

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

Author: DIRECTOR CORPORATE SERVICES

Purpose

To review the Corporate Services Department Highlights and Significant Issues for the month ending 30 September 2010.

Background and Discussion

Highlights and Significant Issues for period are as follows: -

DIRECTOR CORPORATE SERVICES

CORPORATE SERVICES MANAGEMENT

- Alliance meetings.
- ALG Alliance Coaching Meetings re Transport Network Contributions Policy.
- Sustainable Futures Meeting.
- Special Audit Committee Meeting - Financial Statements.
- Workplace Consultative Team and Health & Wellbeing Meetings.
- Safe plan IMS Integration Meeting.
- Sustainability Office Interviews.
- Community Plan Steering Committee.

RISK/WORKPLACE HEALTH AND SAFETY/QUALITY

Workplace Health & Safety

- Management of 12 workers compensation claims and non-work related return to work programs for staff, includes 5 new claims with 1 claim being finalised
- 29 Incident reports received, recorded and distributed for comment (23 staff, 6 non Staff).
- Council undertook 1 notification to WH&S Queensland regarding workplace injuries, related incident investigations were commenced.

Safeplan

- Human Resources have prioritised the development of Safeplan documentation by the dedication of Workplace Health and Safety Officer Peter Leaver. Peter continued to work off-line during September where possible, and the documentation is well advanced.
- Council's Safeplan committee continues to meet to formalise the implementation process for Safeplan, as well as consider training and ongoing needs. A strategy including resources needs is expected to be finalised during early November.

Risk Management

- Operational risk registers for Departments progressing well. Community Services and Corporate Services have been finalised.
- Enterprise Risk Management (ERM) discussions with Managers from Water & Waste Services.
- Second draft of Strategic risk register finalised for ERM Committee discussions.
- Discussion with HR on implementation of ERM with Safeplan.

WORKPLACE CONSULTATIVE COMMITTEE

- Children's Christmas Party on Sunday 28 November 2010 at Muller Park from 10.00am - 2.00pm.
- Queensland Local Government Health Fund participation finalised. Roll out in October.
- Ride to Work on 13 October 2010.
- Health Vending Machines are being implemented.
- Presentations to schools promoting Local Government.
- Women in Local Government event on 29 October 2010.

EXECUTIVE MANAGEMENT- GOVERNANCE GROUP

GOVERNANCE

- Local Law review continuing.
- Community Plan Consultant has been appointed.
- Review of Instruments of Appointment being completed to ensure compliance with the New Local Government Act.

ASSET MANAGEMENT

- Focus has mainly been on finalisation of the 2009/2010 financial statements
- Replacement for position of Manager Asset Management was advertised in mid September.

INTERNAL AUDIT

- Alan Day has commenced in the position of Senior Internal Auditor.
- Audit Committee meeting held on the 14th September, 2010 to review draft 2009/2010 financial statements prior to submission to External Auditors.
- Expression of Interest was advertised in late September for two external members of the Audit Committee.

FINANCIAL SERVICES

- Unaudited Financial Statements submitted to external auditors after presentation to Internal Audit Committee
- Auditors on site for 2 weeks
- Flood Damage reconciliations
- Water meter readings underway
- Information submitted for Annual Report

EXECUTIVE MANAGEMENT – ADMINISTRATION SERVICES

ADMINISTRATION

- Preliminary work underway regarding Council by-election for vacant Councillor position. Contract awarded to Australian Election Company, and Returning Officer appointed.
- Intending Candidates Information Session undertaken on 28th September for interested persons for the vacant Councillor position. 26 attendees.
- 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 –
 - Dept of Communities – Sport and Recreation Infrastructure Program Minor Round 2 - Application for Mirani Skate Park Upgrade
 - Dept of Communities – Sport and Recreation Infrastructure Program Minor Round 2 Application for Goosepond Park Solar Lighting.
 - Rio Tinto Hail Creek Mine – Community Development Fund - Application submitted for Parenting Workshops Program 21/9/10.
- Grants advised as successful during month –
 - National Water Commission – Raising National Water Standards - Baker's Creek Managed Aquifer Recharge feasibility study
 - Dept of Communities – Local Sport & Recreation Jobs Plan - Local Sport & Recreation Co-ordinator position.

