

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

Author: DIRECTOR CORPORATE SERVICES

Purpose

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

Background and Discussion

Highlights and Significant Issues for period are as follows: -

DIRECTOR CORPORATE SERVICES

CORPORATE SERVICES MANAGEMENT

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| ▪ Progress 2010/11 Budget |
| ▪ Alliance issues and meetings |
| ▪ Long Term Financial Plan Review - Continuing |
| ▪ Briefing to Council in relation to Corporate Services Reviews - David Spearritt |
| ▪ Sustainable Futures Advisory Committee discussions |
| ▪ LGEG Meeting |
| ▪ Various Project Meetings |

WORKPLACE CONSULTATIVE COMMITTEE

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| ▪ Health & Wellbeing Committee have released expressions of interest for Weight Watches at Work, Boot Camp Sessions and have put in place new mole scan arrangements with various facilities. |
| ▪ Women in Local Government Committee have released Child Care Fact Sheets for staff and will be distributing a Family Care Survey to assess child care needs. |
| ▪ 2010 Christmas Party arrangements are being determined. |

EXECUTIVE MANAGEMENT- GOVERNANCE GROUP

GOVERNANCE

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| ▪ Interim Community Planning Working Group established to draft scope of works for Council review. |
| ▪ Local Laws review project ongoing. |
| ▪ New format of Operational Plan being completed by Management Team. |
| ▪ Implementation of Risk Management Framework commenced |
| ▪ Insurance renewal for 2010/2011 underway. |

ASSET MANAGEMENT

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| ▪ Preparation of the Property Service AMP |
| ▪ Preparation of the Parks & Environment AMP |
| ▪ Final stages of the Asset Management Software Solution Analysis |
| ▪ Preparation for Interim Audit 14th-25th June |

INTERNAL AUDIT

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| ▪ Heavy involvement with the Corporate Services Business Improvement Team. |
| ▪ Audit program ongoing. |

FINANCIAL SERVICES

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| ▪ 10/11 annual budget preparation continuing |
| ▪ Long Term Financial Strategy continuing |
| ▪ Fees & Charges collated for 10/11 |
| ▪ March Budget Review – reports distributed and collation of requests |
| ▪ Water meter reading continuing with delays through weather |

EXECUTIVE MANAGEMENT – ADMINISTRATION SERVICES

ADMINISTRATION

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| ▪ Executive Manager attended Urban Land Development Authority (ULDA) Fitzgibbon site to view a commenced project |
| ▪ Stadium Mackay Sod Turning ceremony undertaken by the Prime Minister on 29 th April. |
| ▪ Grants applied for during April on behalf of Council – <ul style="list-style-type: none">▪ Dept of Communities / Disabilities – Building Supportive Community Grants Hiromi Hotel Art Farming Project▪ Dept of Communities – Active Inclusion Program Multicultural Swimming Lessons▪ Dept of Communities – Sport & Recreation Infrastructure Program Installation of lighting Gooseponds Walking Trail/Fitness and Upgrade of Mirani Skate Park (Stage 2)▪ Qld Government – Queensland Health ‘Stay on Your Feet’ Program Let’s Get Physical (funding for healthy active ageing initiatives)▪ Australian Govt Bureau of Meteorology – Modernisation & Extension of Hydrological Monitoring Systems Program Rainfall & river height field stations x 4▪ Dept of Environment & Resource Management – PRIT claim for damage caused to assets January, 2010 flooding (O’Connell River, St Helens Creek, Owens Creek, Seven Mile Creek, Oaky Creek, Cattle Creek, Pioneer River). |

CUSTOMER SERVICE

- Call Centre upgrade scheduled for week beginning 26 July 2010. Customer Service staff have completed change readiness training in preparation for the new system.
- Audit of Pathway Customer Request system and individual training scheduled for week of 17 May 2010.
- Tender specifications for a new security banking collection service developed and provided to Procurement & Plant.
- Generic Pathway Customer Request training developed and scheduled for delivery to Council staff.
- Currently reviewing the feasibility of installing an EFTPOS terminal at Council’s pound as a way of improving service to customers.

