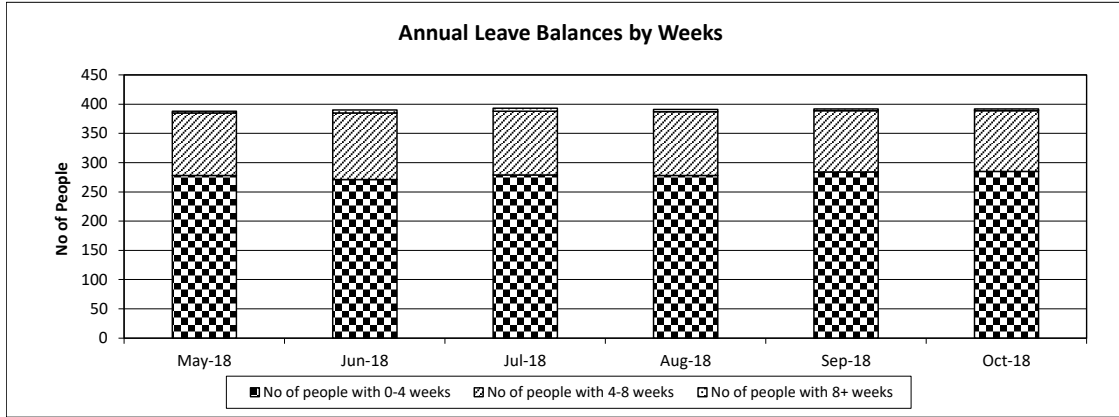
Loss on asset disposals relates to partial retirement of infrastructure network assets.

Depreciation is under budget and will be monitored closely.

Works, Parks and Recreation Department

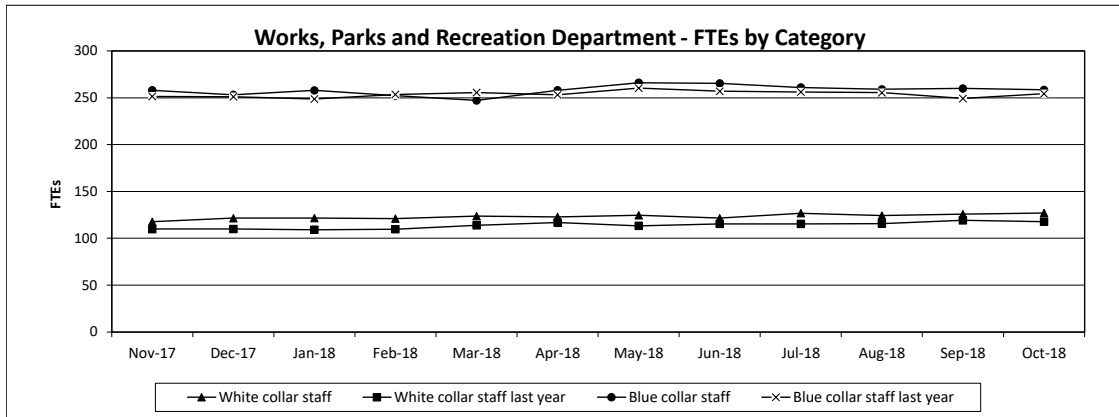
Excluding Ipswich Waste

Annual Leave Balances as at pay period ended 29 October 2018:



	May-18		Jun-18		Jul-18		Aug-18		Sep-18		Oct-18	
No of people with 0-4 weeks	278	71.6%	271	69.5%	279	71.0%	278	71.1%	284	72.4%	285	72.7%
No of people with 4-8 weeks	107	27.6%	114	29.2%	109	27.7%	109	27.9%	105	26.8%	104	26.5%
No of people with 8+ weeks	3	0.8%	5	1.3%	5	1.3%	4	1.0%	3	0.8%	3	0.8%

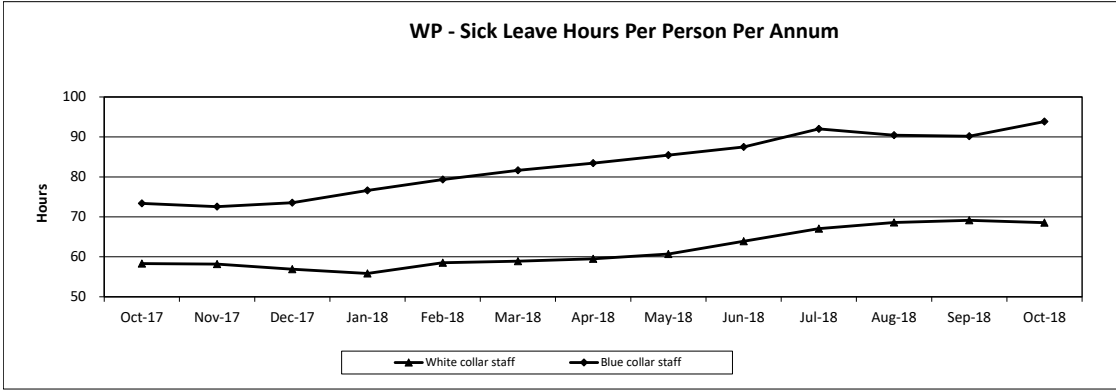
Full Time Equivalents:



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	117.7	121.5	121.7	121.2	123.7	122.9	124.7	121.6	126.8	124.2	125.9	127.1
Blue collar staff	258.1	253.3	258.0	252.4	247.2	258.1	266.2	265.4	261.1	259.1	260.1	258.5
Total	375.8	374.8	379.7	373.6	370.9	381.0	390.9	387.0	388.0	383.3	385.9	385.6
<i>Movement prior month (white collar)</i>	<i>(0.1)</i>	<i>3.8</i>	<i>0.2</i>	<i>(0.5)</i>	<i>2.6</i>	<i>(0.9)</i>	<i>1.8</i>	<i>(3.2)</i>	<i>5.3</i>	<i>(2.6)</i>	<i>1.6</i>	<i>1.2</i>
<i>Movement prior month (blue collar)</i>	<i>3.8</i>	<i>(4.9)</i>	<i>4.8</i>	<i>(5.6)</i>	<i>(5.3)</i>	<i>10.9</i>	<i>8.1</i>	<i>(0.8)</i>	<i>(4.3)</i>	<i>(2.0)</i>	<i>1.0</i>	<i>(1.6)</i>
<i>White collar staff last year</i>	<i>109.9</i>	<i>110.0</i>	<i>109.2</i>	<i>109.8</i>	<i>113.9</i>	<i>116.8</i>	<i>113.3</i>	<i>115.5</i>	<i>115.5</i>	<i>115.8</i>	<i>119.1</i>	<i>117.8</i>
<i>Blue collar staff last year</i>	<i>251.6</i>	<i>251.3</i>	<i>248.8</i>	<i>253.6</i>	<i>255.7</i>	<i>253.3</i>	<i>260.5</i>	<i>257.1</i>	<i>256.3</i>	<i>255.5</i>	<i>249.4</i>	<i>254.4</i>
<i>Total FTEs last year</i>	<i>361.4</i>	<i>361.2</i>	<i>358.0</i>	<i>363.5</i>	<i>369.6</i>	<i>370.1</i>	<i>373.8</i>	<i>372.5</i>	<i>371.8</i>	<i>371.3</i>	<i>368.5</i>	<i>372.2</i>

Works, Parks and Recreation Department

Sick Leave:



	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	58.32	58.20	56.92	55.84	58.52	58.91	59.51	60.68	63.91	67.04	68.58	69.14	68.55
Blue collar staff	73.35	72.55	73.54	76.62	79.35	81.63	83.43	85.44	87.49	91.99	90.43	90.18	93.84

* Rolling 12 month average

Lost Time Injury Frequency Rates:

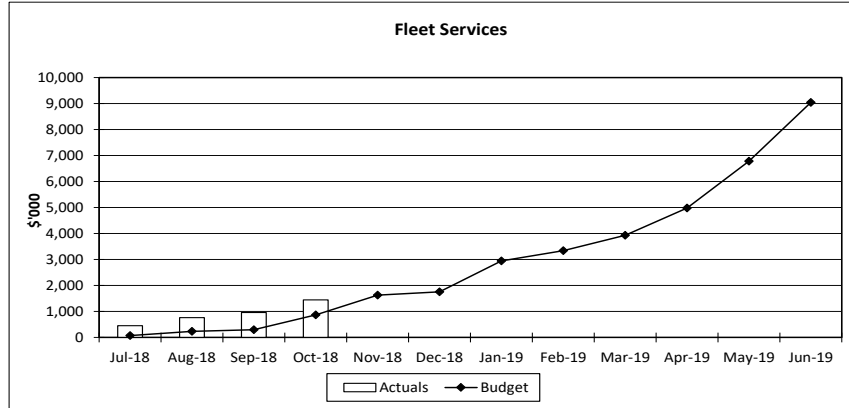
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
LTI's	0	0	0	0	0	0	0	0	1	1	0	0	0
LTIFR	0	0	0	0	0	0	0	0	19	18	0	0	0
LTIFR Rolling 12 months	2	2	2	2	0	0	0	0	5	3	3	3	3
Cumulative Days lost 12 months	64	62	56	56	44	42	24	26	8	27	40	49	49
LTISR Rolling 12 months	103	99	99	90	69	67	37	41	13	42	62	76	76

WP Capital Expenditure by Program

Non-Infrastructure Program and excluding Ipswich Waste

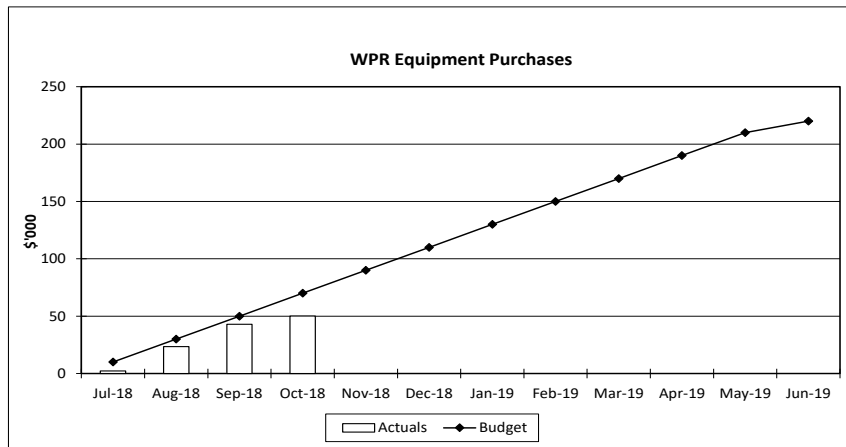
Results as at 31 October 2018:

Department Controlled	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Fleet	1,441	866	(575)	9,044	16%	9,044
WPR - Equipment	50	70	20	220	23%	220
Total Department Controlled	1,491	936	(555)	9,264	16%	9,264



Major Projects

Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various	1,441	866	Over Budget YTD due to the trucks delivered in October and forecasted for November.



