

Quarterly Progress Report

Q2 October 2022 – December 2022



Margot Stork
Chief Executive Officer



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CEO'S MESSAGE



This quarter saw progress towards the implementation of council's annual operational plan, being one of council's core planning documents. Of the 63 items set out within the operational plan, 89% are considered on track. This is a testament to the commitment of all staff in progressing council's strategies for the benefit of the community.

In addition to the operational plan, council officers have a further 66 projects in the pipeline or underway. These projects, much like council, are incredibly diverse and span from construction projects, delivering infrastructure, through to technology projects, driving organisational efficiency. While vastly different, all undertakings strive toward the common goal, "a prosperous future for generations built on a solid foundation of customer focused, efficient and effective service delivery."

During the quarter, council was successful in securing funding towards the recruitment of six (6) apprentices/trainees, with recruitment commencing in December. This will not only support council's workforce planning initiatives but also provide employment and training opportunities to the community.

With storm season upon us, the works crews banded together and responded to several storm clean-ups across the region. While these events can be devastating, they really demonstrate Council's ability to come together in a time of need to help the community.

In summary, while economic headwinds are placing pressure on some deliverables, for the most part, progress is continuing as intended. Council's leadership team will monitor for any deviation and take appropriate action if necessary.

Margot Stork
Chief Executive Officer

DISCLAIMERS

UNAUDITED FINANCIAL RESULTS: The financial statements contained within this document are unaudited and, while prepared with due care, may ultimately differ to the final audited financial statements within council's annual report. Any figures included in this report are indicative only, are subject to revision and are not to be taken as a definitive representation of council's financial performance. Audited financial results will not be retrospectively updated into this report and all figures contained within are static at the time of the reports preparation.

FORWARD LOOKING STATEMENTS: This document and any related attachments could contain forward looking statements or future oriented financial information. Where applicable, these statements are provided to allow the public to understand management and staff beliefs and/or opinions on future events or possible outcomes.

These statements are not guarantees or promises of future performance and undue reliance should not be placed on them. Forward looking statements involve unknown risks and other uncertainties, which may cause actual performance and financial results to differ materially from those expressed or implied in such forward-looking statements.

While these statements are based on what management and staff believe to be reasonable assumptions, there can be no assurances that forward looking statements will prove to be accurate as future events could differ materially from those anticipated. The reader is cautioned not to place undue reliance on any such forward looking statements contained within this document.

DATA SNAPSHOT: All data points contained within this report have been prepared with due care, are accurate to the best of the preparing party's knowledge and are to be considered a snapshot at the time of preparation. Due to the changing nature of the underlying data, for some points, future calculations applying the same parameters could yield different results to that portrayed in this snapshot. Where a difference is identified, the most recent figure should prevail. From time to time, council may restate data when parameters change.

All data should be read in conjunction with accompanying notes. Additionally, the reader is cautioned that the content is snapshotted at the time of preparation and is subject to change without notice.

1 EXECUTIVE SUMMARY

This report is developed shortly after the conclusion of each quarter to provide an update on council's progress, performance and operational outcomes. It comprises of several service measures, project status updates and financial measures. The report is broken down by business unit and each manager, in conjunction with their teams, have provided commentary on highlights, notable events, project progress and financial performance (Unaudited).

