

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

Author: DIRECTOR CORPORATE SERVICES

Purpose

To review the Corporate Services Department Highlights and Significant Issues for the month ending 31 July 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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| ▪ Reviewing Queensland Local Government Health Plan proposal. |
| ▪ Tai Chi and Boot Camp Sessions ready to commence. |
| ▪ Preparation for Health Expo to be held on 9 September is underway. |

EXECUTIVE MANAGEMENT- GOVERNANCE GROUP

GOVERNANCE

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| ▪ Local Laws Review ongoing. |
| ▪ Information Privacy Laws commenced |
| ▪ New Local Government Act commenced |
| ▪ Community Plan project ongoing |
| ▪ ULGA advised that membership will be not be renewed for the 2011/2012 financial year |

ASSET MANAGEMENT

- Asset Management Plans ongoing
- Preparation for audit 2010 ongoing
- Asset Management Software Solution Analysis (Presentation One of Two Complete)

INTERNAL AUDIT

- Internal Audit Program ongoing.

FINANCIAL SERVICES

- End of Financial year rollover and accrual processing completed
- Rates run & prepared for printing & distribution
- LTFS endorsed by Council for Borrowing application
- June monthly reporting with accruals distributed

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 has appointed a new Chief Executive Officer, being Jennifer Emmett. Jennifer commences in her new role on Monday 16th August 2010.
- Council's new Information Services Manager, Ms Sandra Janson, commenced her role on 1st July 2010.
- 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 –**
 - Ergon Energy – Envirofund – Application submitted for
 - a) DIY Carbon Warrior Kits to be made available from the Libraries.
 - b) Purchase of 2 gross pollutant traps to improve water quality & wildlife habitat at the Mackay Regional Council Botanic Gardens.
 - National Water Commission – Raising National Water Standards Program – Application submitted for Baker's Creek Managed Aquifer Recharge feasibility study.
 - Bendigo Bank – Community Sponsorship Program – Application submitted for costs associated with Volunteers Conference 2011.
 - Dept of Environment & Resource Management – PRIT January 2010 flooding damage to assets – extra claim.

- Dept of Infrastructure - RLCIP Round 3 (\$100m) – Applications submitted -

- a) Bluewater Quay Shade Facilities & Safety Railing.
- b) Concrete drain lining Iluka Court & Jenvey Court.

▪ **Grants advised as successful during month** –

- Dept of Communities – Building Supportive Community Grants - Hiroimi Hotel Art Farming Project.
- Dept of Communities – Sport & Recreation Active Inclusion Program - Multicultural Swimming Lessons.
- Dept of Infrastructure & Planning – Queensland Fluoridation Capital Assistance Program
 - a) Mount Blarney Water Treatment Plant fluoridation
 - b) Northern Beaches Water Treatment Plant fluoridation
- Australian Food & Grocery Council – Packaging Stewardship Forum - MECC Recycling Receptacles.

CUSTOMER SERVICE

- A review of Council’s General Complaints Policy has commenced 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.
- In order to streamline access, a new Forms tab has been created on the Intranet. Council’s Forms are being progressively centralised under this tab.
- All Fact Sheets and Forms on the Intranet have been updated to reflect the 2010-11 Fees & Charges.
- A new process for accepting telephone payment of cat registrations was implemented.
- Upgrade to call centre systems commenced.

INFORMATION SERVICES

- Two major projects have been finalised by the GIS team in 2009/2010 financial year. These were large projects and this information below will be placed in the annual report.
 - 1) New aerial photography was flown over approx 75% of Council’s area. This included an update of 2006 and 2004 photography in Mackay and Sarina, as well as completely new detail over Mirani. The information is widely used by all Council staff to assist with land management and identification issues and is readily available via Council’s internet based query tools, MILIS and MiMAPS.
 - 2) Another major project to capture the ground surface over approx 75% of the region was undertaken in partnership with several Government Departments. This project used LIDAR (Light Distance and Ranging) techniques to supply true ground detail, valid to 0.1m. This information was used to rectify the photography in (1) but is initially being used in flood modelling projects covering Pioneer River and Bakers Ck. It has also been used in other planning projects such as siting the new Sarina Treatment Plant. The other major outcome is a set of good quality contour information available at 0.25m intervals. This information is also available via MILIS and MiMAPS.
- Pathway presentation for mobile computing occurred with members of various teams organised by Donna Langer. There was interest in the room from engineering, water and various other departments. DB team will work with teams and DBA to bring to fruition.

