

# CORPORATE SERVICES HIGHLIGHTS AND SIGNIFICANT ISSUES REPORT – MONTH ENDING OCTOBER 2010

**Author: DIRECTOR CORPORATE SERVICES**

## Purpose

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

## Background and Discussion

Highlights and Significant Issues for period are as follows: -

### **DIRECTOR CORPORATE SERVICES**

#### **CORPORATE SERVICES MANAGEMENT**

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| ▪ Meetings re: Enterprise Bargaining.                          |
| ▪ Corporate Services Management: Strategic Meeting.            |
| ▪ Service Level Review: Corporate Services - Various Meetings. |
| ▪ Asset Manager: Management Position Interviews.               |
| ▪ Meetings re: Audit Committee.                                |
| ▪ ALG Meeting.   |
| ▪ Various Project meetings.                                    |
| ▪ Meetings re: Proposed Centralised Purchasing.                |
| ▪ Sarina Admin Office: Workplace Health & Safety Inspection.   |

#### **RISK/WORKPLACE HEALTH AND SAFETY/QUALITY**

##### **Workplace Health & Safety**

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| ▪ Management of 21 workers compensation claims and non-work related return to work programs for staff, includes 8 new claims with 2 claims being finalised. |
| ▪ 52 incident reports received, recorded and distributed for comment (38 staff, 14 non Staff).  |
| ▪ Review and feedback on 2 contractor (Civil Projects) Safety Management Plans.   |
| ▪ Provided 102 WH&S Inductions, 16 Staff, 86 Contractor   |
| ▪ Council undertook 5 notifications to WH&S Queensland regarding workplace injuries, related incident investigations were commenced.                        |
| ▪ Participated in 4 Worksite Hazard inspections in the, ES Civil Projects, ES Parks & Environment and, Recreation Services workgroups.                      |

##### **Safeplan**

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| ▪ Safeplan documentation development continued during October through the dedication of in-house Workplace Health and Safety Officer Peter Leaver. Documentation is in final stages. |
| ▪ Council's Safeplan committee continues to meet to formalise the implementation process for   |

Safeplan. Expected resources to fully implement the Safeplan system within Council have been identified and listed for consideration within the September Quarterly Budget Review. These include training resources, and temporary WHS positions.

- Local Government Workcare have agreed to provide training resources to assist with advice training for Supervisors and Managers regarding the system and responsibilities generally. These sessions are planned for the 13<sup>th</sup> and 14<sup>th</sup> December 2010.

### **Risk Management**

- Operational risk registers for Departments continue to progress well. Community Services and Corporate Services have been finalised.
- Second draft of Strategic risk register finalised for ERM Committee discussions.
- Discussion with HR on implementation of ERM with Safeplan continues.

### **WORKPLACE CONSULTATIVE COMMITTEE**

- Adult Swim Fit Classes.
- Fitness Boxing Classes.
- New Drug and Alcohol Provider implemented.

## **EXECUTIVE MANAGEMENT- GOVERNANCE GROUP**

### **GOVERNANCE**

- Local Law review continuing.
- Community Plan Project has commenced.
- Review of Instruments of Appointment being completed to ensure compliance with the New Local Government Act.
- 1<sup>st</sup> Quarter Operational Plan Review underway.
- Risk Management implementation ongoing (operational risk registers).

### **ASSET MANAGEMENT**

- Focus has mainly been on finalisation of the 2009/2010 financial statements.
- Interview process commenced to replace the position of Manager Asset Management.
- Asset Management Software project continues to progress through the selection process.

### **INTERNAL AUDIT**

- Audit review of Recoverable Works currently being completed.
- Expression of Interest closed for external members of the Audit Committee.

## **FINANCIAL SERVICES**

- Financial Statements continue.
- Flood Damage reconciliations continue.
- Assist with Annual Report.
- Water Billing issued.
- Service Level Reviews
- Long Term Financial Strategy templates distributed.