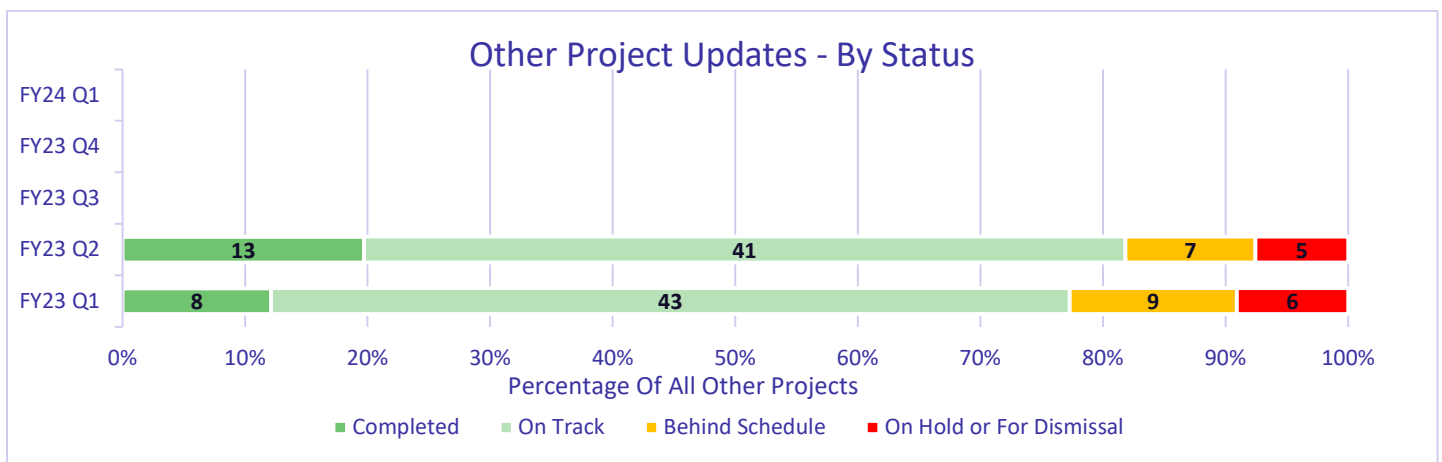
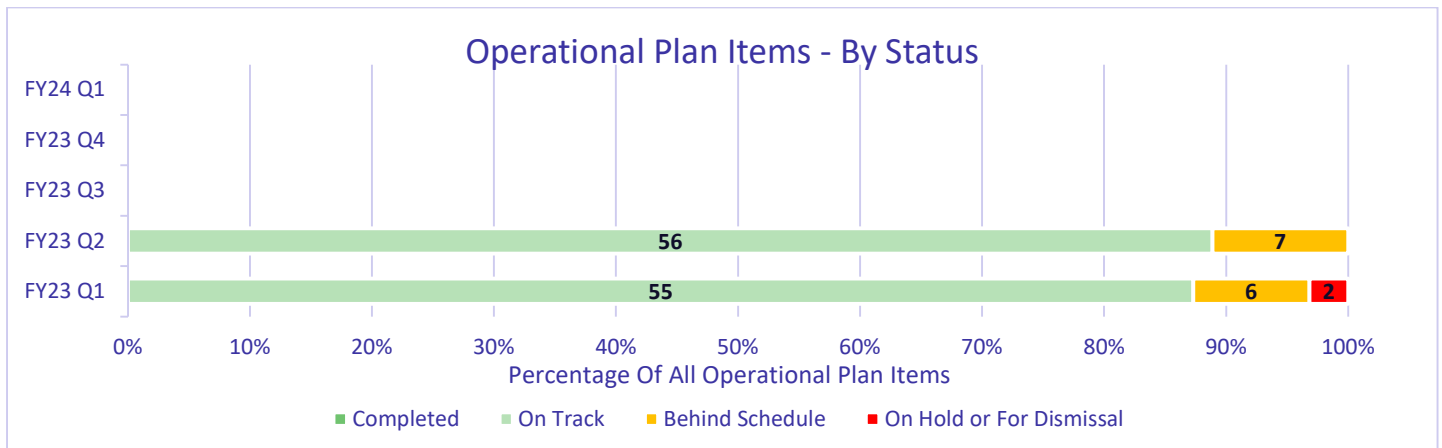
Of the collective 63 activities detailed in councils operational plan for this financial year, 89% (56) activities are considered on track in line with their expected timelines. Councils target is to have 80% of all operational plan activities on track or completed and, with 89% of our current listing falling within these parameters, Council is currently excelling in this space.

During the quarter, Council staff also worked to draft 106 indicative workload measures to aid in understanding service utilisations and workload trends. These measures remain subject to change and may vary year on year in line with changing priorities or focus areas. Council staff will work with key stakeholders to refine these measures over time as we look to further refine our annual planning processes.