PROCUREMENT & PLANT

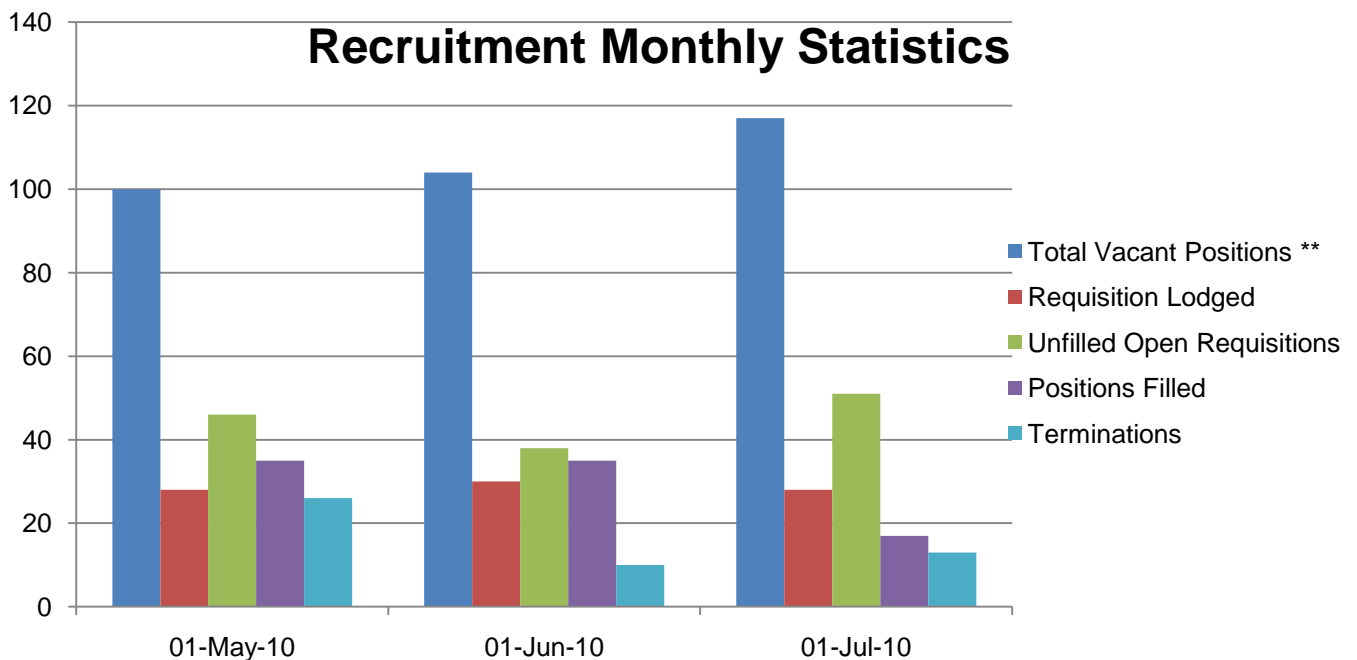
- Finalised Corporate Uniform Catalogue for 2010/2011 year. Reduced range to reduce holding costs and allow a stock of tops to be held for issue to new starters.
- Significant decrease in mobile returns due to new mobile phone choice - Nokia 6720.
- Finalised the last 2008 Flood Contract.