## **EXECUTIVE MANAGEMENT – ADMINISTRATION SERVICES**

### **ADMINISTRATION**

- Executive Manager closely liaising with contractors undertaking by-election for vacant Councillor position. Early ballot paper return promising, however dropping after early rush. Media releases and advertising undertaken to promote postal ballot system, explain to voters the system, encourage return of ballot papers, and promote confidentiality of process. Success of Postal Ballot used will indicate the potential to use this system for future required elections.
- The Mackay Regional Housing Company Limited secured new office premises at 89 Sydney Street, with operations to commence from this premises from 1<sup>st</sup> November 2010.
- Co-ordination of Council consultation session with consultants appointed by the Show Association regarding Masterplanning for the Showgrounds site. Session held 27<sup>th</sup> October 2010.
- The Pioneer River Improvement Trust hosted the State Council of River Trusts AGM and Workshop in Mackay on Thursday 21<sup>st</sup> October 2010. In attendance were representatives from most River Improvement Trusts throughout the State, as well as DERM representatives. DERM provided an update on the planning associated with the decision of the Webbe-Weller Report to abolish River Trusts in Queensland.
- Meeting held on-site with representatives from Maritime Safety Qld to discuss options for the removal of an apparently derelict vessel within the Pioneer River adjacent to the Sandfly Creek Floodgates.
- 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 & Recreation Active Inclusion Program - Strengthening Families Activity Weekends
  - Arts Queensland – Regional Infrastructure Grant Program - MEC – Upgrade seating in The Space & lighting in foyer & auditorium
- Grants advised as successful during month:
  - Dept of Infrastructure - RLCIP Round 3:-
    - a) Bluewater Quay Shade Facilities & Safety Railing
    - b) Concrete drain lining Iluka Court & Jenvey Court
  - Ergon Energy – Envirofund - Mackay Regional Council Libraries – DIY Carbon Warrior Kits - Purchase of energy meter kits for loan to community library members.

- BMA Coal Operations – Community Partnerships Program - Kidspace-To-Go & Artspace-To-Go programs
- Dept of Community Safety / EMQ – NDRP Round 2:-
  - a) PRIT North Mackay Levee Stage 1B/2 (final stage)
  - b) Purchase of emergency generators for administration building disaster centre
  - c) Tropical Cyclone, Storm Surge & Wave Impact Study

### **INFORMATION SERVICES**

- The server room redevelopment project has been completed and presented to Council.
- New email security project is completed.
- Customer Call Centre System implemented and working in the live environment.
- Mobile computing user requirements and investigations are well underway and investigations into new technologies to meet our needs has commenced with leading Local Council vendors in this field.
- Guardian disaster management system testing and configuration complete.
- ERecruitment and eTimesheets have gone live.
- Rural Addressing publicity campaign and project underway to meet public demands.

### **CUSTOMER SERVICE**

- Consolidation of contact centre system following implementation during the preceding month. A click-to-dial facility was introduced to speed the process of dialling numbers for agents. Two IVR features were implemented, one with information about the By-Election, the other with information about recently issued Water Notices. The IVRs help to take the pressure off the call centre during peak times, enabling agents to focus on the more complex customer enquiries.
- The 2010 Internal Communication Survey was designed in consultation with Manager Corporate Communications and submitted to S&LT for approval. Survey will be deployed to staff in early November.
- Cheryl Norman and Jane Burnett have been appointed Commissioners for Declaration.
- Generic Pathway Customer Request training delivered to 9 staff.
- Pathway Customer Request Module Steering Committee initiated. Terms of Reference developed and approved by the Committee. Committee now working through an extensive Action List of matters.
- A new consolidated monthly Active Customer Request Report developed and implemented across Council. It is hoped the new format report will continue to ensure that requests are actioned in a timely fashion.