An organisational summary has been included below with high level analysis of the organisations overall results completed by the executive management team.

1.1 PROJECT MEASURES

1.1.1 CHARTS



1.1.2 OBSERVATIONS

- 89% (56) of operational plan activities are on track for delivery or continuation throughout the quarter.
 - 2 Items that were previously on hold have now recommenced however, due to the delay, are currently considered behind schedule.
 - 11% (7) items are noted as behind schedule with this primarily being due to resourcing constraints (both human resources and material/contractor availability) or external dependencies.
- FY23 Q2 saw the completion and close out of a further 5 “other” projects with 2 road and bridge projects now noted as complete.
- 2 “other” projects that were previously on hold have now recommenced and are considered on track.
- 1 “other” project moved from being on track to on hold following the discontinuation of the Federal Governments Building Better Regions Fund (BBRF), impacting funding.
- 8% (5) of “other” projects are considered ‘On Hold or for Dismissal’
 - 1 project is on hold pending new funding sources (Biggenden Streetscape Upgrade).
 - 2 projects are yet to commence.
 - 2 projects are pending funding decisions (grant or other).

2 OFFICE OF THE CEO

2.1 OFFICE OF THE CEO

2.1.1 STRATEGIC PROJECTS

2.1.1.1 Highlights

Strategic projects continued development and refinement of several strategic documents during the quarter with the key documents being the community engagement framework suite, comprising of a policy and supporting templates. A full draft of this important suite of documents now exists with internal engagement currently underway. It is anticipated that this document suite will be ready for draft endorsement early in Q3 FY23 with public exhibition likely to occur thereafter.

2.1.1.2 Challenges

A vacancy in the strategic projects team has slowed progress on some elements of strategic project deliverables. The executive team assumed many of these duties, albeit in a somewhat limited manner, to progress some vital elements in this space. Recruitment for this key role is anticipated to commence within Q3 FY23 to ensure progress is sustainably maintained.

2.1.2 GOVERNANCE, POLICY & RISK

2.1.2.1 Highlights

During the quarter, Councils commitment to best practice continued to be strengthened with an improved governance framework to:-

- raise standards of integrity and conduct in the workplace;
- ensure complaints are dealt with appropriately;
- thoroughly investigate adverse allegations against the Council or it's employee's;
- identify and deal with practices that may allow, encourage or contribute to inappropriate conduct.

2.1.2.2 Challenges

Council has responsibility to administer more than 100 Local Government Act's, Regulations and Local Laws. Regulatory changes are dynamic, they evolve and change daily. Practical methods to keep up to date with regulatory changes is difficult, yet mandatory. Strategies for staying regulatory current must be modern and effective.

Governance also deals with many complaints. Complaint handling is core business for Council. There is no single effective approach to managing complaints. A complaint handling system is the sum of many parts – legislative requirements; executive leadership and organisational culture; case and data management systems; and training and support for staff. Different combinations of these parts will work better in different contexts. Complaints are an important way for the management of Council to be accountable to the public. If not handled well, complaints can lead to a significant breakdown in trust and can spill over into other areas of the Council's operations.

2.1.3 RESEARCH & ANALYSIS

2.1.3.1 Highlights

Much of this quarter focused on stakeholder engagement activities relating to several ongoing pieces of work. A key highlight amongst these activities was the development of an all-staff survey to capture feedback and input on the internal stores (inventory) function at council.

This survey consisted of both manual and digital submission methods and had a significant participation rate across all council office/depot locations. The collated data will provide valuable insights into the way users currently interact with the function and how the function could be enhanced to better serve the organisation.