HUMAN RESOURCES

Recruitment

Monthly Statistics		
Total Vacant Positions **		117
Requisition Lodged		28
Unfilled Open Requisitions		51
Positions Filled		17
Terminations		13

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



Learning and Development

General Training

- 13 attendances at various conferences, including:
 - Propeller Program
 - VM Ware VCP
 - Benchmarking Best Practice in Local Government
 - Drinking Water Quality Management Plan Guide Workshop
 - Mechanical Maintenance Workshop
 - LGAQ WH&S Conference
 - Queensland Law Society – Mackay Regional CLE Workshop
 - Environmental Conference and Exhibition
 - Evaluating Pavement Surface Treatment and Workshop
 - Federal Inquiry into School Libraries Public Hearing Presentation

- Computer Training – 25 attendees
- WH&S and Corporate Inductions – 13 attendees
- Bedford Road Depot Induction – 5 attendees
- Harassment and Discrimination – 12 attendees
- Parks and Environment Team Building Workshop – 106 attendees
- Chlorine Awareness – 11 attendees
- Defensive Driving – 1 attendee

Mandatory Training

- Apply First Aid – 16 attendees
- Apply First Aid Refresher – 2 attendees
- CPR Training – 8 attendees
- MUTCD Level 1 – 15 attendees
- Safe Work Near Electrical Powerlines – 34 attendees
- Authorised Persons Training – 10 attendees
- Asbestos in the Workplace Advisory Session – 2 attendees
- Road Roller – 1 attendee
- HR Licence – 1 attendee

Trainees and Apprentices

- Five (5) existing workers signed up to complete an Adult Apprenticeship, four (4) in Plumbing and one (1) in Diesel Fitting
- Ten (10) existing worker trainees signed up to complete Arboriculture, Horticulture, Parks and Gardens and Conservation and Land Management traineeships
- 1 employee commenced Diploma of Local Government and Cultural Services

General Human Resources

- Kathie Morris commencing with HR on Monday 16 August 2010 as the new HR Team Leader
- The recent purchase of HR Advance Program which will assist significantly in the constructing of policies

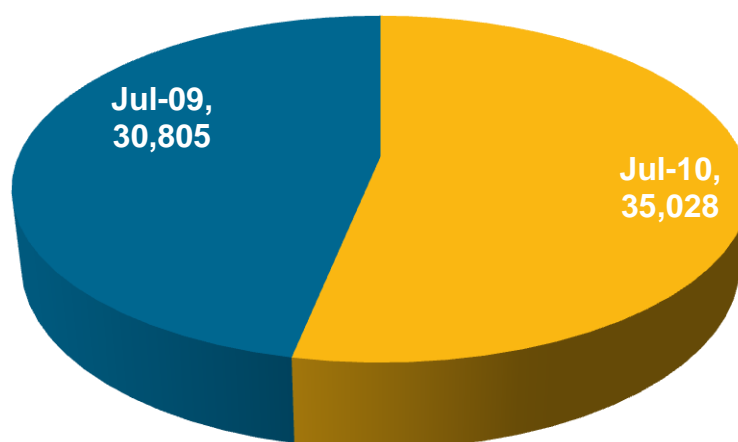
Workplace Health & Safety

- Management of 25 workers compensation claims and non work related return to work programs for staff. Included 8 new claims with 3 claims being finalised
- 24 incident reports received, recorded and distributed for comments, (22 staff, 2 non staff)
- Review of and feedback on 2 contractor (construction) Safety Management Plans)
- Council undertook 2 notifications to WH&S Queensland regarding workplace incidents with corrective actions being implemented for both.
- Participated in 2 worksite hazard inspections in the Recreation Services workgroup.
- In addition to Corporate WH&S inductions, WH&S provided WH&S inductions for 50 contractors.