Major Projects

Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various	50	70	No budget implications.

Ipswich Waste

Performance Report

October 2018

Revenue

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Department Controlled						
Garbage Charges Revenue	14,794	14,878	(84)	30,131	49%	30,131
Net Rates and Utilities	14,794	14,878	(84)	30,131	49%	30,131
Waste Disposal Fees	2,465	2,203	262	6,608	37%	6,608
Operational Grants	0	0	0	0	n/a	0
Other Revenue	44	45	(1)	81	54%	81
Internal Revenue	563	365	198	1,094	51%	1,094
	17,866	17,491	375	37,914	47%	37,914
Corporate Controlled						
Interest	165	80	85	245	67%	245
	165	80	85	245	67%	245
TOTAL	18,031	17,571	460	38,159	47%	38,159

Satisfactory results overall.

IWS Performance Report
October 2018

Department Controlled Expenses

Employee Expenses

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	1,298	1,508	210	4,405	29%	4,405
Overtime	186	144	(42)	415	45%	415
Allowances	7	6	(1)	19	37%	19
Other employee costs	358	407	49	1,188	30%	1,188
Total Labour Opex + Capex	1,849	2,065	216	6,027	31%	6,027
<i>Less recovery/charge out</i>	(3)	21	24	0	n/a	0
Opex Labour before Contractors	1,846	2,086	240	6,027	31%	6,027
<i>Plus Contract Opex Labour</i>	417	120	(297)	417	100%	417
Opex Labour incl Contractors	2,263	2,206	(57)	6,444	35%	6,444

Employee Expenses over budget due to Recycle 4 Bin Sticker Project (corporate recycling initiative). These expenses will be transferred to the Waste Education program within the Sport, Recreation and Natural Resources Branch.

Materials and Services (excl. Labour Contracts)

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Advertising	83	42	(41)	142	58%	142
Maintenance	18	61	43	183	10%	183
Materials	31	70	39	208	15%	208
Service Contracts	1,489	1,537	48	4,639	32%	4,639
Other Materials and Services	173	72	(101)	243	71%	243
	1,794	1,782	(12)	5,415	33%	5,415
Other Expense Sources						
Other Expenses	16	3	(13)	9	178%	16
Internal Expenses	2,809	2,659	(150)	7,894	36%	7,894
	4,619	4,444	(175)	13,318	35%	13,325
TOTAL DEPARTMENT CONTROLLED	6,882	6,650	(232)	19,762	35%	19,769

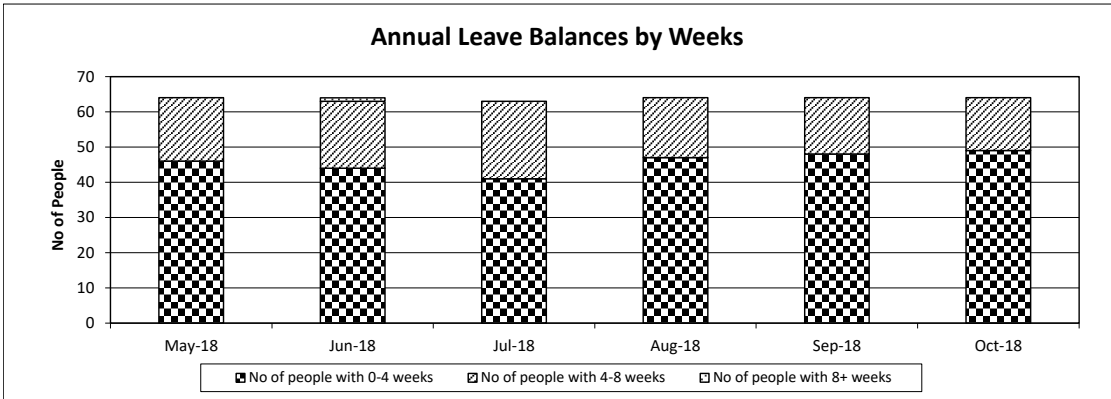
Corporate Controlled Expenses

Depreciation	260	266	6	797	33%	797
Finance Costs	0	0	0	0	n/a	0
Loss on disposal assets	4	0	(4)	0	n/a	4
Tax Equivalents Expense	2,417	2,359	(58)	5,343	45%	5,343
TOTAL CORPORATE CONTROLLED	2,681	2,625	(56)	6,140	44%	6,144

Satisfactory results overall. Internal expenses over budget due to plant and equipment rate changes.

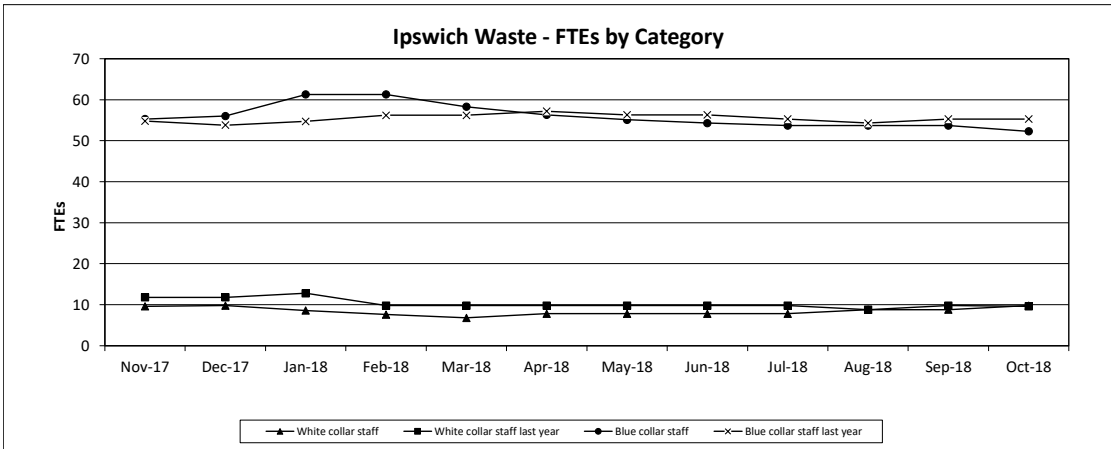
Ipswich Waste Annual Leave

Annual Leave Balances as at pay period ended 29 October 2018:



	May-18		Jun-18		Jul-18		Aug-18		Sep-18		Oct-18	
No of people with 0-4 weeks	46	71.9%	44	68.8%	41	65.1%	47	73.4%	48	75.0%	49	76.6%
No of people with 4-8 weeks	18	28.1%	19	29.7%	22	34.9%	17	26.6%	16	25.0%	15	23.4%
No of people with 8+ weeks	0	0.0%	1	1.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

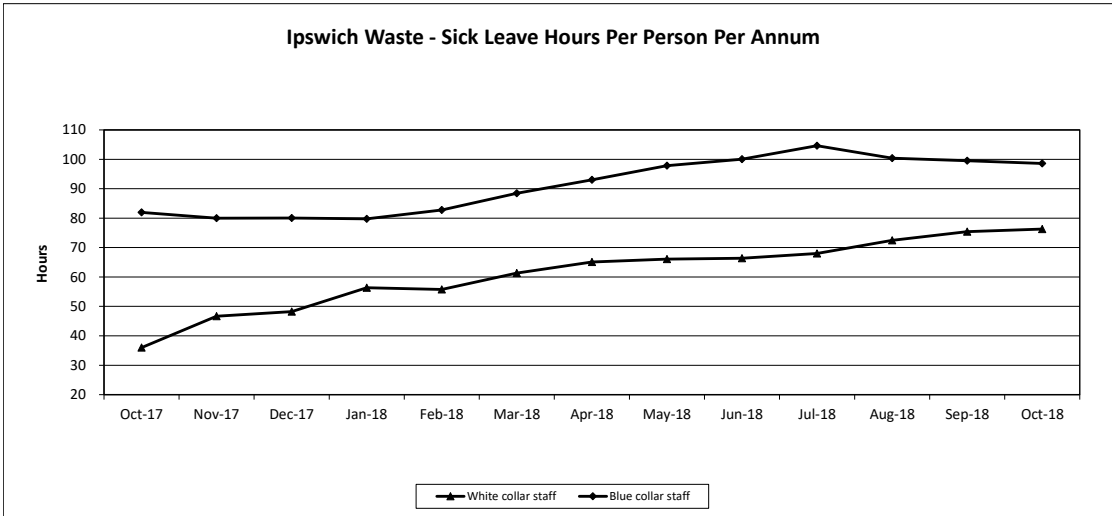
Full Time Equivalents:



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	9.6	9.8	8.6	7.6	6.8	7.8	7.8	7.8	7.8	7.8	8.8	8.8
Blue collar staff	55.3	56.0	61.3	61.3	58.3	56.3	55.1	54.3	53.7	53.7	53.7	52.3
Total	64.9	65.8	69.9	68.9	65.1	64.1	62.9	62.1	61.5	62.5	62.5	62.1
<i>Movement prior month (white collar)</i>	0.0	0.2	(1.2)	(1.0)	(0.8)	1.0	0.0	0.0	0.0	1.0	0.0	1.0
<i>Movement prior month (blue collar)</i>	0.0	0.7	5.3	0.0	(3.0)	(2.0)	(1.2)	(0.8)	(0.6)	0.0	0.0	(1.4)
<i>White collar staff last year</i>	11.8	11.8	12.8	9.8	9.8	9.8	9.8	9.8	9.8	8.8	9.8	9.6
<i>Blue collar staff last year</i>	54.8	53.8	54.7	56.2	56.2	57.2	56.3	56.3	55.3	54.3	55.3	55.3
<i>Total FTEs last year</i>	66.6	65.6	67.5	66.0	66.0	67.0	66.1	66.1	65.1	63.1	65.1	64.9

Ipswich Waste Services

Sick Leave:



	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	35.99	46.68	48.25	56.36	55.77	61.35	65.07	66.09	66.38	68.01	72.44	75.41	76.29
Blue collar staff	81.96	79.98	80.04	79.77	82.77	88.43	93.06	97.87	100.04	104.63	100.39	99.54	98.57

* Rolling 12 month average

Lost Time Injury Frequency Rates:

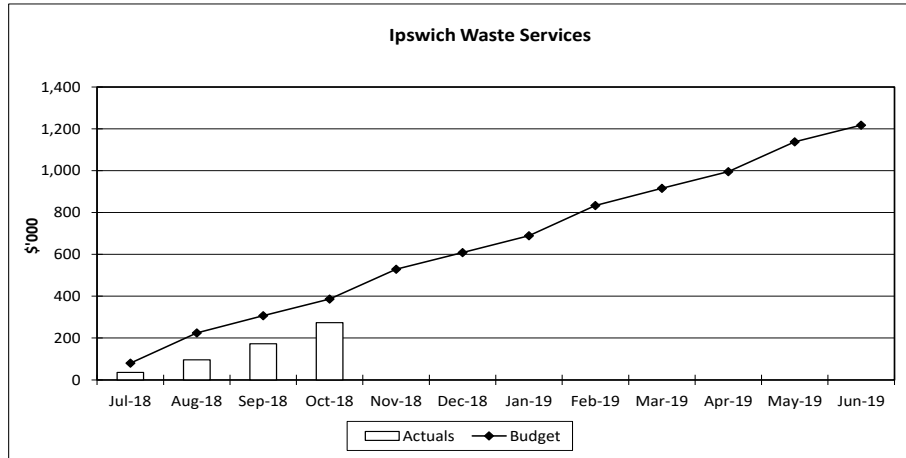
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
LTI's	0	0	0	1	0	0	0	0	0	0	0	1	0
LTIFR	0	0	0	97	0	0	0	0	0	0	0	118	0
LTIFR Rolling 12 months	0	0	0	9	9	9	9	9	9	44	9	18	18
Cumulative Days lost 12 months	0	0	0	5	5	5	5	5	5	5	5	15	23
LTISR Rolling 12 months	0	0	0	43	43	43	43	43	44	44	44	134	210

Waste Capital Expenditure by Project or Program Areas:

Ipswich Waste

Results as at 31 October 2018:

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Department Controlled	273	387	114	1,218	22%	1,218



Major Projects

Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various Projects	273	387	No budget implications.

Health, Security and Regulatory Services Department Performance Report October 2018

Revenue

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget		FY F'cast \$'000
				\$'000	% Achieved	
Department Controlled						
Utilities and Other Charges	2	64	(62)	192	1%	192
Net Rates and Utilities	2	64	(62)	192	1%	192
Town Planning Develop Fees	0	0	0	0	n/a	0
Hlth Animal Cemetery Fees	701	557	144	1,920	37%	1,920
Traffic and Reg Park Fees	658	594	64	1,820	36%	1,820
Other Fees	193	179	14	541	36%	541
Operational Grants	15	0	15	183	8%	183
Capital Grants	0	0	0	0	n/a	0
Other Revenue	23	8	15	25	92%	25
	1,592	1,402	190	4,681	34%	4,681
Corporate Controlled						
Gain on Disposal/Revaluation	0	0	0	0	n/a	0
	0	0	0	0	n/a	0
TOTAL	1,592	1,402	190	4,681	34%	4,681

Satisfactory results overall. Utilities and other charges under budget however, process to recover overgrown allotments is currently under review and will be monitored closely. Health, animal and cemetery fees are over budget due to higher than expected parking compliance and dog registration revenue.

Department Controlled Expenses

Employee Expenses

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	1,809	2,023	214	5,905	31%	5,905
Overtime	28	16	(12)	45	62%	45
Allowances	10	2	(8)	5	200%	10
Other employee costs	504	553	49	1,619	31%	1,619
Total Labour Opex + Capex	2,351	2,594	243	7,574	31%	7,579
<i>Less recovery/charge out</i>	(7)	0	7	0	n/a	0
Opex Labour before Contractors	2,344	2,594	250	7,574	31%	7,579
<i>Plus Contract Opex Labour</i>	291	103	(188)	160	182%	291
Opex Labour incl Contractors	2,635	2,697	62	7,734	34%	7,870

Satisfactory results overall.

Materials and Services (excl. Labour Contracts)

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Maintenance	6	10	4	33	18%	33
Other Services	224	230	6	657	34%	657
Service Contracts	1,150	1,491	341	4,518	25%	4,518
Other Materials and Services	155	393	238	869	18%	869
	1,535	2,124	589	6,077	25%	6,077
Other Expense Sources						
Other Expenses	27	10	(17)	21	129%	27
Internal Expenses	157	124	(33)	370	42%	370
	1,719	2,258	539	6,468	27%	6,474
TOTAL DEPARTMENT CONTROLLED	4,354	4,955	601	14,202	31%	14,344

Corporate Controlled Expenses

Depreciation	237	145	(92)	436	54%	436
Finance Costs	0	0	0	0	n/a	0
Loss on disposal assets	8	0	(8)	0	n/a	8
TOTAL CORPORATE CONTROLLED	245	145	(100)	436	56%	444

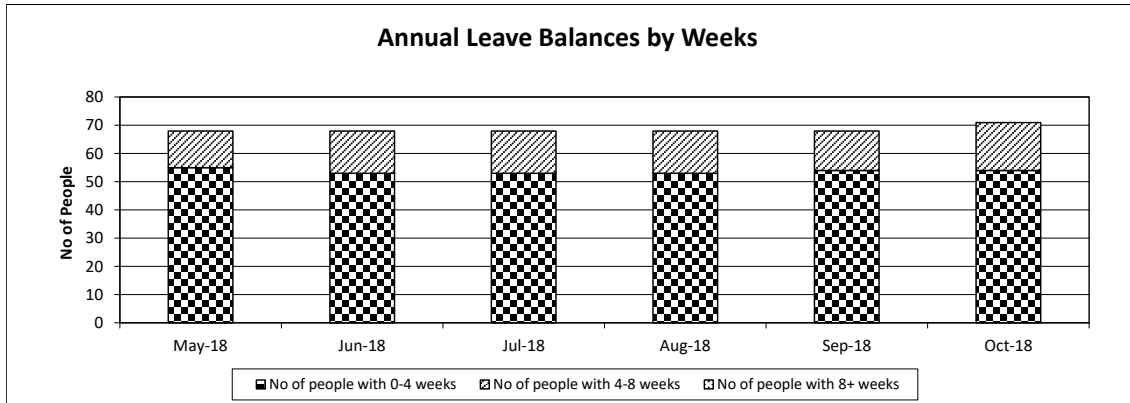
Satisfactory results overall.

Service Contracts under budget due to delay in payment to specific suppliers as agreements are currently under review. Other Materials and Services primarily under budget in Strategic Policy and Systems Branch and is being monitored.

Depreciation is over budget and will be monitored.

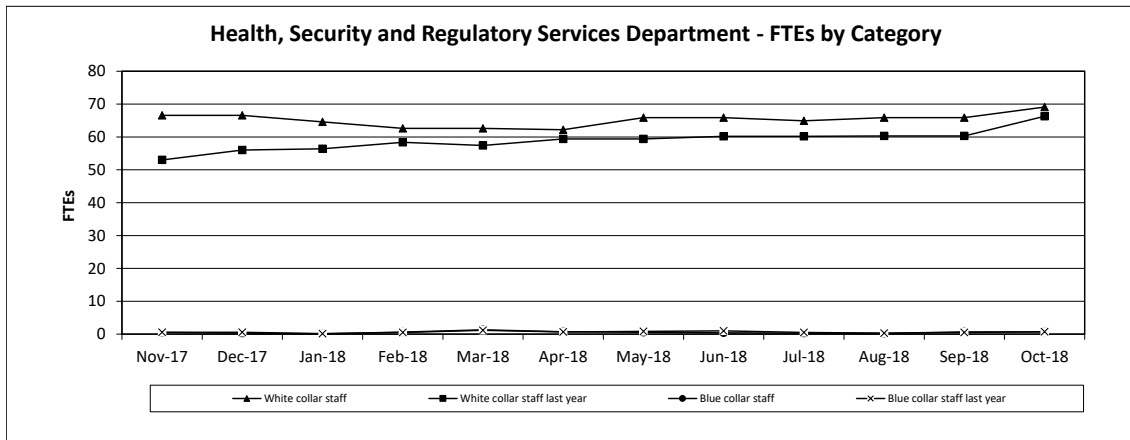
Health, Security and Regulatory Services Department