2.1.4 MEASURES

2.1.4.1 Workflow Measures

Workflow Measures - Office of the CEO – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Number of policies and/or administration directives formally approved and consequently brought into effect ¹	7	4			
Number of documented procedures formally approved and consequently brought into effect ¹	2	1			
Number of documented processes (work instructions) formally approved and consequently brought into effect ¹	0	0			
Number of councillor requests actioned or otherwise closed requiring no further action	108	88			
Number of internal Media support tickets actioned	387	313			
Number of Local Disaster Management Group (LDMG) meetings	3	3			
Number of District Disaster Management Group (DDMG) meetings	0	1			
Number of Local Disaster Management Group (LDMG) stand-ups	1	1			

Notes on results:

- Council have 15 Statutory Policies i.e a mandatory requirement under a Local Government Act to adopt by resolution – Currency 100%
- Final state process documentation (work instructions) are to be developed as part of close out steps in the LEAN process reviews. Neither review has progressed to this stage during the quarter. Refer to below update.

2.1.5 OPERATIONAL PLAN UPDATES

Key:  Completed  In Progress – On Track  In Progress – Behind Schedule  On Hold or For Dismissal



Continue LEAN process reviews across the organisation, pursuing appropriate continuous improvement opportunities as they arise and in keeping with available budgets.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Lean process improvement activities continued during the quarter. The current focus remains on stores and procurement. An all staff engagement exercise was undertaken in the quarter to capture staff sentiment on stores and the unique needs of the individual users of this internal function.

The collated data will support possible enhancements to this internal function giving, regard to unique needs while avoiding potential overservicing.



Continue development of a service catalogue for Council, defining sustainable and consistent levels of service across the region.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Further work continued on the service catalogue during the quarter with the structure of the current templates being expanded to reflect some key resourcing factors. These additions will reaffirm the catalogue as an effective service planning tool and enhance the value of the catalogue as it is developed.

Key staff also undertook training on service planning and catalogue development during the quarter. This was provided by the Queensland Treasury Corporation (QTC) in partnership with the University of Queensland and was well received by all participants.



Finalise development of a Community Engagement Framework and Strategy to ensure appropriate, timely, relevant liaison with community and other stakeholders.

The current draft community engagement framework and related documents underwent further refinement during the quarter. Internal stakeholder engagement led to several adjustments to ensure the framework remains scalable and adaptive while also providing consistency.

The framework will continue to be refined early in FY23 Q3, with community engagement on the framework also anticipated to occur during this quarter.



Maintain risk registers to support Councillors and the organisation to discharge duties and address key organisational risks.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

During FY22 activities included:

1. Creation of a Strategic Risk Register based on the requirements of Australian Standard AS/NZS ISO 31000:2018 Risk Management – Guidelines.
2. Implementation of SkyTrust - A software platform to enable a centralised system to record, manage and monitor both Strategic and Operational Risks.
3. Further work has continued into FY23 to develop and manage risk and embed a culture of risk management.



Consult with relevant parties on Indigenous Land Use Agreements.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

During FY22 Council formally connected with Queensland South Native Title Services (QSNTS) and a number of representatives of the Wakka Wakka people, with the intent of establishing communication channels and closer working relationships.

The first meeting of the above group was held in Q1 FY23.

There are a number of Native Title claims over land within the North Burnett Council region that remain before the Courts for determination. Further work will be undertaken with regard to Indigenous Land Use Agreements (ILUA) in FY23.



Ensure continued quality assurance and oversight of external funding applications and projects is provided.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Council continued to actively identify government and commercial grant opportunities and undertake proactive grants management to complement essential services, as well as bespoke and value added Council activities.

**Support Councillors with a well-documented, targeted advocacy strategy.**Corporate Plan Link *Prosperous Future – To Ensure Economic Growth for Future Generations*

Predominantly, advocacy has related to Federal Assistance Grants and improving Council's allocation. A comprehensive advocacy program is to be established, endorsed and actioned in Q3 FY 23.

Discovery and scoping efforts continued in the quarter with strategy drafting targeted to commence in Q3 FY23.

**In partnership with relevant agencies, provide economic development support for the community.**Corporate Plan Link *Prosperous Future – To Ensure Economic Growth for Future Generations*

Predominantly delivered via Council's partnership with Burnett Inland Economic Development Organisation (BIEDO).