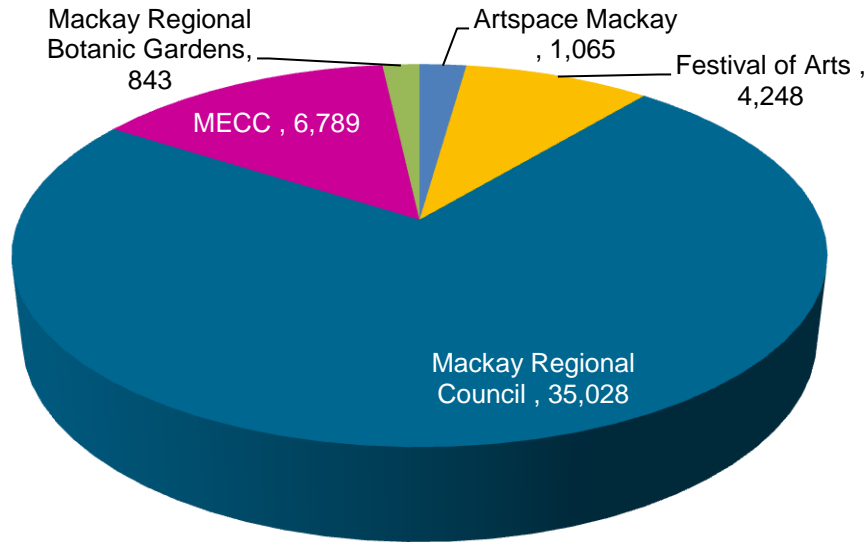
CORPORATE COMMUNICATIONS

<ul style="list-style-type: none"> ▪ Finalised organisation of Iluka Park All-Disability playground launch – scheduled for August 13
<ul style="list-style-type: none"> ▪ Promotional support of Matsuura Japanese visit including Emcee for Citizens dinner
<ul style="list-style-type: none"> ▪ Media launch for next stage of Bluewater Trail – Now organising a “community launch” for September 5 – Corporate Communication and Recreational Services arranging the event – ZINC to stage an outside broadcast, including giveaways and a trip for two to Brisbane plus accommodation as major prize. Aim is to encourage people to try the trail
<ul style="list-style-type: none"> ▪ Finalised Signage manual for Bluewater Trail
<ul style="list-style-type: none"> ▪ Latest edition of Infocus delivered in July to households
<ul style="list-style-type: none"> ▪ Commenced work on Annual Report – collating Program reports
<ul style="list-style-type: none"> ▪ July edition of Grapevine newsletter issued to staff
<ul style="list-style-type: none"> ▪ Notified as a finalist for Local Government Celebrating Healthy Communities Award – Bluewater Trail – Awards to be presented on August 30
<ul style="list-style-type: none"> ▪ Finalised designs for Highway Billboards – due to be installed in late August
<ul style="list-style-type: none"> ▪ Website matters > ▪ Steady growth in e-Newsletter subscriptions ▪ – Weekly Council Connect jumped from 106 to 130 subscriptions ▪ - Community Development from 137 to 161 subscriptions ▪ - Library from 137 to 157 subscriptions ▪ New figures now available for website visitation show about 35,000 unique visitors visit the council corporate website. This equates to about 30 per cent of the region’s population (see tables below) ▪ Figures indicate about a 13 per cent increase in website traffic in last 12 months
<ul style="list-style-type: none"> ▪ Discussions held with Mackay Taxis Manager to look at organising a Mayoral Ambassador Session for taxi drivers – This now to be held on August 24.

**Visits to www.mackay.qld.gov.au
12 month comparison**



Visits to all council's websites for July



***Unable to access visits for Sarina Sugar Shed, as they are not under the council server at this stage.*



Mayor and Cr Steindl inspect latest section of Bluewater Trail

CRITICAL ACTIVITIES PROPOSED FOR THE FOLLOWING MONTH
▪ Ten Year Strategic Financial Plan Review Continuing
▪ Managers Remuneration Review
▪ 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 first month period to 31 July 2010.

Officer Recommendation

THAT this report be received.