

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

Author: DIRECTOR CORPORATE SERVICES

Purpose

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

Background and Discussion

Highlights and Significant Issues for period are as follows: -

DIRECTOR CORPORATE SERVICES

CORPORATE SERVICES MANAGEMENT

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| ▪ Sustainability Initiatives |
| ▪ Alliance issues and meeting |
| ▪ Meetings with David Spearitt re: Corporate Services Reviews |
| ▪ Sustainable Futures Meeting |
| ▪ Meetings re Safe plan |
| ▪ Workplace Consultative Team |
| ▪ Progress Vehicle Policy |
| ▪ Various Project Meetings |

WORKPLACE CONSULTATIVE COMMITTEE

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| ▪ API Cards Review – Availability of Wish / Coles Gift Cards. |
| ▪ Review of existing Workplace Consultative Committee Sub-Committees and the addition of Women in Local Government Sub-Committee. |
| ▪ Review of Health & Wellbeing initiatives. |

EXECUTIVE MANAGEMENT- GOVERNANCE GROUP

GOVERNANCE

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| ▪ Interim Community Planning Working Group established to draft scope of works for Council review. |
| ▪ Draft Risk Management Policy and Framework completed. |
| ▪ Local Laws review project commenced. |
| ▪ Draft of new format for Operational Plan being finalised. |

ASSET MANAGEMENT

- Asset Management Policy Complete.
- Proof of concept exercise for Asset Management Systems underway.

INTERNAL AUDIT

- First full program of audits completed with action list generated for improvements.

FINANCIAL SERVICES

- Long Term Budgeting continuing
- Annual Budget 10/11 commenced
- Rates processed for 2nd Levy – to issue Feb

EXECUTIVE MANAGEMENT – ADMINISTRATION SERVICES

ADMINISTRATION

- Executive Manager involved in negotiation and settlement of Farrelly's Rd Infrastructure Agreements to allow Farrelly's Rd construction contract to be awarded.
- Regional and Local Community Infrastructure Program (RLCIP) SP\$120M fund application submitted on 11th January for the Mackay Regional Botanic Gardens – funding request of \$2.465M.
- Application lodged 28th January under the State Natural Disaster Resilience Program (NDRP) for the McEwens Beach Sand Replenishment Project. Grant funding sought totals \$393,544.
- Expression of Interest lodged under the State Attorney-General's Department Crime Prevention Projects funding program for the project of CCTV Installation in the Mackay CBD District. Such EOI involved a project of \$149,000 for installation and limited maintenance of cameras, and was submitted in conjunction with the Mackay Police.

CUSTOMER SERVICE

- Development of generic Pathway training course to be rolled out to Council staff via Learning & Development.
- Participation in strategy development for MiSite Intranet site.
- Initiation of Business Improvement Reference Group for various business support sections across Council.
- On-going review and update of forms and fact sheets.
- Progression of High Priority Business Improvement projects, including process for lodging NOEs, training – travel and accommodation, the purchasing card process and the room booking process.
- Review of after hours communication processes with Brisbane City Council (after hours service provider).

INFORMATION SERVICES

▪ Server Virtualisation Tenders received. Report for alternate solution being prepared given that tendered amounts greatly exceeded budgeted amount.
▪ Conflicker Virus outbreak analysed and procedures reviewed. Council's Servers have been patched.
▪ Commencement of projects - Sarina Cemetery data import, Identity Management for IT Assets, LIMS Lab invoicing into Finance1 and Botanical Gardens Database.
▪ Evaluation of improved Minute Manager Software.
▪ Prototype of new MIMAPS/MILIS interface/information provision presented to Councillors and Council Management.
▪ Working with Building Services to redevelop Council Chambers and Reception Room – data and phone services for Council and Counter Disaster Management.
▪ Blackberry Updates completed – entire fleet on v282.
▪ Delivery of Rural Aerial photographs to GIS Team.

PROCUREMENT & PLANT

▪ Manager involvement in Sustainability Futures Committee – as chair of Working Group.
▪ Manager involvement in Transport Working Group.
▪ New PPE/Premixed concrete contracts commenced with standardised delivery locations implemented for all supply contracts.
▪ Over 75% of plant replacement program either delivered or ordered.
▪ Contracts staff issued 11 tenders and formal request for quotations.
▪ New Contracts Officer – Vivien Rowe to commence 1 st March 2010.