**Leverage promotional opportunities for #VisitNorthBurnett and promote the region's tourism product through appropriate channels.**Corporate Plan Link *Prosperous Future – To Ensure Economic Growth for Future Generations*

Ongoing publicity maintained during the quarter with a target of two posts per week via all available Visit North Burnett social media pages.

**Support SES and explore sustainable models for future collaboration.**Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Ongoing liaison and support occurs for SES personnel, plant, equipment, activity program, review and improvement.

2.1.6 OTHER PROJECT UPDATES

Key: Completed In Progress – On Track In Progress – Behind Schedule On Hold or For Dismissal

**Procurement of Software to manage Delegations and Authorised Person Powers**

The software to manage delegations and authorised person powers has been ordered and in the implementation phase of the project.

**Biggenden Streetscape Upgrade**

This project has been placed on hold following the Australian Government's announcement that the Building Better Regions Fund (BBRF) will be discontinued and that round 6 applications will not proceed. Council was initially seeking \$2,751,420 from the BBRF (Round 6) with a Council co-contribution commitment of \$687,855.

Until alternate funding can be sourced, this project will remain on hold. While the Australian government has committed to establishing a new 'Growing Regions Program,' exact guidelines and eligibility criteria are yet to be released.

2.1.7 FINANCIALS

2.1.7.1 Divisional statement (Unaudited)

Note	Financial Year To Date					
	Current FYTD			Previous FYTD (PCP)		
	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	51	51	-	20	20	-
Fees and charges	-	-	-	-	-	-
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	65	40	25	329	42	288
Total recurrent revenue	116	91	25	349	62	288
Capital revenue						
Grants, subsidies, contributions and donations	4	-	4	-	-	-
Total Capital Income	4	-	4	-	-	-
Interest received	-	-	-	-	-	-
Other income	-	-	-	-	-	-
Total Income	120	91	29	349	62	288
Expenses						
Recurrent expenses						
Employee benefits	749	800	51	764	752	(12)
Materials and services	405	434	28	321	540	219
Finance costs	-	-	-	-	-	-
Depreciation expense	124	75	(49)	114	74	(40)
Total	1,278	1,309	30	1,199	1,366	167
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	1,278	1,309	30	1,199	1,366	167
Net result	(1,158)	(1,218)	59	(850)	(1,304)	455

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2.1.7.2 Financial Commentary

The Office of the CEO is currently \$59,710 favourable to budget as at 31 December 2022.

3 CORPORATE & COMMUNITY

3.1 INFORMATION MANAGEMENT

3.1.1 INFORMATION, COMMUNICATIONS & TECHNOLOGY

3.1.1.1 Highlights

The Information and Communications Technology team has had a busy quarter, including the following undertakings:

- Improved third party network speeds into all locations - Up to 25 times faster (nb. Eidsvold has been delayed until early 2023) and at reduced costs. The third party network is supplemented by NBRC's private wireless network.
- More than halved the number of outstanding internal support tickets. Many of those are longer term requests that may have third parties involved.
- Significantly enhanced the security posture of NBRC's Microsoft services.
- Finalised the ICT Strategic Plan 2022-2027, giving certainty to the organisation as to the way forward.

We are looking forward to undertaking planned significant leaps forward in cyber security and connectivity in the new year.

3.1.2 RECORDS

3.1.2.1 Highlights

With new team members starting, training has continued in the daily routine tasks of Records Management. Two staff have accessed external training opportunities via RIMPA (a peak training body for Records Management in the Southern Hemisphere). There has been continued progress with writing of internal records procedures for reference. The team has also been working on a strategic review. There are opportunities to engage with industry experts to gain guidance on improving our internal processes. Enhancements have been made to our archive room to better protect records.

3.1.3 MEASURES

3.1.3.1 Workflow Measures

Workflow Measures – Information Management – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Number of internal ICT support tickets actioned	458	419			
Number of internal Records support tickets actioned	344	391			
Number of new records added to council's Electronic Document and Records Management System (EDRMS)	691	761			
Number of records destroyed in line with (and as required by) retention and disposal schedules	0	0			

Notes on results:

A Telstra upgrade to the 4G mobile network in Eidsvold resulted in an unplanned interruption to the network connection in the Eidsvold offices. The ICT team implement an alternative network for the duration of the outage.