Annual Leave Balances as at pay period ended 29 October 2018:



	May-18		Jun-18		Jul-18		Aug-18		Sep-18		Oct-18	
No of people with 0-4 weeks	55	80.9%	53	77.9%	53	77.9%	53	77.9%	54	79.4%	54	76.1%
No of people with 4-8 weeks	13	19.1%	15	22.1%	15	22.1%	15	22.1%	14	20.6%	17	23.9%
No of people with 8+ weeks	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

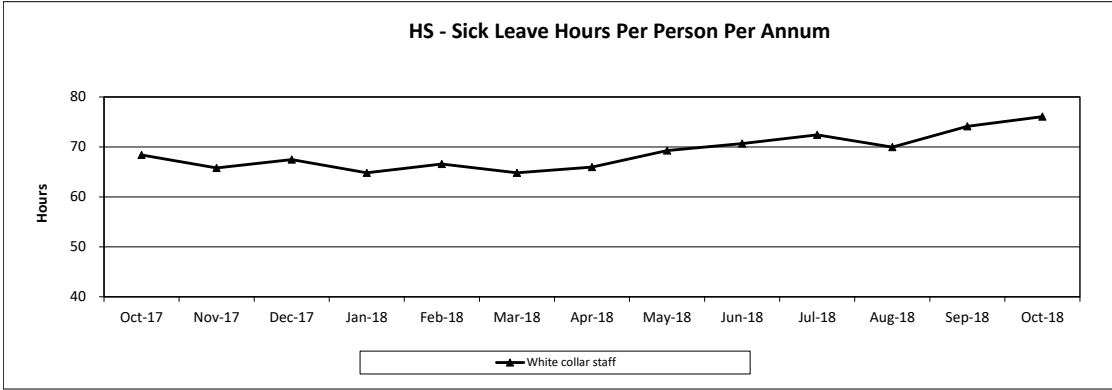
Full Time Equivalents:



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	66.6	66.6	64.6	62.6	62.6	62.2	65.9	65.9	64.9	65.9	65.9	69.1
Blue collar staff	0.5	0.3	0.1	0.6	1.3	0.7	0.6	0.4	0.3	0.2	0.7	0.7
Total	67.1	66.9	64.7	63.2	63.9	62.9	66.5	66.3	65.2	66.1	66.6	69.8
<i>Movement prior month (white collar)</i>	0.3	0.0	(2.0)	(2.0)	0.0	(0.4)	3.7	0.0	(1.0)	1.0	0.0	3.2
<i>Movement prior month (blue collar)</i>	(0.2)	(0.2)	(0.2)	0.6	0.7	(0.6)	(0.2)	(0.2)	(0.1)	(0.1)	0.4	0.0
<i>White collar staff last year</i>	53.0	56.0	56.4	58.4	57.4	59.4	59.4	60.2	60.2	60.3	60.3	66.3
<i>Blue collar staff last year</i>	0.5	0.5	0.2	0.5	1.2	0.6	0.8	1.0	0.5	0.3	0.5	0.7
<i>Total FTEs last year</i>	53.5	56.5	56.6	58.9	58.6	60.0	60.2	61.2	60.7	60.6	60.8	67.0

Health, Security and Regulatory Services Department

Sick Leave:



	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	68.39	65.81	67.48	64.82	66.57	64.82	65.96	69.27	70.69	72.40	69.94	74.13	76.06

* Rolling 12 month average

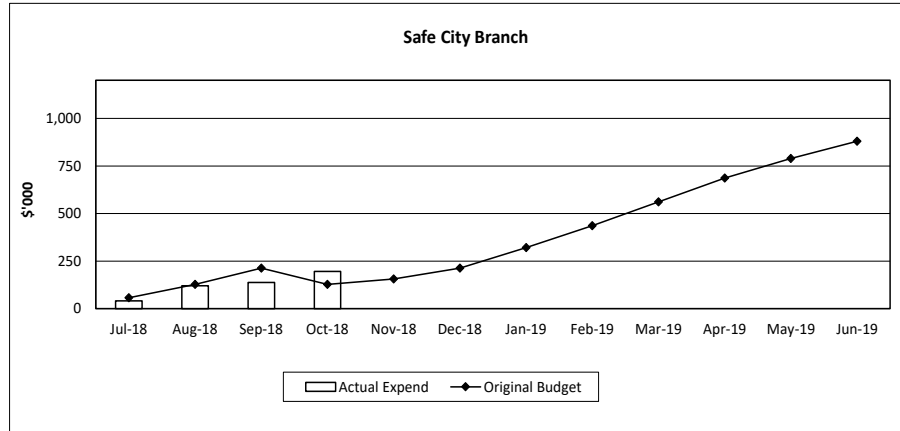
Lost Time Injury Frequency Rates:

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
LTI's	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR Rolling 12 months	10	10	10	10	10	10	0	0	0	0	0	0	0
Cumulative Days lost 12 months	9	9	15	15	15	15	6	9	6	6	6	6	0
LTISR Rolling 12 months	90	89	147	144	143	143	56	84	56	55	55	55	0

Health, Security and Regulatory Services Department

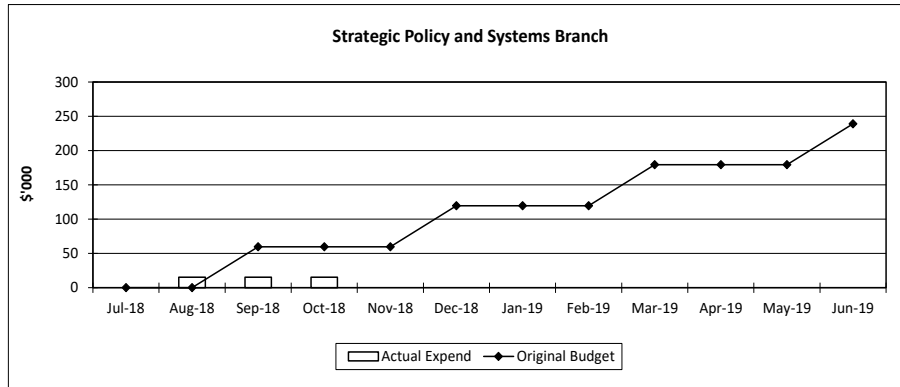
Results as at 31 October 2018:

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget \$'000	FY F'cast % Achieved	FY F'cast \$'000
Department Controlled	211	188	(23)	1,119	19%	1,119



Major Projects

Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various Projects	196	128	No budget implications.



Major Projects

Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various Projects	15	60	No budget implications.

Planning and Development Department

Performance Report

October 2018

Revenue:

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget		FY F'cast \$'000
				\$'000	% Achieved	
Department Controlled						
Town Planning Develop Fees	5,484	5,240	244	14,865	37%	14,865
Other Fees	22	20	2	41	54%	41
Govt Grant Subsidy	0	0	0	0	n/a	0
Other Revenue	22	2	20	4	n/a	22
Community Service Revenue	157	157	0	470	33%	470
	5,685	5,419	266	15,380	37%	15,398
Corporate Controlled						
Cash Contributions	0	5	(5)	5	0%	5
Interest	0	0	0	0	n/a	0
	0	5	(5)	5	0%	5
TOTAL	5,685	5,424	261	15,385	37%	15,403

Satisfactory results overall.

Department Controlled Expenses

Employee Expenses

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	2,863	3,062	199	8,931	32%	8,931
Overtime	1	9	8	25	4%	25
Allowances	3	1	(2)	3	100%	3
Other employee costs	822	867	45	2,550	32%	2,550
Total Labour Opex + Capex	3,689	3,939	250	11,509	32%	11,509
<i>Less recovery/charge out</i>	8	0	(8)	0	n/a	8
Opex Labour before Contractors	3,697	3,939	242	11,509	32%	11,517
<i>Plus Contract Opex Labour</i>	0	0	0	0	n/a	0
Opex Labour incl Contractors	3,697	3,939	242	11,509	32%	11,517

Satisfactory results overall.

Materials and Services (excl. Labour Contracts)

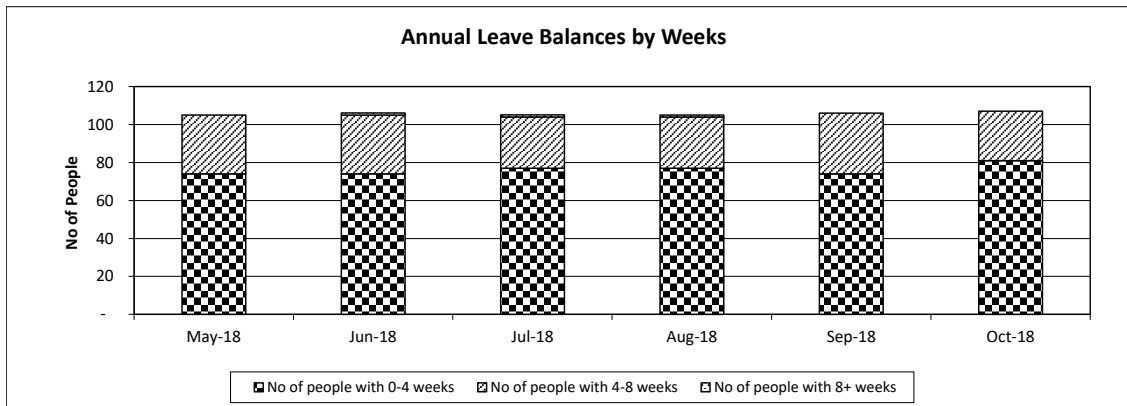
	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Legal Expenses	425	217	(208)	650	65%	650
Consultants	24	50	26	149	16%	149
Other Materials and Services	42	99	57	273	15%	273
	491	366	(125)	1,072	46%	1,072
Other Expense Sources						
Other Expenses	14	8	(6)	11	127%	14
Internal Expenses	98	96	(2)	285	34%	285
	603	470	(133)	1,368	44%	1,371
TOTAL DEPARTMENT CONTROLLED	4,300	4,409	109	12,877	33%	12,888

