

CORPORATE SERVICES HIGHLIGHTS AND SIGNIFICANT ISSUES REPORT – MONTH ENDING AUGUST 2010

Author: DIRECTOR CORPORATE SERVICES

Purpose

To review the Corporate Services Department Highlights and Significant Issues for the month ending 31 August 2010.

Background and Discussion

Highlights and Significant Issues for period are as follows: -

DIRECTOR CORPORATE SERVICES

CORPORATE SERVICES MANAGEMENT

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| ▪ Alliance meeting |
| ▪ Audit Committee Meeting |
| ▪ Long Term Financial Plan Review - Continuing |
| ▪ Alliance Reenergising workshop |
| ▪ WH&S Peak Committee Meeting |
| ▪ Sustainable Futures Meeting |
| ▪ Various Project Meetings |

WORKPLACE CONSULTATIVE COMMITTEE

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| ▪ Tai Chi and Boot Camp Sessions have commenced with great success. |
| ▪ Preparation for Health Expo to be held on 9 September is progressing. |

EXECUTIVE MANAGEMENT- GOVERNANCE GROUP

GOVERNANCE

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| ▪ Local Laws Review ongoing. |
| ▪ Community Plan consultancy EOI released. |
| ▪ 2 nd meeting of Enterprise Risk Management Committee. |
| ▪ Review of new Local Government legislation. |

ASSET MANAGEMENT

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| ▪ Asset Management Software Analysis nearing completion. |
| ▪ 2009/2010 Financial Statement preparation. |

INTERNAL AUDIT

- Internal Audit Program ongoing.

FINANCIAL SERVICES

- Preparation of Financial Statements.
- Preparation of Borrowing Application.
- Preparation of Carryover document.
- Commenced Water Meter Reads.
- Issue of Rates notices.

EXECUTIVE MANAGEMENT – ADMINISTRATION SERVICES

ADMINISTRATION

- The July meeting of the Pioneer River Improvement Trust saw the resignation of Chair Mr David Price, who tendered his resignation effective 31st July 2010 due to relocation out of the Mackay area.
- Executive Manager Administration, along with Director Community Services and Julie Boyd (Chair of the Mackay Regional Housing Company) met with the Executive Director Social Housing Programs – Department of Communities and other Department reps in Brisbane on Friday 23rd July 2010. The meeting was to progress Housing Company issues, as well and confirm the Departments views on transfer of Council housing stock. Council briefing to be presented regarding advices.
- The Mackay Regional Housing Company’s new Chief Executive Officer, Jennifer Emmett, commenced in her new role on Monday 16th August 2010. Currently working from the Council Administration Building, however a new premises for the Company is expected to be secured shortly.
- A number of Council major projects have developed during the month, with specific reports provided to Council’s Corporate Projects Committee.
- **Grants applied for on behalf of Council –**
 - Four (4) grant applications were submitted under the Dept of Community Safety/EMQ Natural Disaster Resilience Program (NDRP) Round 2:-
 - PRIT North Mackay Levee Stage 1B/2 (final stage);
 - Purchase of generators for administration building;
 - Purchase of generators for new depot; and
 - Tropical Cyclone, Storm Surge & Wave Impact Study.
- **Grants advised as successful during month –**
 - National Water Commission – Raising National Water Standards - Baker’s Creek Managed Aquifer Recharge feasibility study.

CUSTOMER SERVICE

- A review of Council's General Complaints Policy is underway to ensure that the policy meets the requirements of the Local Government Act (2009) and is formatted in accordance with the new policy template developed by Governance. The LGAQ is providing guidance as to where the Policy needs to be updated.
- Deaf Awareness training rescheduled to 28 & 29 September.
- All Fact Sheets and Forms on the Intranet have been updated to reflect the 2010-11 Fees & Charges.
- Rates refresher training for all affected Customer Services staff was conducted during early August. The biannual rating period has been successfully negotiated by staff.
- Call centre upgrade scheduled for week beginning 20 September.
- In the process of developing a facility on MiSite to simplify the process of taking appointments for asbestos disposal.
- On-going review and update of Announcements, Forms, Facts Sheets and Procedures
- In the process of arranging specialised ergonomic training for all staff to reduce the risk of OH&S injury.

INFORMATION SERVICES

- BA has presented user requirements documents to Director Corporate Services for signoff to commence the council chambers and meeting rooms no cords wireless project . BA has commenced the mobile computing user requirements and will deliver the requirement outcomes and pilot information end of October.
- Specialised training to occur in report writing organised through Database team as well as specialised pathway consultant to work with teams in ensuring better use of pathway and workflows during September.
- GIS team have commenced ARCFM project.
- Helpdesk team are working on clearing backlog of jobs now fully staffed and implementing automatic processes and procedures to ensure best working practice.
- Service Level reviews are underway and nearing completion for all teams in IS.
- Video conference is up and running and looking to expand to other areas of Council.
- eTimesheets is nearing finalisation and pilot testing has proven successful.
- Strategic Plan launch and team building day was successful and now administrators and supervisors are working closely with IS Manager in developing the program of works to be delivered end of October.
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- Testing of Guardian emergency system occurred in August with Phase 2 occurring in September.