INFORMATION SERVICES

- Virtualisation of Corporate Servers completed including documentation and testing of server failover (leveraging virtualised server environment).
- Information Services staff heavily involved in the project for implementation of new Customer Call Centre System software.
- Information Management has produced its first Newsletter (INFO-4-U) and appears in the October edition of Grapevine.
- Introduction to Information Management & Dataworks Manual is now complete.
- BA has finalised Water Services SQL reporting.
- Kiosk Upgraded to latest Version in readiness for Payroll's testing of e-Timesheets
- Mobile Library Upgraded successfully with new Laptops, new version of Smart Pathway, latest Aurora Smart Desktop software
- Rural Addressing publicity campaign to commence mid Oct. Project undertaken in conjunction with Corporate Communications who co-ordinated publicity/brochures etc.

CUSTOMER SERVICE

- A busy month for the program, with the biannual rates collection period and discount day occurring during the month.
- The call centre upgrade was completed as planned. Refinements are being made to system parameters in the backend to ensure that it performs as planned. Several new features will be rolled out shortly, which will enhance the productivity of agents.
- Deaf Awareness training held as planned on 28 & 29 September for staff from across the three service centres.
- On-going review and update of Announcements, Forms, Facts Sheets and Procedures.
- The Customer Service Team provided support to the Sarina Economic Development Forum, which was well received by businesses and the wider community.

PROCUREMENT & PLANT

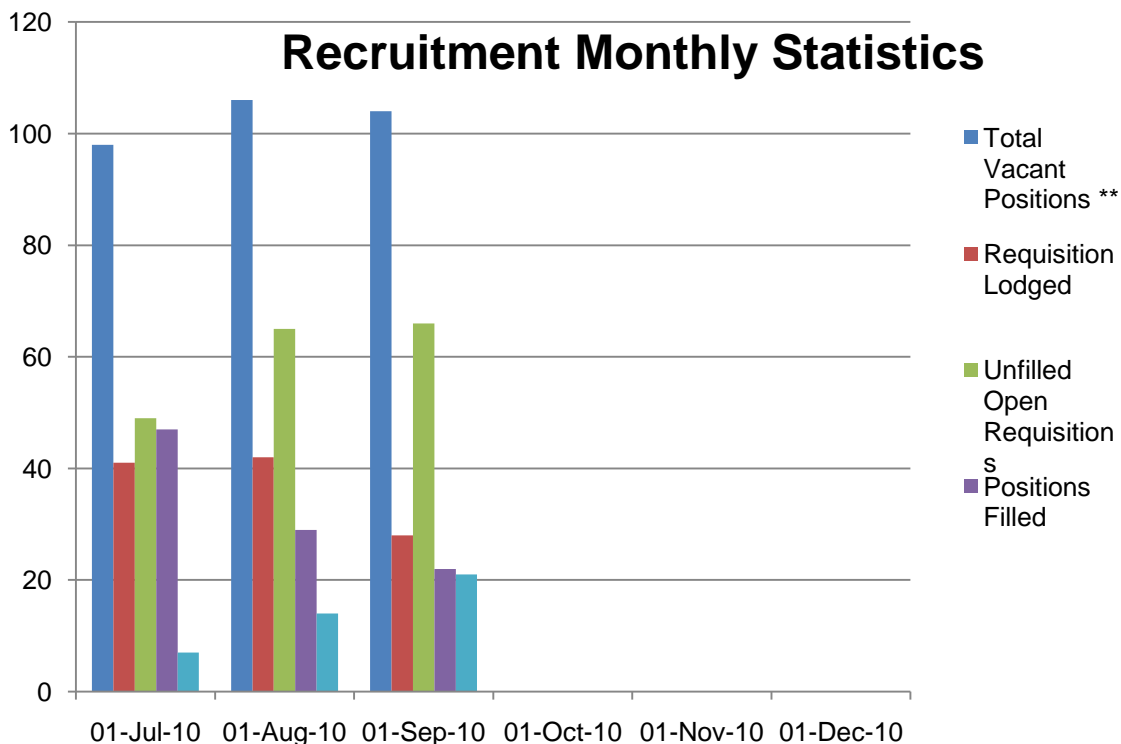
- Sustainability Officer appointed.
- Review of 2009/2010 expenditure data being completed.