INFORMATION SERVICES

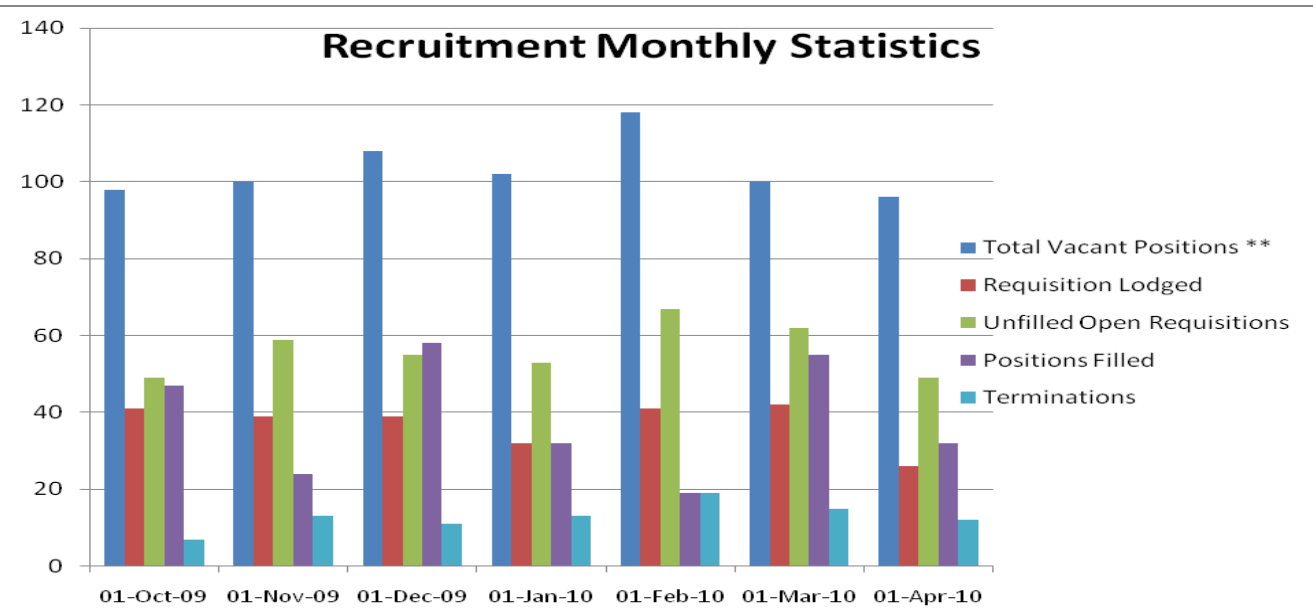
- Records Management/Dataworks Information Manual is being drafted.
- Assisting the Disaster Coordination team during Cyclone Ului
- Sarina and Mirani servers shutdown – Final EOY data offsite with Civica.
- IT asset database has been created with data being added.

PROCUREMENT & PLANT

- Mobile Phone policy adopted.
- Mini-sweeper delivered with training provided to operators and workshop staff.
- Number of tenders/formal RFQ’s issued Year to date - 94
- Contracts awarded - 61

HUMAN RESOURCES

Recruitment
▪ Total Vacant Positions - 96 - includes positions vacant due to leave such as Maternity Leave
▪ Requisitions Lodged - 26
▪ Unfilled Open Requisitions - 49
▪ Total Number of Positions Filled – 32
▪ Terminations - 12



Learning and Development

General Training

- 19 attendances at various conferences, including:
 - AIBS Roadshow
 - Geometric Road and Intersection Design
 - Floor Tiling Seminar
 - WH&S Management Systems Lead Auditors Course
 - SIAQ State Conference 2010
 - Strategically Targeting the Media
 - Disaster Recovery Workshop
 - Water Education and Community Engagement Workshop
 - LGMA Propeller Program
- Computer Training – 1 attendees
- Dataworks Training – 4 attendees
- WH&S and Corporate Inductions – 29 attendees
- Harassment and Discrimination – 29 attendees
- Finance One Training – 5 attendees
- Timesheet Completion and Submission – 27 attendees
- Team Building – 37 attendees
- Tropical Weeds Research Centre Tour – 3 attendees
- Backflow Prevention – 8 attendees
- Priority Infrastructure Planning Training – 14 attendees
- Defensive Driving – 3 attendees
- WH&S Representative and PINS Training – 1 attendee

Mandatory Training

- Apply First Aid – 3 attendees
- CPR Training – 1 attendee

Trainees and Apprentices

- Seven (7) new trainees commenced with Council.
- One (1) Trainees successfully completed their traineeship, gaining full time employment within a similar role with a local company

General Human Resources

- Job Share Register in the process of being set up.
- Currently reviewing the HR RDO roster, proposal to put into place a 'sliding roster', i.e. as per Customer Services, to provide a higher level of service.
- HR to incorporate into our induction process Risk Management .
- Privacy Policy laws to be introduced

Workplace Health & Safety

- Management of 26 workers compensation claims and non-work related return to work programs for staff, includes 6 new claims with 6 being finalised.
- 47 incident reports received, recorded and distributed for comment (staff = 38, non Staff=9)
- 3 Notifications to WH&S Queensland regarding workplace injuries and then undertaking the related incident investigations.
- Participated in 2 Hazard inspections in the ES Construction workgroup.
- Undertook 4 reviews of Principal Contractor Safety Management Plans.

CORPORATE COMMUNICATIONS

- Copy for May edition of Infocus finalised and ready for delivery in May
- Continued strong visitor numbers to website
- Hits totalled 1.4 million for April – a drop from record March (1.9 million) after Cyclone Ului
- Top pages viewed are employment, libraries, search and news-media section
- New banner section developed for website – weekly promotion on home page of council activities and events.
- Successful staging of ANZAC day commemorations, including Mackay march – positive feedback from RSL delegates
 - Developed “Volunteers Week” TVC promotion to thank volunteers in May
- Significant work completed on Festival of Arts designs for program, print ads and television commercials
- Developed another “In the City” Television-radio campaign for Economic Development – This due to air in May to coincide with Mother’s Day
- E-newsletter templates now finalised and in operation – ready for release in early May

CRITICAL ACTIVITIES PROPOSED FOR THE FOLLOWING MONTH

- 2010/2011 Budget
- Ten Year Strategic Financial Plan Review
- Managers Remuneration Review

Consultation

Corporate Services Management Team.

Resource Implications

Nil.

Conclusion

Programs are largely in line with Operating Plans and Budgets for the ten month period to 30 April 2010 subject to the 31 March Quarter Budget Review.

Officer Recommendation

THAT this report be received.