Corporate Controlled

Depreciation	0	0	0	1	0%	1
Finance Costs	0	0	0	0	n/a	0
TOTAL CORPORATE CONTROLLED	0	0	0	1	0%	1

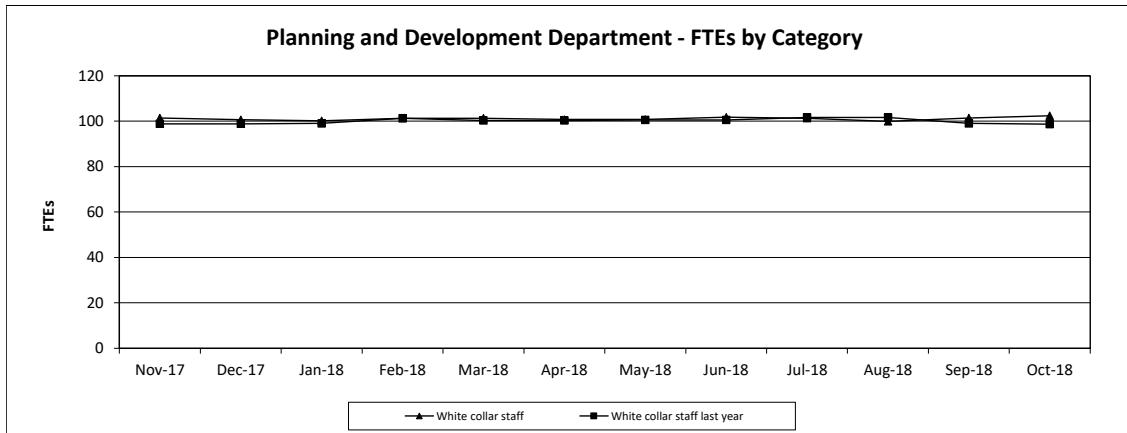
Satisfactory results overall. Legal expenses over budget due to various legal appeals and will be monitored closely.

Annual Leave Balances as at pay period ended 29 October 2018:



	May-18		Jun-18		Jul-18		Aug-18		Sep-18		Oct-18	
No of people with 0-4 weeks	74	70.5%	74	69.8%	77	73.3%	77	73.3%	74	69.8%	81	75.7%
No of people with 4-8 weeks	31	29.5%	31	29.2%	27	25.7%	27	25.7%	32	30.2%	26	24.3%
No of people with 8+ weeks	0	0.0%	1	1.0%	1	1.0%	1	1.0%	0	0.0%	0	0.0%

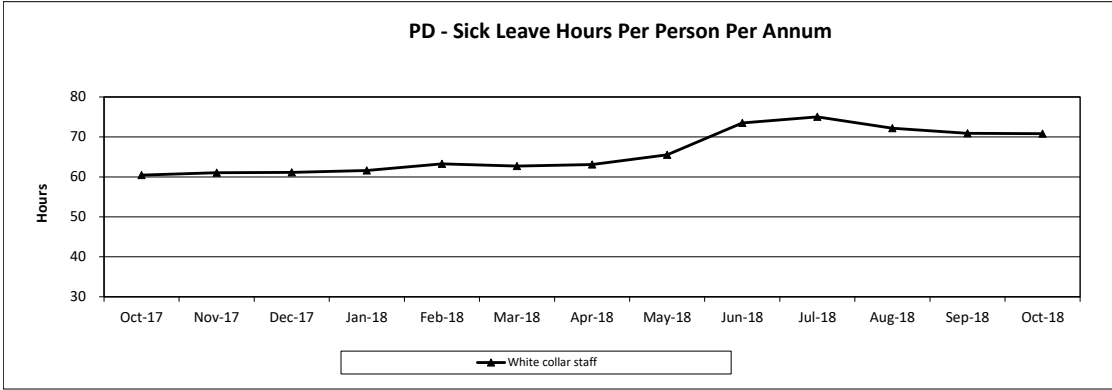
Full Time Equivalents:



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	101.4	100.6	100.1	101.3	101.3	100.7	100.7	101.7	101.3	99.9	101.4	102.4
Total	101.4	100.6	100.1	101.3	101.3	100.7	100.7	101.7	101.3	99.9	101.4	102.4
<i>Movement prior month (white collar)</i>	2.7	(0.8)	(0.5)	1.2	0.0	(0.6)	0.0	1.0	(0.4)	(1.4)	1.5	1.0
<i>White collar staff last year</i>	98.8	98.8	99.0	101.3	100.3	100.3	100.5	100.5	101.6	101.6	99.0	98.7
<i>Total FTEs last year</i>	98.8	98.8	99.0	101.3	100.3	100.3	100.5	100.5	101.6	101.6	99.0	98.7

Planning and Development Department

Sick Leave:



	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
White collar staff	60.45	61.05	61.15	61.59	63.28	62.72	63.10	65.53	73.49	75.02	72.20	70.91	70.83

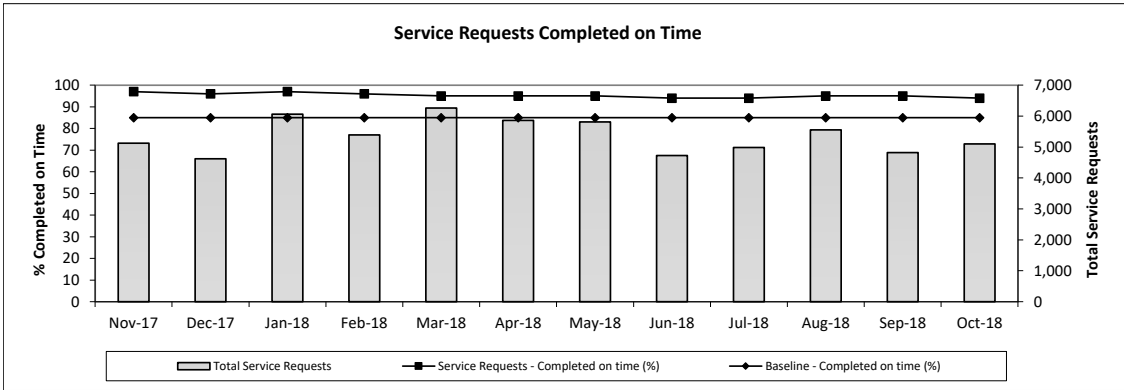
* Rolling 12 month average

Lost Time Injury Frequency Rates:

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
LTI's	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR Rolling 12 months	12	6	6	6	6	6	6	6	6	0	0	0	0
Cumulative Days lost 12 months	65	84	100	121	140	140	140	143	143	137	113	92	78
LTISR Rolling 12 months	399	514	615	741	858	866	858	879	887	849	698	570	481

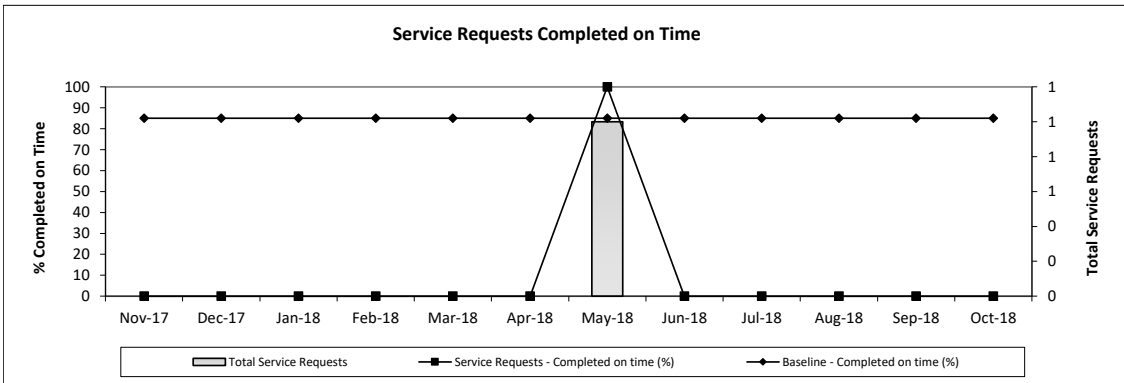
Customer Engagement System

All Council:



All Council	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Service Requests - Completed on time (%)	97	96	97	96	95	95	95	94	94	95	95	94
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	5,124	4,620	6,062	5,391	6,261	5,861	5,811	4,725	4,985	5,554	4,820	5,100

Arts, Social Development and Community Development Department:

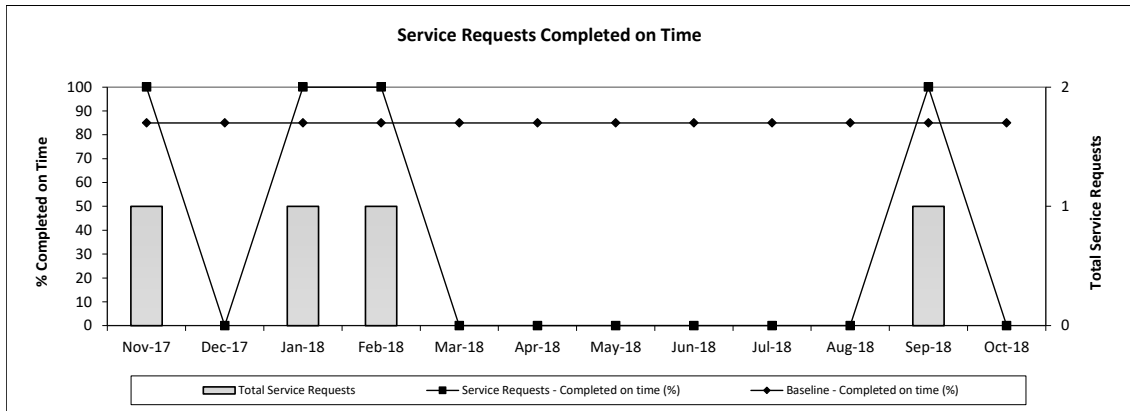


AS	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Service Requests - Completed on time (%)	0	0	0	0	0	0	100	0	0	0	0	0
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	0	0	0	0	0	0	1	0	0	0	0	0

October

No service requests received in October.