HUMAN RESOURCES

Recruitment

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| ▪ Staff Requisitions lodged – 36 |
| ▪ Positions Filled – 32 |
| ▪ Current Vacancies - 53 |

Learning and Development

General Training

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| ▪ Computer training – 20 attendances |
| ▪ Finance One training – 7 attendances |
| ▪ Corporate Induction – 27 attendances |

Mandatory Training

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| ▪ Authorised Persons training - 16 attendances. |
| ▪ CPR - 4 attendances. |

Trainees and Apprentices

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| ▪ 1 Trainee successfully completed traineeship and continued employment with MRC. |
| ▪ 1 Trainee successfully completed traineeship, ceasing employment with Council, but continuing studies elsewhere. |
| ▪ 3 Trainees commenced. |
| ▪ Enrolment of one (1) employee into nationally accredited training. |

General Human Resources

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| ▪ This week KIOSK, the new version 3, is to be implemented in HR which means no more payslips. |
| ▪ Sandra Murtagh HR's new Team Leader started with us on Monday 25 January 2010. |

Workplace Health & Safety

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| ▪ Management of 22 workers compensation claims and non-work related return to work programs for staff, includes 4 new claims with 5 being finalised. |
| ▪ 35 incident reports received, recorded and distributed for comment (26 staff and 9 non-staff). |
| ▪ 4 incident related Notifications to WH&S Queensland regarding workplace injuries and then undertaking the related incident investigations. |
| ▪ Presentation of contractor, staff and volunteer WH&S inductions. |
| ▪ Participation in WH&S inspection of Bluewater Lagoon then assisting Recreation Services work through the 31 Improvement and Dangerous good Notices relating to the inspection of the Bluewater Lagoon and Pioneer Pool. |
| ▪ Participate in Hazard Inspection in the Engineering Service Maintenance and Customer Service areas. |
| ▪ Workplace Health & Safety Officer Peter Leaver attended Fire Warden training. |

CORPORATE COMMUNICATIONS

- Successful staging of Australia Day activities at Finch Hatton, Sarina, Mackay – positive feedback and strong sponsorship support from community and corporate sector (Special prize packs given to all award recipients).



Lamington Eating Competition – Finch Hatton



Mayor with Citizen and Young Citizen of the Year 2010

Live concert by Australian Idol Luke Dickens attracted strong youth support, which was target audience

- Re-designed internal Grapevine newsletter with increased pages.
- Annual Report printed and posted to other local authorities (entry into Qld Reporting Awards).
- Website visits for January – Hits are at 1,285,000 in Jan 2010 – 12 months ago Hits were just over 1 million – equates to about a 25% increase in traffic in 12 months.
- Visitors spending an average of 6 minutes on the site.
- Facebook numbers at 144 – investigating new methods including media campaign to bolster friend numbers.
- Facilitated “Official Launch” of Shade Sail work in Sarina involving Mayor and Federal MP Kirsten Livermore.
- Co-ordinated council presence at Suncorp Summer Extravaganza at Bluewater Quay in January, which was a ZINC-Suncorp event.
- Marketing campaigns finalised for Water Services – Trade Waste and Inflow Inspections as well as extensive Australia Day promotion.
- Developed email subscription service for Libraries, Community Directory & Planning newsletters – now assessing similar email subscription for other council-related information.
- Completed production of new Sarina Sugar Shed DVD to be used as introduction for tours to replace out-dated version. The professionally shot DVD will also be sold at the facility.

CRITICAL ACTIVITIES PROPOSED FOR THE FOLLOWING MONTH

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| ▪ I.T Strategic Plan |
| ▪ 2010/2011 Budget Preparation |
| ▪ Progress Long Term Strategic Financial Plan |
| ▪ Review format 2010/2011 Operational Plan |
| ▪ Roll out Kiosk – (Human Resources) |
| ▪ December 2009 Quarter Budget Review |

Consultation

Corporate Services Management Team.

Resource Implications

Nil.

Conclusion

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

Officer's Recommendation

THAT this report be received.