HUMAN RESOURCES

Recruitment

Monthly Statistics		
Total Vacant Positions **	104	
Requisition Lodged	28	
Unfilled Open Requisitions	66	
Positions Filled	22	
Terminations	21	

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



Learning and Development

General Training

- 52 attendances at a variety of Conferences, including:
 - Construction Law Conference
 - Women in Local Government Networking Breakfast and Forum
 - Computer Training
 - Pumping Fundamentals
 - Advanced Pumping
 - Public Sector Management Program
 - Propeller Program
 - Positive Behavioural Interventions
 - Community Development Conference
 - Access Conference
 - Frontier User Group Meeting
 - Deaf Deaf World
 - Queensland Surveying and Spatial Science Conference
 - Parks and Leisure Conference
 - Mosquito Control Association Australia Meeting
 - Advanced Global Positioning System
- Computer Training – 24 attendees

Mandatory Training

- WH&S Induction – 17 attendees
- Corporate Induction – 22 attendees
- Harassment and Discrimination Training – 22 attendees
- Apply First Aid – 9 attendees
- Apply First Aid Refresher – 5 attendees
- CPR – 4 attendees
- Low Voltage Rescue – 2 attendees
- Safe Work Near Electrical Powerlines – 20 attendees
- Workplace Health and Safety Officer Training – 1 attendee
- Toolbox Talk Meetings – 72 attendees
- Asbestos Removal Licence – 1 attendee
- MUTCD Level 1 (Stop/Slow Traffic Control) – 2 attendees
- Forklift Training – 1 attendee

Work Experience

- Council placed 2 Work Experience Students during August 2010

Trainees and Apprentices

- On 20 August 2010, three (3) trainees and One (1) apprentice were acknowledged for their dedication and efforts at the 2010 MRAEL Group Awards. Results were as follows:
 - Former Trainee Krystal Roberts won ACE Trainee of the Year
 - Justin Baldwin was a finalist for ACE Apprentice of the Year
 - Ashleigh O'Brien was finalist for the Training Academy High Achievement Award
 - Former Trainee Kirsty Ryan was a finalist for the Training Academy High Achievement Award
- 15 Trainees and Apprentices who are approaching the latter stages of their traineeship/apprenticeship with Council attended training to learn how to Apply and Interview for Jobs. Fantastic feedback was received from attendees.
- 5 Apprentices attended Block Training

General Learning and Development

- 1 employee enrolled to complete the Diploma of Quality Auditing
- A range of group training was scheduled to be held during October 2010, including:
 - New Supervisor Training
 - Snake Awareness Course
 - Negotiating the Gender Divide
 - Confined Space
 - Traffic Control
- Computer training scheduled to be held from October 2010 to July 2011 was scheduled and advertised to staff