Economic Development and Marketing Department:

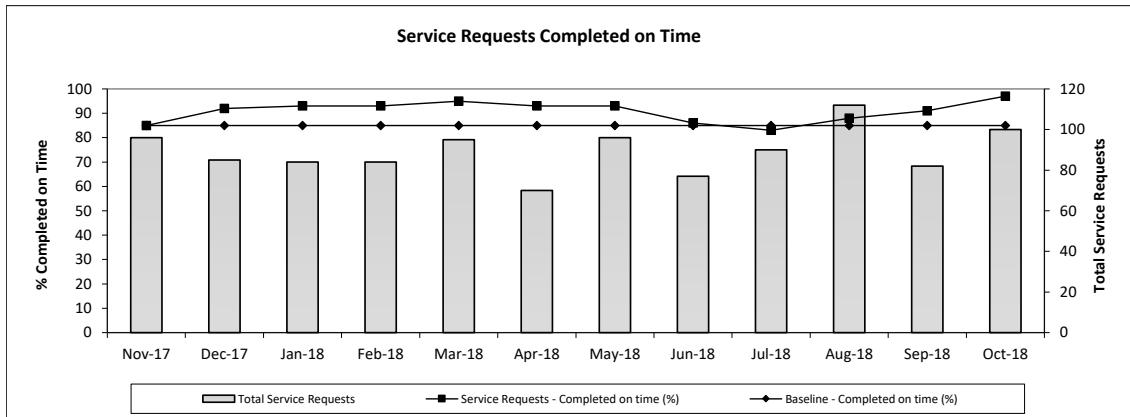


EDM	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Service Requests - Completed on time (%)	100	0	100	100	0	0	0	0	0	0	100	0
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	1	0	1	1	0	0	0	0	0	0	1	0

October

No service requests received in October.

Infrastructure Services Department:

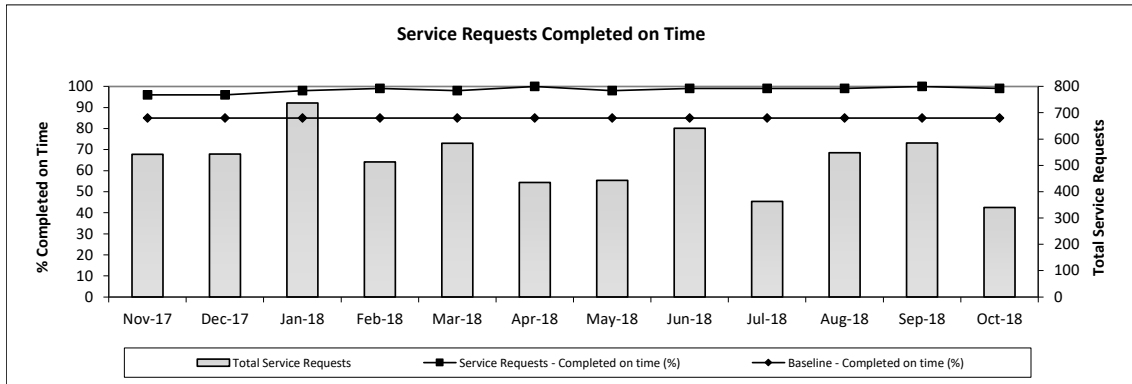


IS	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Service Requests - Completed on time (%)	85	92	93	93	95	93	93	86	83	88	91	97
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	96	85	84	84	95	70	96	77	90	112	82	100

October

The results exceed the baseline for October.

Finance and Corporate Services Department:

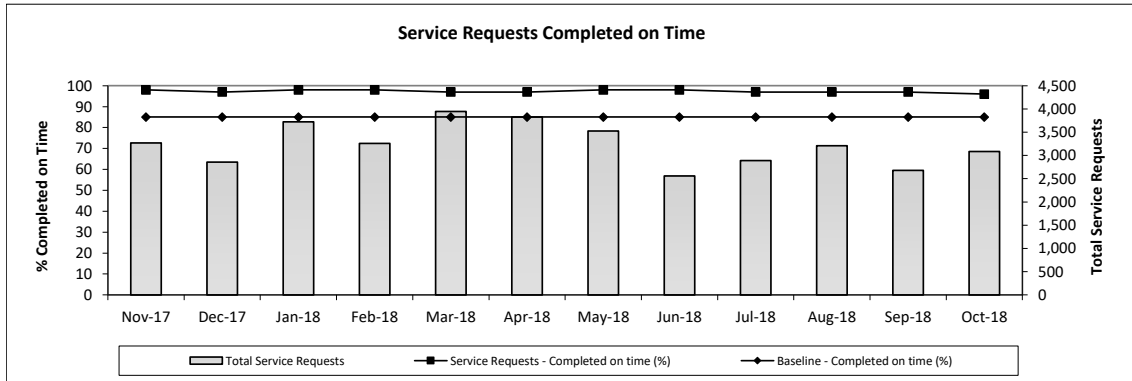


FC	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Service Requests - Completed on time (%)	96	96	98	99	98	100	98	99	99	99	100	99
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	542	543	737	513	584	435	443	641	363	548	585	340

October

The results exceed the baseline for October.

Works Parks and Recreation Department:

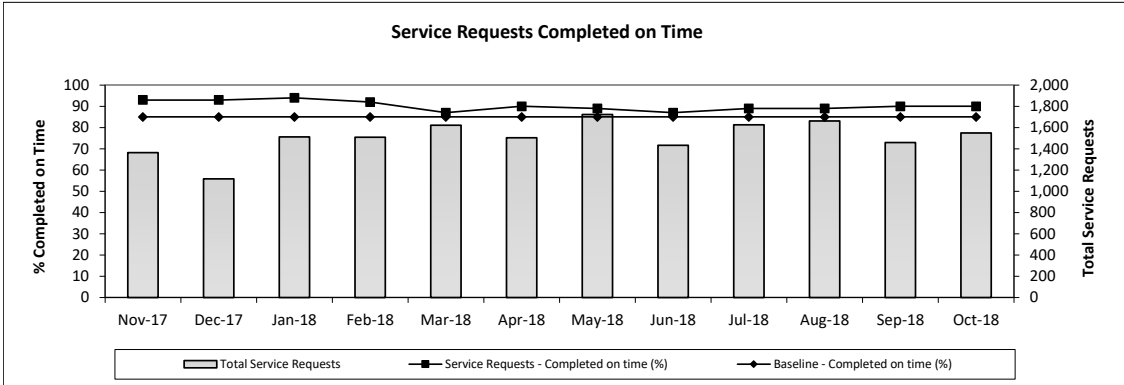


WP	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Service Requests - Completed on time (%)	98	97	98	98	97	97	98	98	97	97	97	96
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	3,269	2,857	3,723	3,259	3,946	3,827	3,526	2,559	2,890	3,209	2,679	3,085

October

The results exceed the baseline for October.

Health, Security and Regulatory Services Department:

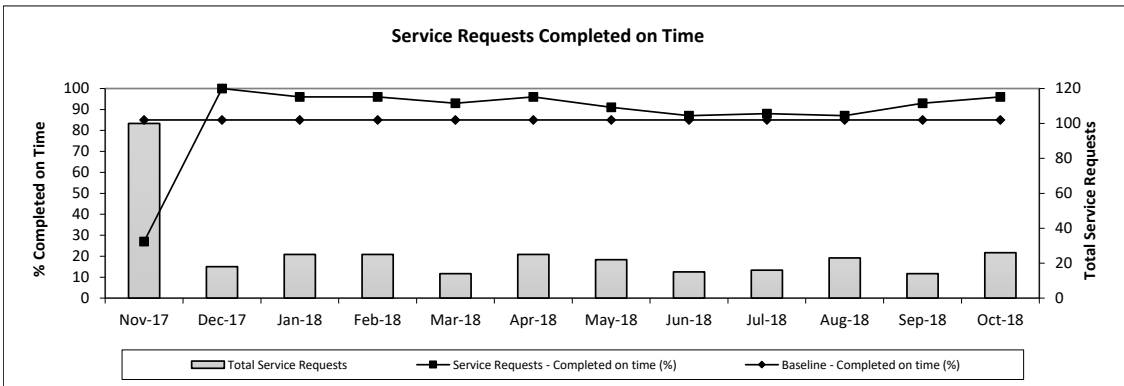


HS	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Service Requests - Completed on time (%)	93	93	94	92	87	90	89	87	89	89	90	90
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	1,364	1,117	1,512	1,509	1,622	1,504	1,723	1,433	1,626	1,662	1,459	1,549

October

The results exceed the baseline for October.

Planning and Development:



PD	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Service Requests - Completed on time (%)	27	100	96	96	93	96	91	87	88	87	93	96
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	100	18	25	25	14	25	22	15	16	23	14	26

October

The results exceed the baseline for October.