PROCUREMENT & PLANT

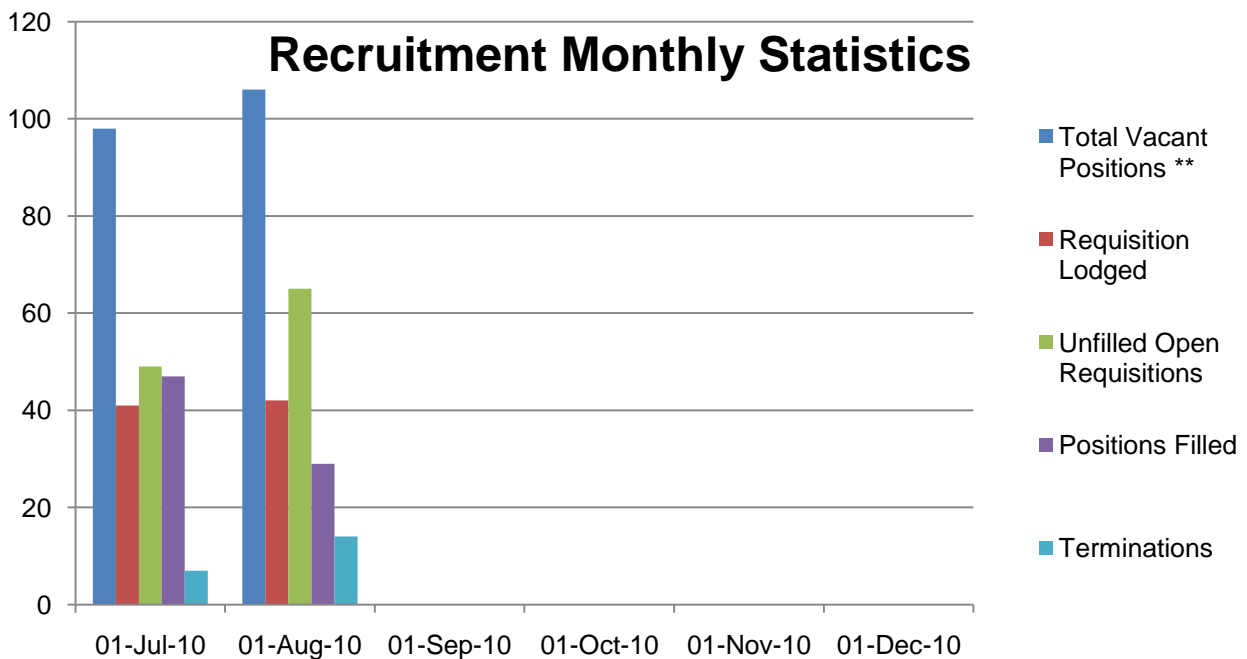
- Annual Corporate Uniform issue sessions held with over 70% of supplied to staff.
- Manager attended the Queensland Supply Chain Logistics Conference in Brisbane. All costs to attend the conference were sponsored by The Society for Supply Chain Professionals.
- Contracts staff have issued the first Flood 2009 package.
- The introduction of processes to ensure compliance with section 186 of the Local Government (Finance, Plans and Reporting) Regulation 2010, reporting obligation for contracts over \$100,000 completed.

HUMAN RESOURCES

Recruitment

Monthly Statistics		
Total Vacant Positions **	106	
Requisition Lodged	42	
Unfilled Open Requisitions	65	
Positions Filled	29	
Terminations	14	

** Total vacant positions includes positions vacant due to leave such as Maternity Leave



Learning and Development

General Training

- 22 attendances at various conferences, including:
 - Addressing Access in Parks and Outdoor Spaces
 - Australian CIO Business and Technology Integration Summit
 - Asset Accounting and Management
 - Changes to Employer Sponsored Visa Program Information Session
 - Dataworks User Group Meeting
 - Employment Law Conference

- Integrate
- LGMA National Congress Annual Conference
- Pest Management Symposium Queensland
- Project Team Meeting for Safeplan Integration
- Propellor Program
- Queensland Government Risk Management Focus Group
- Regional Arts Australia National Conference

▪ Computer Training – 11 attendees

▪ WH&S and Corporate Inductions – 12 attendees

▪ Bedford Road Depot Induction – 1 attendees

▪ Harassment and Discrimination – 9 attendees

▪ Standard Operating Procedure Training – 49 attendees

▪ Grader Operating Training – 3 attendees

▪ Pool Lifeguard Training – 12 attendees

Mandatory Training

▪ Apply First Aid – 12 attendees

▪ CPR – 12 attendees

▪ Chief Warden Training – 12 attendees

▪ Confined Space – 12 attendees

▪ Fire Extinguisher Training – 14 attendees

▪ MUTCD Level 1 – 42 attendees

▪ Rehabilitation Coordinator Recertification – 1 attendee

Work Experience

- 9 work experience students were placed during the month of August 2010, in Programs including the Sarina Library, Procurement and Plant, Artspace, Technical Services, Corporate Communications and Mackay City Library.