General Human Resources

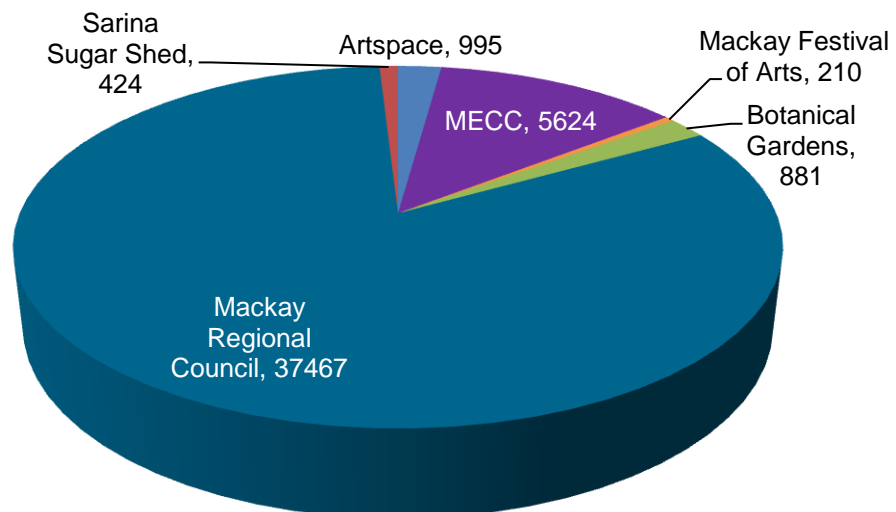
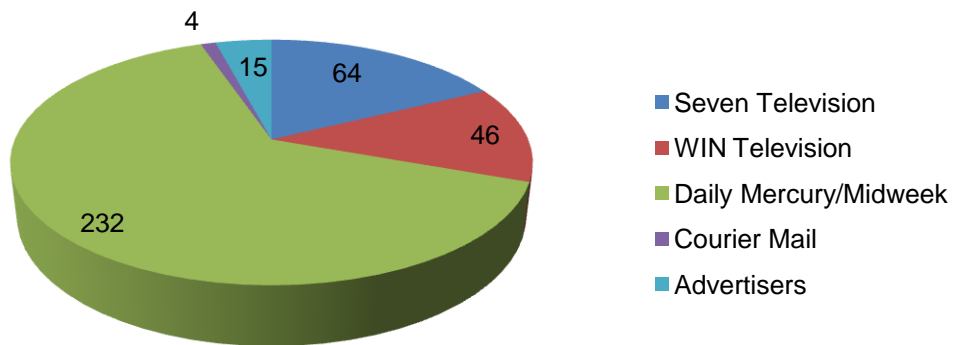
- Implementation of E-Recruitment
- The appointment of two new WHSO Officers to HR
- KIOSK Autopay – The pilot testing of autopay with HR over the last two weeks

CORPORATE COMMUNICATIONS

- Over 350 council media item mentions for month of September (refer graph below for breakdown of media outlets)
- Successful staging of the Bluewater Trail opening promotion – positive feedback from participants – consideration in making it an annual Spring time event
- Organised media campaigns for River to Reef, By-election, Rural Addressing. Orchid House Open Day, and commenced Rural Roads monthly print campaign to promote rural road works (example attached)
 - Rural Addressing campaign – an extensive print and Television campaign organised to promote importance of correct rural addressing. Positive support from three television networks and Daily Mercury (campaign commenced in October)
- Work progressing on Annual Report – collating information
- Liaising with Aquatic Facilities to consolidate promotional brochures into templates

- Liaison with Economic Development on new City Centre marketing campaign – Sept-October campaign progressed without any problems
- Infocus newsletter distributed in September to 46,000 households
- Marketing Officer developing yearly event-program plan for council
- Continued 20 per cent growth in website to the 12 months to September 2010. September resulted in 37,467 unique visitors to the council website (refer pie graph below)
- Specific marketing campaign for e-newsletters producing strong results with good growth for the month – total of 1590 subscribers for eight e-newsletters
- Weekly *Council Connect* increased by 38 per cent to 203 subscribers
- Botanic Gardens grew by 24 per cent to 205 subscribers

Media Monitoring Break-Down September 2010 News Clips/Articles



CRITICAL ACTIVITIES PROPOSED FOR THE FOLLOWING MONTH
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▪
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Consultation

Corporate Services Management Team.

Resource Implications

Nil.

Conclusion

Programs are largely in line with Operating Plans and Budgets for the three month period to 30 September 2010.

Officer Recommendation

THAT this report be received.