Council Environmental Performance:

Waste Generated by Council Departments (Tonnes):

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
AS													
Event Recycling	-	-	-	-	-	-	-	-	-	-	-	-	-
Depot Commercial and Industrial	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.59	0.20	0.20	0.20	0.20
Office Recycling	0.01	0.21	0.01	0.11	0.20	0.68	0.11	0.20	0.01	0.30	0.12	0.01	0.01
Office Commercial and Industrial	-	-	-	-	-	-	-	-	-	-	-	-	-
IS													
Office Recycling	-	-	-	-	-	-	-	-	-	-	-	-	-
Depot Recycling	-	-	-	-	-	-	-	-	-	-	-	-	-
Depot Construction and Demolition	-	-	-	-	-	-	-	-	-	-	-	-	-
FC													
Office Recycling	0.57	0.12	0.15	0.39	0.49	0.40	0.51	0.71	0.60	0.70	1.47	0.12	0.17
Office Waste	-	-	-	-	-	-	-	-	-	-	-	-	-
Office Commercial and Industrial	0.29	0.23	0.26	0.26	0.24	0.26	0.26	0.27	0.26	0.29	0.26	0.24	0.29
WPR													
Event Recycling	-	-	-	-	-	-	-	-	-	-	-	-	-
Depot Construction and Demolition	39.67	54.81	22.22	24.38	47.16	46.02	48.92	49.20	65.54	67.00	36.22	21.40	48.76
Depot Commercial and Industrial	20.86	17.75	17.17	18.75	16.75	20.87	17.68	20.85	19.19	18.65	18.65	14.78	18.46
Depot Recycling	4.99	4.26	7.89	11.77	5.13	3.19	4.55	9.32	10.27	8.18	6.85	3.25	5.53
Office Commercial and Industrial	9.88	9.85	9.84	10.40	9.23	9.80	8.74	10.32	9.74	8.34	9.86	8.39	9.41
Office Recycling	4.22	4.57	3.46	4.42	3.61	3.66	3.60	4.91	3.72	4.43	4.69	3.57	3.35
Timber	24.94	16.46	4.55	6.48	10.22	13.36	15.60	11.68	40.96	44.30	28.60	15.38	15.00
Metal collected from Depots	3.50	3.39	1.97	10.72	8.32	-	2.30	9.38	3.64	8.04	4.96	1.16	4.47
Community Service Obligation	-	-	-	-	-	-	-	-	-	-	-	-	-
HS													
Depot Commercial and Industrial	0.15	0.08	-	0.38	-	0.19	-	0.29	0.10	-	-	-	-
PD													
Office Recycling	-	-	-	-	-	-	-	-	-	-	-	-	-
EX													
Depot Commercial and Industrial	-	-	-	-	-	-	-	-	-	0.10	-	-	-
Total Waste	120.00	140.88	138.64	146.75	177.33	109.28	111.93	117.33	154.62	160.43	111.88	68.50	105.65

* Education Program Recycling relates to bins supplied to schools/community groups with no charge as part of the education program
 ** Operational Recycling is all recycling that is produced outside the office
 *** Operational Waste is all waste that is produced outside of the office, such as green waste and timber
 **** Public Place Recycling is recycling in a public place, such as a public pool
 *# Park Recycling is recycling from parks

Community Environmental Performance:

	Sep-15	Dec-15	Mar-16	Jun-16	Sep-16	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18	Sep-18
Total recycling rate	26.89	31.84	33.32	34.34	29.69	35.92	38.06	32.50	31.71	31.5	30.44	27.42	25.12
%	%	%	%	%	%	%	%	%	%	%	%	%	%
% Waste diverted from landfill*	32.89	49.46	45.43	49.88	41.16	51.68	56.52	45.99	42.77	48.74	36.59	37.84	37.47
*At Riverview Transfer Station													

Governance Committee	
Mtg Date: 27.11.18	OAR: YES
Authorisation: Jeff Keech	

14 November 2018

MEMORANDUM

TO: ACTING CHIEF OPERATING OFFICER (FINANCE AND CORPORATE SERVICES)

FROM: STRATEGIC CLIENT OFFICE MANAGER

RE: CUSTOMER SERVICE ACTIVITIES STATUS REPORT – OCTOBER 2018

INTRODUCTION:

This is a report by the Strategic Client Office Manager dated 14 November 2018 concerning customer service delivery activities for the period 1 October to 31 October 2018.

SERVICE LEVELS:

October had the maximum possible 22 business days this year given the public holiday on the first Monday of the month. This helped keep call volumes for the month nominally high.

	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>
<u>2016</u>	16,139	14,089	14,583	17,339	15,198	16,649	16,266	14,682
<u>2017</u>	17,616	12,568	16,129	18,767	15,743	18,039	14,352	14,394
<u>2018</u>	15,169	13,971	14,932	16,218	14,767	16,367	12,773	14,750

Rate notices were issued on time and lodged with Australia Post for distribution on 12 October 2018 or prepared as an eNotice for distribution by email. Due Date for payment is 15 November 2018. The rate notice production, printing and distribution went smoothly.

Recovery activity to prompt payment of outstanding rates will wind down from 14 December 2018 and resume in January 2019.

The following table describes the contracted service level targets:

Name	Service Description	Minimum Level	Bonus Level	Aug 18	Sept 18	Oct 18
First Point of Contact Resolution (FPOCR)	The percentage of customer enquiries that are resolved at the first point of contact, regardless of channel used (phone, counter, email, internet, etc.)	75%	80%	92%	92%	92%
Grade of Service - Phone (GoS)	The percentage of customer calls that are answered within 20 seconds.	80%	(Level 1) 83% (Level 2) 85%	86%	88%	85.15%
Grade of Service - Phone (GoS)	The percentage of customer calls that are answered within 60 seconds.	90%	92%	94%	95%	93%
Rates Arrears	The percentage of rates notices that are not in arrears compared to total rates notices produced.	98%	98.15%	97.75%	97.81%	97.81%
Processing time for customer requests	The time to process a customer request from receiving a CES CRM service request compared to Council corporate standard time frames. % Requests completed within corporate standard timeframes.	80%	95%	99%	100%	99.7%
Processing of all incoming mail	The percentage of applicable and relevant daily incoming mail that is scanned registered and tasked within the first Business Day of receipt.	80%	98%	100%	100%	99.9%
Processing of incoming emails	The percentage of incoming emails received that are registered and tasked, responded to, or identified as junk by midnight of the first business day of receipt.	80%	98%	99%	100%	99.9%
Lodgement of P&D applications	The percentage of P&D applications that are lodged, registered, payments assessed and received and prepared as a digital file for planning assessment within 24 hours of receipt (business days).	To be determined	To be determined	NA	NA	NA

Out of Hours Call Centre Services

<u>Name</u>	<u>Service Description</u>	<u>Minimum Level</u>	<u>Aug 18</u>	<u>Sept 18</u>	<u>Oct 18</u>
Grade of Service	The percentage of customer calls that are answered within 30 seconds.	80%	91%	91%	88%
Call Volumes			883	850	1028

There is no bonus service level applicable to out of hours.

FINANCIAL IMPLICATIONS:

There are no financial implications associated with this report.

RECOMMENDATION:

That the report be received and the contents noted.

Richard Bennett
STRATEGIC CLIENT OFFICE MANAGER

I concur with the recommendation contained in this report.

Jeff Keech
ACTING CHIEF OPERATING OFFICER (FINANCE AND CORPORATE SERVICES)

Governance Committee	
Mtg Date: 27.11.18	OAR: YES
Authorisation: Charlie Dill	

16 November 2018

MEMORANDUM

TO: INTERIM ADMINISTRATOR

FROM: ACTING CHIEF EXECUTIVE OFFICER

RE: FINANCIAL DELEGATIONS EXERCISED – NOVEMBER 2018

INTRODUCTION:

This is a report by the Acting Chief Executive Officer dated 16 November 2018 providing a list of financial delegations exercised by the Acting Chief Executive as per Council resolutions.

Attachments

Name of Attachment	Attachment
Attachment A – CEO delegations exercised under Council resolution – November 2018	Attachment A

RECOMMENDATION:

That the report providing a list of financial delegations exercised by the Acting Chief Executive Officer for the month of November 2018 be received and noted.

Charlie Dill
ACTING CHIEF EXECUTIVE OFFICER

ATTACHMENT A

Council Resolution Date	Committee Name	Report Precis	Recommendations	Comments												
3/27/2018	CMFCE Ctee	9. DECLARATION OF SURPLUS PROPERTY AND SALE OF LAND DESCRIBED AS SUBTERRANEAN LOT 3 RP 221998 AND SUBTERRANEAN LOT 5 RP 221999 – DIVISION 2	<p>A. That Council declare Subterranean Lot 3 RP221998 and Subterranean Lot 5 RP221999 as being surplus to Council’s future requirements.</p> <p>B. That Council resolve pursuant to section 236(2) of the Local Government Regulation 2012 (the Regulation) that the exception referred to in section 236(1)(b)(i) of the Regulation applies to the disposal of the freehold interest in the Land described as Subterranean Lot 3 RP221998 and Subterranean Lot 5 RP221999 (“the Land”) to the State of Queensland, represented by the Department of State Development, Manufacturing, Infrastructure and Planning.</p> <p>C. That Council enter into a contract of sale with the State of Queensland, represented by the Department of State Development, Manufacturing, Infrastructure and Planning to dispose of the freehold interest in the Land described as Subterranean Lot 3 RP221998 and Subterranean Lot 5 RP221999, as detailed in the report by the Development and Relationship Manager dated 6 March 2018.</p> <p>D. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the proposed sale as detailed in recommendations B and C of the report by the Development and Relationship Manager dated 6 March 2018, and to do any other acts necessary to implement Council’s decision to dispose of this land in accordance with section 13(3) of the Local Government Act 2009</p>	06.11.2018 - Contract signed by CEO.												
10/16/2018	WPS	4. TENDER 12310 – THE PROVISION OF LINE MARKING SERVICES	<p>That the Interim Administrator of Ipswich City Council resolve</p> <p>A. That, in accordance with s233 of the Local Government Regulation 2012, Council approve the Preferred Supplier Arrangement for the Provision of Longitudinal and Graphic Line Marking Services</p> <p>B. That Council resolve it is satisfied that it will obtain better value for money from entering into a Preferred Supplier Arrangement for a term of more than two (2) years as the preparation and evaluation of invitations every time line marking services were required would be costly</p> <p>C. That Council enter into a contract for the provision of Longitudinal and Field Marking services with the suppliers listed below for a period of three (3) years two (2) years with the option to extend a further two (2), one (1) year periods</p> <table border="0"> <tr> <td>Contractor</td> <td>Portion</td> </tr> <tr> <td>Allstate Linemarking Services Pty Ltd</td> <td>Category 1</td> </tr> <tr> <td>Gumbay Holdings Pty Ltd t/a Avante Linemarking</td> <td>Category 1</td> </tr> <tr> <td>Allstate Linemarking Services Pty Ltd</td> <td>Category 2</td> </tr> <tr> <td>MP Lines and Signs Pty. Ltd</td> <td>Category 2</td> </tr> <tr> <td>Bananamark</td> <td>Category 3</td> </tr> </table> <p>D. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the contract to be executed by Council and to do any other acts necessary to implement Council’s decision</p>	Contractor	Portion	Allstate Linemarking Services Pty Ltd	Category 1	Gumbay Holdings Pty Ltd t/a Avante Linemarking	Category 1	Allstate Linemarking Services Pty Ltd	Category 2	MP Lines and Signs Pty. Ltd	Category 2	Bananamark	Category 3	06.11.2018 - Contract signed by CEO.
Contractor	Portion															
Allstate Linemarking Services Pty Ltd	Category 1															
Gumbay Holdings Pty Ltd t/a Avante Linemarking	Category 1															
Allstate Linemarking Services Pty Ltd	Category 2															
MP Lines and Signs Pty. Ltd	Category 2															
Bananamark	Category 3															