### **PROCUREMENT & PLANT**

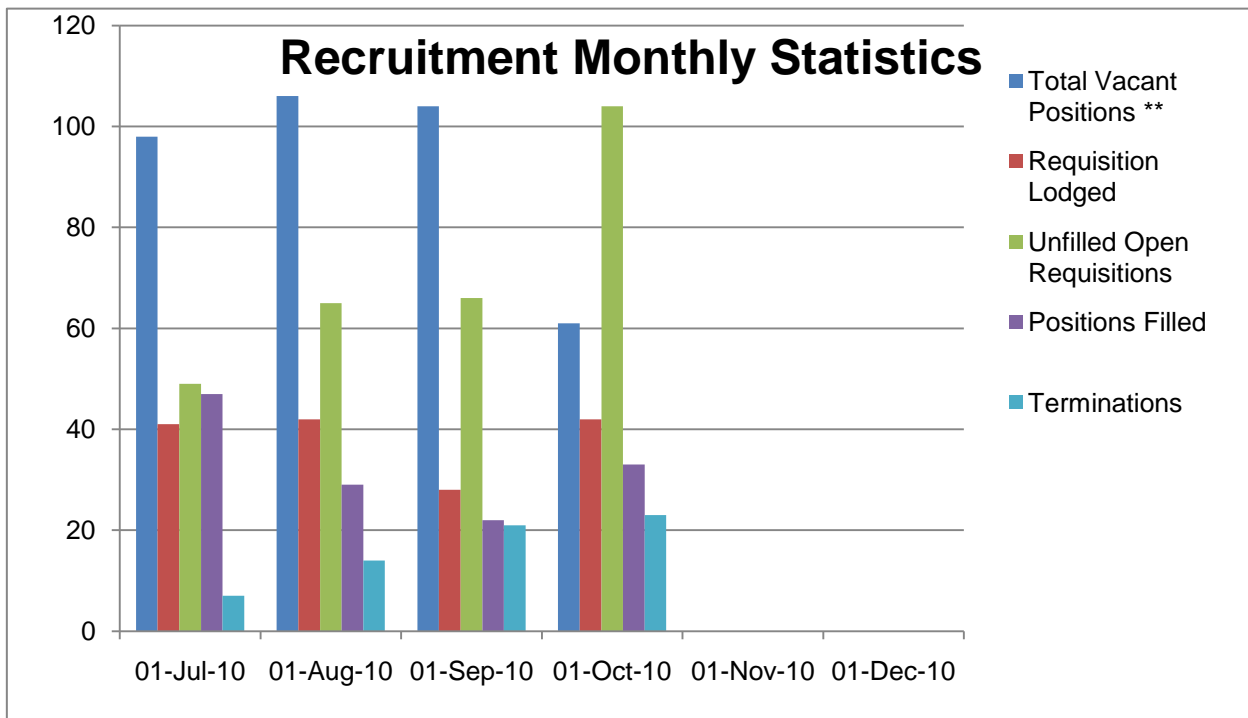
- Sustainability Officer appointed and commenced in October 2010.
- Progressed further the implementation to a centralised purchasing section for Council purchases.

**HUMAN RESOURCES**

**Recruitment**

| Monthly Statistics         |     |  |
|----------------------------|-----|--|
| Total Vacant Positions **  | 104 |  |
| Requisition Lodged         | 42  |  |
| Unfilled Open Requisitions | 61  |  |
| Positions Filled           | 33  |  |
| Terminations               | 23  |  |

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



**Learning and Development**

General Training

- 137 attendances at a variety of Conferences, including:
  - AIBS International Conference
  - Central Queensland Branch Urban Design CPP Course
  - Environmental Health Australia Conference
  - Human Resources Conference
  - LGMA Conference
  - Metrocount Certification
  - Mosquito Control Association General Meeting
  - MUSIC Version 3
  - Negotiating the Gender Divide
  - Plumbing Conference
  - SQL Training
  - Stormwater Harvesting