Trainees and Apprentices

- Advice received from LGAQ that Mackay Regional Council has been successful in securing funding for its budgeted Trainee positions. Advertising is proposed to commence late in 2010.

- Preparations underway to deliver “Applying and Interviewing for a Job” training to existing Trainees and Apprentices in September 2010.

General Learning and Development

- Workshop for the Mentoring Program was held on 30 August 2010, where mentors and mentees were provided with additional tools to use through their mentoring relationship, as well as the opportunity for participants to provide feedback to be used in preparation for future programs.

General Human Resources

- 2 WHSO Positions – One WHSO position has been filled with shortlisting currently being carried out for the remaining position;
- E.A. Discussions – Proposed discussion information in relation to E.A. Discussions have been distributed to the Management Forum to initiate preliminary negotiation discussion for the upcoming E.A. Negotiations.

Workplace Health & Safety

- Management of 24 workers compensation claims and non-work related return to work programs for staff, includes 18 new claims with 6 claims being finalised.
- 55 incident reports received, recorded and distributed for comment (51 staff, 4 non Staff).
- Review and feedback on 3 contractors (construction) Safety Management Plans.
- Provided 74 WH&S Inductions, 13 Staff, 52 Contractors and 9 Work Experience.
- Council undertook 3 notifications to WH&S Queensland regarding workplace injuries, related incident investigations were commenced.
- Provided Take 5 session on Work related and Non Work related injury management to 70 ES Parks and Environment and 24 Water and Waste Services staff.
- Participated in 4 Worksite Hazard inspections in the, ES Construction, ES Parks & Environment and Customer Services workgroups.

CORPORATE COMMUNICATIONS

- Winner of National and Queensland award for Bluewater Trail in the Heart Foundation Local Government awards – submission compiled by Corporate Communications
- Finalised promotion of Bluewater Trail Get Dad Active promotion – held Sept 5
- Designed and printed Bluewater Trail DL brochure
- Finalised designs of Bluewater Trail direction signage with Danthonia Designs
- Collation of content underway for 2009-2010 Annual Report
- Television advertising campaign for Rates @ Work – explain what you get for \$50 a week
- Television campaign finalised for In the City for Spring – commenced September
- Coordinated launch of All Abilities playground at Iluka Park with Dept of Communities
- Coordinated Mayor's Taxi Ambassador afternoon tea function at Botanic Gardens
- Issued over 50 News releases for the month, including promotion of Blacks Beach Spit preservation, Planning initiatives, water shutdown, LGAQ conference and Customer Service 10 year celebration
- **Website**
 - 20 per cent jump in traffic from Aug 2009 to Aug 2010
 - Increase in unique visitors to 38,079 – a 7 per cent jump from previous month
 - 1.5 million hits for the month of August
 - Steady growth in e-Newsletters for most areas – strong growth in Artspace, Botanic Gardens and Library – more promotion required to increase take up rate



Illuka Park All-abilities playground launch

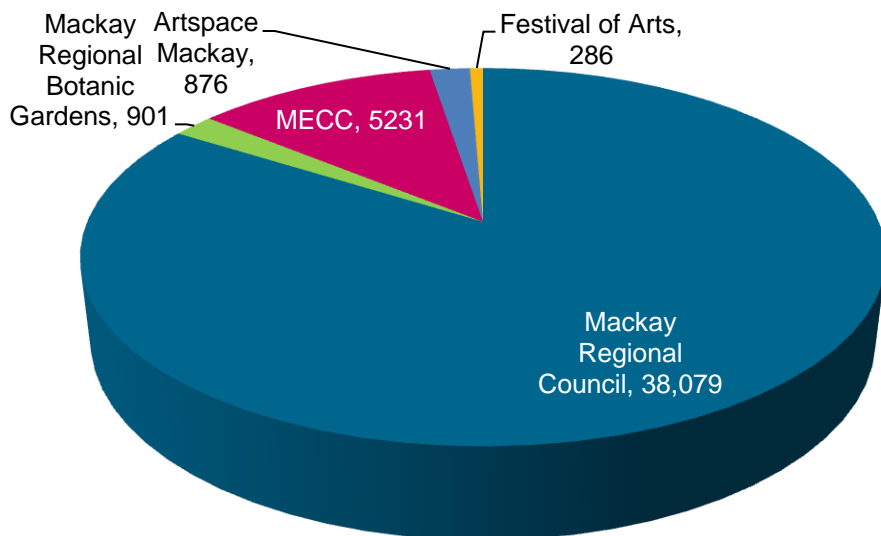


Heart Foundation National Award



Table: Website traffic from Jan – Aug 2010

Table below – breakdown of web traffic for August 2010



CRITICAL ACTIVITIES PROPOSED FOR THE FOLLOWING MONTH
▪ Ten Year Strategic Financial Plan Review Continuing
▪ 30 June 2010 Financial Statements
▪ Service Level Reviews - Progress

Consultation

Corporate Services Management Team.

Resource Implications

Nil.

Conclusion

Programs are largely in line with Operating Plans and Budgets for the second month period to 31 August 2010.

Officer Recommendation

THAT this report be received.