Council Resolution Date	Committee Name	Report Precis	Recommendations	Comments
10/16/2018	WPS	3. DELEGATION TO CHIEF EXECUTIVE OFFICER TO ENTER INTO CONTRACT FOR COUNCIL TENDER 12653 – REFURBISHMENT OF LEVELS 1, 2 AND 4 OF 143 BRISBANE STREET, IPSWICH	<p>That the Interim Administrator of Ipswich City Council resolve</p> <p>That pursuant to section 257(1) of the Local Government Act 2009, Council delegate to the Chief Executive Officer, the power to exercise the powers of Council under Chapter 6 (Contracting) of the Local Government Regulation 2012 in its capacity as a local government.</p> <p>Conditions</p> <p>This delegation is subject to the following conditions</p> <ol style="list-style-type: none"> 1. This delegation does not authorise the Chief Executive Officer to exercise the powers under the Local Government Act 2009 if the Local Government Act 2009 provides that the power must be exercised by resolution 2. Whenever this power is exercised, a record of the exercise shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer. 3. The recommendation in relation to the successful tender must be presented to Council at the first available meeting of Council, for Council’s noting 4. The Chief Executive Officer may only exercise the powers granted under this delegation in relation to 12653 Refurbishment of Levels 1, 2 and 4 of 143 Brisbane Street, Ipswich 5. This delegation expires on completion of the Contract <p>The Interim Administrator noted that this proposal is an integral component of the central business district redevelopment strategy currently being considered by council and that, as time is of the essence, delegation to the Chief Executive Officer in this instance would be appropriate</p>	06.11.2018 - Contract signed by CEO.
10/16/2018	I&EM	2. CONTRACT AWARD – NO. 11213 – BLACKSTONE AND SOUTH STATION ROAD, SILKSTONE – INTERSECTION UPGRADE PROJECT	<p>That the Interim Administrator of Ipswich City Council resolve</p> <ol style="list-style-type: none"> A. That Tender No. 11213 Blackstone and South Station Road, Silkstone Intersection Upgrade Project be awarded to the preferred contractor under an AS2124 Lump Sum Contract B. That Council enter into a Lump Sum Contract with the preferred contractor for the Blackstone and South Station Road, Silkstone Intersection Upgrade Project for the sum of two million eight hundred and eighty-two thousand, four hundred and thirty-nine dollars and forty-seven cents (excluding GST) (\$2,882,439.47) for the proposed works as specified in the project documentation C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the contract to be executed by Council and to do any other acts necessary to implement Council’s decision in accordance with section 13(3) of the Local Government Act 2009. 	12.11.2018 - Contract signed by CEO.

EMPLOYEE DEVELOPMENT ADVISORY COMMITTEE NO. 2018(06)

20 NOVEMBER 2018

REPORT

MEMBER'S ATTENDANCE: Interim Administrator (Greg Chemello), Organisational Development Manager (Maria Pawluczyk), Staffing and Remuneration Manager (Julie Battelley), Member of Ipswich City Council Social Club (Matt Lennon), Employee Representative (Kristin Peasey), Employee Representative (Jason Claassen), Employee Representative (Gareth Lewis) Employee Representative (Jane Pinder), Employee Representative (Neville Lehmann), President of Ipswich City Council Social Club (Tia Prasser), Employee Representative (Karin Hall)

MEMBER'S APOLOGIES: Acting Chief Executive Officer (Charlie Dill), Acting Chief Operating Officer (Jeff Keech) and Employee Representative (Tanya Appleton)

1. **REPORT – EMPLOYEE DEVELOPMENT ADVISORY COMMITTEE NO. 2018(06) OF 2 OCTOBER 2018**

With reference to a report by the previous Employee Development Advisory Committee No. 2018(06) of 2 October 2018 and an extract of the Council Ordinary Meeting held on 16 October 2018.

RECOMMENDATION

That the report be received and the contents noted.

2. **EMPLOYEE DEVELOPMENT ADVISORY COMMITTEE CHARTER AND TERMS OF REFERENCE REVIEW**

With reference to a report by the Organisational Development Manager (ODM) dated 8 November 2018 concerning a review of the Employee Development Advisory Committee (EDAC) Charter and Terms of Reference.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That the Employee Development Advisory Committee members seek feedback from colleagues throughout Council in relation to the committee's charter and terms of reference as outlined in Attachments A and B.
- B. That the Employee Development Advisory Committee members provide the feedback in written form using the feedback form provided at Attachment C, to the Organisational Development Manager by Friday, 30 November 2018.
- C. That the Organisational Development Manager provide a written report to the next committee meeting, with recommendations to update the Employee Development Advisory Committee Charter and Terms of Reference based on the feedback received.

The Interim Administrator discussed with the committee members any issues that should be deemed out of scope for the Terms of Reference such as Enterprise Bargaining Agreement, performance reviews and workplace, health and safety matters as these matters report to council through other avenues. After discussion it was agreed that the Organisational Development Manager would revise the feedback form to capture matters that were in-scope and out of scope prior to sending to staff.

Discussion was also held around employee representatives on the committee and the fact that new nominations were due to be called in April this year. It was agreed that this would be discussed at the next meeting once feedback had been received and incorporated into a draft Terms of Reference for the committee's consideration.

The Interim Administrator also discussed with the committee the proposal for a renewed Employee Development Advisory Committee comprising of employees only (ie. no councillors) and it was agreed that this would commence after the next meeting scheduled for February 2019.

3. UPDATE ON REVIEW OF IPSWICH CITY COUNCIL CORPORATE UNIFORM

With reference to a verbal report by the Staffing and Remuneration Manager providing an update on the review of Council's Corporate Uniform range as discussed at the previous meeting.

The Staffing and Remuneration Manager advised that a notice was placed on The Wire inviting employees to provide feedback on the working group reviewing the non-compulsory corporate uniform range. The working group included a representative from procurement who organised for Total Work Wear to provide catalogues and uniform samples. As a result a Uniform Survey (for the non-compulsory corporate uniform) will be sent to staff for feedback.

Employee Representative (Karin Hall) queried whether there would be a review of the field staff uniforms, particularly around the range available for women.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That the President of the Ipswich City Council Social Club organise for the uniform surveys to be sent to staff.
 - B. That the Staffing and Remuneration Manager advise the relevant parties of the outcome and provide a report to the next meeting of the Employee Development Advisory Committee.
 - C. That the President of the Ipswich City Council Social Club investigate a possible review of the field staff uniforms and provide feedback to the next meeting.
-

4. COMPETENCY BASED SYSTEM FOR POSITION DESCRIPTIONS

With reference to a verbal report by Employee Representative (Neville Lehmann) regarding the competency based system for field staff proposed to be adopted prior to the end of 2018.

The Interim Administrator advised that he was aware of the issue and that consideration was being given by council management to an improved system.

5. COUNCIL INFORMATION SESSIONS

The Interim Administrator advised that he and the Interim Management Committee are proposing more whole of staff information sessions prior to the end of the year. The focus of the sessions would be to help to inform staff of what the focus will be in 2019; including the transformational projects that have been identified by staff.

6. MERGING OF DEPARTMENTS

Employee Representative (Neville Lehmann) queried whether Council was investigating the possibility of merging the Works, Parks and Recreation and Infrastructure Services external work crews.

The Interim Administrator advised that this matter has been discussed but is a matter for the new Chief Executive Officer to consider next year as part of any overall review of council organisational structure, if considered by the Chief Executive Officer to be appropriate.

7. SPECIFIED DISCIPLINE ONBOARDING KITS

Member of Ipswich City Council Social Club (Matt Lennon) queried whether there was any proposal for creating specific discipline on-boarding kits for specialised areas such as engineers to enable a better understanding of where standard drawings etc. are to be accessed.

The Organisational Development Manager advised that this was identified as the role of the on-boarding buddies but to date there had been no decision on this matter.

PROCEDURAL MOTIONS AND FORMAL MATTERS

The meeting opened at 12.12 pm.

The meeting closed at 12.45 pm