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| ▪ Squiz / Funnelback User Conference                       |
| ▪ Surveyors Conference                                     |
| ▪ Supervisor Training                                      |
| ▪ Toolbox Meetings   |
| ▪ Transport and Main Roads Seminar                         |
| ▪ Trenchless Training                                      |
| ▪ Workplace Health and Safety Queensland Harmonisation     |
| ▪ Workplace Health and Safety Regional Information Session |
| ▪ Computer Training – 19 attendees                         |

Mandatory Training

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| ▪ Authroised Persons Training – 6 attendees                                |
| ▪ Apply First Aid (including refresher) – 13 attendees                     |
| ▪ CPR – 7 attendees  |
| ▪ CCTV Conduit and Inspection Reporting – 1 attendee                       |
| ▪ Confined Space – 2 attendees   |
| ▪ Induction (WH&S) – 16 attendees  |
| ▪ Induction (Corporate) – 10 attendees                                     |
| ▪ Induction (Depot) – 5 attendees  |
| ▪ LVR – 3 attendees  |
| ▪ MUTCD Level 1 – 34 attendees   |
| ▪ MUTCD Level 2 – 17 attendees   |
| ▪ Harassment and Discrimination Policy Training – 11 attendees             |
| ▪ River Processes and Essential River Rehabilitation Workshop – 1 attendee |
| ▪ Snake Awareness Training – 44 attendees                                  |
| ▪ Sprayed Sealing International Conference – 1 attendee                    |
| ▪ Working at Heights – 8 attendees   |

Work Experience

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| ▪ Council placed 11 Work Experience Students during October 2010 |
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Trainees and Apprentices

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| ▪ 3 Business Trainees Completed – 1 continued employment with Council, 1 moved to South East Queensland to continue studying, 1 obtained full-time employment in a similar role with a local organisation        |
| ▪ 8 Apprentices attended Block Training  |
| ▪ Advertising for Council’s 2011 Trainee and Apprentice Intake, comprising of 4 apprenticeships and 9 traineeships. Recruitment, interviewing and commencement to take place from November 2010 to January 2011. |

General Learning and Development

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| ▪ 1 employee enrolled to complete the Certificate III in Asset Maintenance – Pest Management |
| ▪ A range of group training was scheduled to be held during November 2010, including:        |

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| ▪ MUTCD Level 1   |
| ▪ MUTCD Level 2   |
| ▪ Confined Space  |
| ▪ Confined Space Awareness  |
| ▪ Supervisor Training   |
| ▪ Authorised Person   |
| ▪ Trenching and Shoring   |
| ▪ Safe Work Near Electrical Powerlines                            |
| ▪ 1 employee enrolled to complete the Diploma of Quality Auditing |