3.1.4 OPERATIONAL PLAN UPDATES

Key:  Completed  In Progress – On Track  In Progress – Behind Schedule  On Hold or For Dismissal



Continue development of an appropriate ICT strategy to guide Council ICT decision making, promoting uniformity and consistency, with a longer term, organisation wide outlook.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Draft strategy has been developed and is currently with the executive team for approval.



Ensure best practice records management through continuous improvement and incremental change, as appropriate.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

A business as usual (BAU) activity. A strategic review is underway with the intent to modernise records management processes. There has been continued progress with writing of internal records procedures.



Continue to support the organisation with effective first point of contact support and back of house ICT operations, proactively minimising potential downtime, maintaining ICT infrastructure and taking steps to protect against information or infrastructure threats.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

A business as usual (BAU) activity. The computer replacement program continued in keeping with the approved budget to ensure information, communication & technology equipment remains current and fit for purpose.

The laptop replacement component has been completed. The desktop replacement component is underway.



Operate the remaining Eidsvold TV retransmission tower until early 2023 whilst planning for decommission pursuant to council resolution.

Corporate Plan Link *Sustainable Communities – To retain Population and Attract Investment*

As per Council resolution on 28/04/2021 to decommission the sites, Moonford and Bukali were decommissioned on 28/01/2022 and 30/06/2022 respectively. Eidsvold is scheduled to be decommissioned on 27/01/2023.

Media team prepared media releases reminding of the decommission deadline. A flyer was distributed as a letter drop to the Eidsvold township.

**Continue to manage CCTV operations in key Council areas for community safety and asset security.**

Corporate Plan Link Sustainable Communities – To retain Population and Attract Investment

A business as usual (BAU) function. Policies and procedures are being developed to include upgrading of aging systems, identify and prioritise installation locations, and develop an appropriate maintenance program.

3.1.5 OTHER PROJECT UPDATES

Key:



Completed

In Progress –
On TrackIn Progress –
Behind ScheduleOn Hold or For
Dismissal**Online Payments**

Work continues with the Finance team and Magiq software to streamline the import of NAB transaction reports into Magiq Enterprise. This is the final issue to resolve before initiating the public communication and go live. Magiq Software developers are testing several solutions to determine the most appropriate.

**Core Servers (Gayndah)**

Latest certified firmware has been applied to supporting infrastructure. Compatibility matrix has been confirmed with latest software release. Implementation documentation is being finalised.

**Branch Servers (Biggenden, Eidsvold, Mt Perry, Monto, Mundubbera)**

Server specification planning has been completed. Quotes have been requested.

**PC Laptop Replacement (MUN,PER)**

Laptop, dock and monitor replacements have been completed. Components for the desktop replacements have arrived and are being built.

**Wireless WAN (EID Hackwood) (Cania – Monto & Mt. Archers – Gayndah)**

Equipment for the links have arrived and are being configured and tested by supplier. Installation dates are being finalised.

Links being updated are

- Eidsvold – Hawkwood
- Mt Perry - Biggenden

**Digitisation**

A Digitisation Policy has been developed and work to modernise Council's records management processes is underway. A staff procedure has been drafted and the related records team procedure is still being developed.

**SAN Storage**

A utilisation review has been undertaken of the existing SAN. The information gained from the review, along with expected usage changes, has informed capacity planning for the new SAN. Quotes will be requested from suitable suppliers in due course.

**CCTV**

A review of existing CCTV systems has been undertaken to identify camera sites or systems that are priority candidates to be upgraded. A check of network capacity to camera sites is required and will be undertaken in due course.