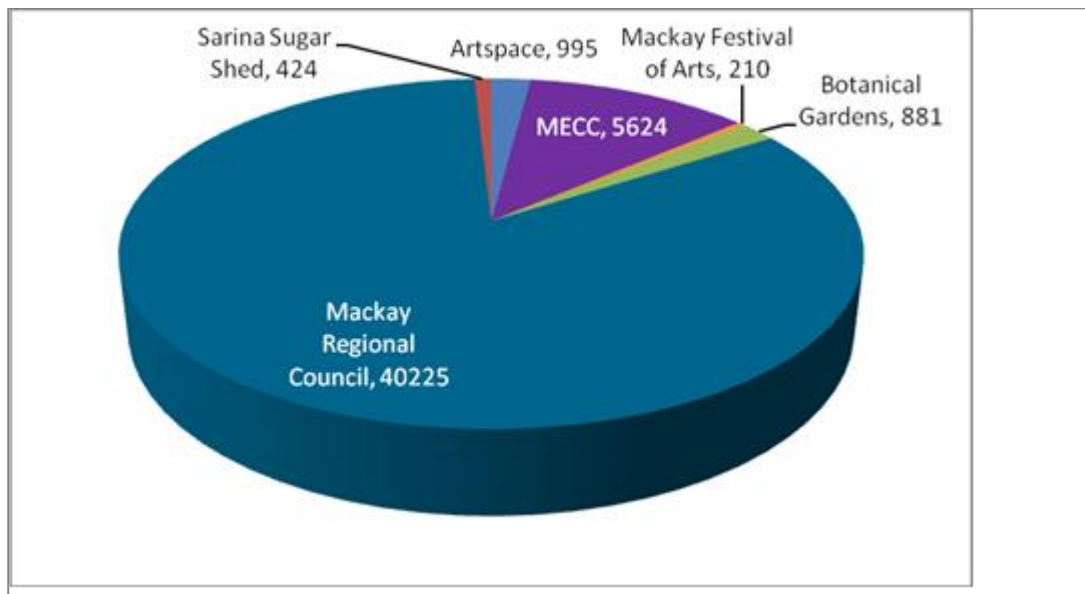
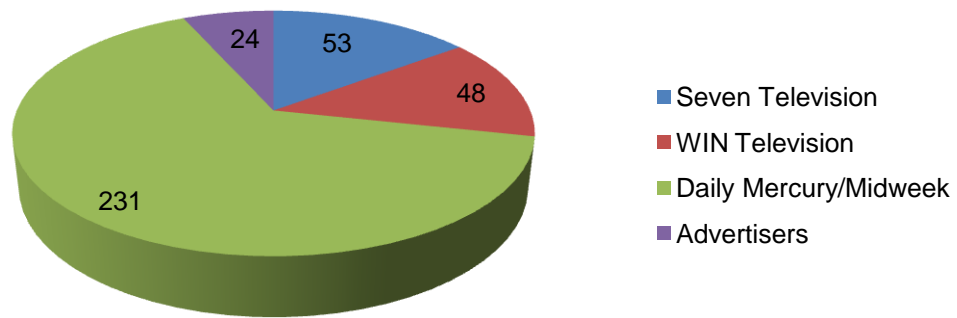
**General Human Resources**

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| ▪ Implementation of E-Recruitment on 29 October 2010.               |
| ▪ KIOSK Autopay – Approval from the CEO to go ahead with trialling. |

**CORPORATE COMMUNICATIONS**

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| ▪ Final draft of Annual Report issued in preparation for council adoption in November   |
| ▪ Advertising campaigns prepared for Global Grooves, River to Reef, National Recycling Week, By-election and continued rural roads print campaign during October. |
| ▪ Rural Addressing campaign commenced in October and produced immediate results. Council now averaging about 20 enquiries per week compared to 3-5 previously     |
| ▪ October Grapevine internal newsletter delivered to staff  |
| ▪ 356 media articles for council in mainstream media in October (not including ABC Radio) – on par with September figures (refer graph below)                     |
| ▪ Weekly e-Newsletter <i>Council Connect</i> delivered – solid growth in all e-Newsletters  |
| ▪ There are now over 2,100 subscribers for e-Newsletters – most averaging about 300 subscribers   |
| ▪ Growth has been between 35 per cent and 53 per cent for different e-Newsletters   |
| ▪ Hit 40,000 unique visitors for the month on website for the first time this year.   |
| ▪ Website coordinator attended Squiz National conference in Melbourne   |
| • Developed new corporate logo for Mackay Regional Housing Ltd  |
| • Citizenship Ceremony staged as part of Global Grooves multi-cultural event  |
| • Draft templates developed for Sarina Sugar Shed advertising to ensure better consistency in future print advertising  |
| • Bluewater Trail signage produced and ready for installation in November   |

## Media Monitoring Break-Down October 2010 News Clips/Articles



### CRITICAL ACTIVITIES PROPOSED FOR THE FOLLOWING MONTH

- 10 Year Strategic Financial Plan Review.
- Finalise Financial Account year ending 30/06/2010.
- Service Level Reviews.

#### **Consultation**

Corporate Services Management Team.

#### **Resource Implications**

Nil.

#### **Conclusion**

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

#### **Officer Recommendation**

THAT this report be received.