3.1.6 FINANCIALS

3.1.6.1 Divisional statement (Unaudited)

	Financial Year To Date					
	Current FYTD			Previous FYTD (PCP)		
	Note	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000 Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges		-	-	-	-	-
Fees and charges		-	-	-	-	-
Sales Revenue		-	-	-	-	-
Grants, subsidies, contributions and donations		-	-	-	-	-
Total recurrent revenue		-	-	-	-	-
Capital revenue						
Grants, subsidies, contributions and donations		-	-	-	-	-
Total Capital Income		-	-	-	-	-
Interest received		-	-	-	-	-
Other income		-	-	-	-	-
Total Income		-	-	-	-	-
Expenses						
Recurrent expenses						
Employee benefits		284	320	37	201	333
Materials and services		446	894	449	617	508
Finance costs		-	-	-	-	-
Depreciation expense		-	-	-	-	-
Total		730	1,214	486	818	841
Capital Expenses						
Loss on disposal of non-current assets		-	-	-	-	-
Provision for landfill and quarry restoration		-	-	-	-	-
Total		-	-	-	-	-
Total expenses		730	1,214	486	818	841
Net result		(730)	(1,214)	486	(818)	(841)

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3.1.6.2 Financial Commentary

Expenditure is favourable to budget as payment plans have been put in place to spread the cost over the year, as compared to incurring all up front as forecast. Supply chain shortages are once again causing higher prices which in turn are putting pressure on the forecast budget.

3.2 FINANCIAL SERVICES

3.2.1 FINANCE

3.2.1.1 Highlights

Council conducted a public auction for the recovery of unpaid, overdue rates and charges on the 29th November 2022 at the Mount Perry Town Hall. It has settled five (5) properties recovering rates of \$137,556.57. There are nine (9) properties remaining totalling \$118,291.72 which will proceed to respective sale by negotiation. Following the settlement of the five (5) properties at the public auction, there was outstanding debts written off totalling \$ 39,804.92.

General rates as at 31 December 2022 was \$5,666,863 which is favourable to budget by \$32,571. Discounts take-up for 2022-2023 year-to-date is 90.08% compared to the discount take-up in the 2021-2022 year of 89.03%.

Interest received on investments of \$443,740 is higher than the budget as of 31st December 2022 of \$205,609. This is due to the improved investment interest rate environment as the official cash rate has increased recently.

Annual general insurance cost for 2022-2023 was \$995,095.00, which represents an 8.82% increase on 2021-2022.

3.2.1.2 Challenges

Recruitment to fill current vacancies within the Financial Services Team.

3.2.2 PROCUREMENT

3.2.2.1 Highlights

Council has completed the introduction of the Local Government Association of Queensland (LGAQ) procurement software (NexGen) which incorporates Vendor Panel and Arc Blue. This will assist Council to provide tools to aid staff in procurement and prompt users with the steps required to conform with the Procurement Policy of Council. Arc Blue will enable detailed analysis of Council's procurement in a graphical presentation. Such analysis will reflect levels of local purchases, and a breakdown of expenditure categories. As part of this project, Council has implemented the advanced contract management module within Vendor Panel, which will assist Council to ensure compliance within respective Contracts by documenting insurances and workplace, health and safety (WHS) records.

Council has also completed the installation of Eftsure, which will assist Council to detect and reduce payment fraud and errors by ensuring that electronic funds transfers go to the right payees. This provides real-time matching of payee names to bank account numbers at the point of payment and has additional compliance checks for ABN and GST status.

Council has completed the tender process for contractors to be on the register of prequalified suppliers for plant hire and civil contractors services. Successful applicants have been notified.

3.2.2.2 Challenges

Management is continuing to review the procedures required in development of a centre-led procurement strategy.

3.2.3 MEASURES

3.2.3.1 Workflow Measures

Workflow Measures – Financial Services – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Number of internal Finance support tickets actioned	537	458			
Number of creditor accounts having received at least one payment in the quarter	462	466			
Number of all purchase orders raised (created) within the quarter ²	2153	2043			
Number of purchase orders raised (created) with local suppliers within the quarter ^{2 3}	1039	961	+		
Number of purchase orders raised (created) by the finance or procurement teams within the quarter ²	286	257			

Notes on results:

There were 458 finance support tickets actioned in Q2 with 82% being actioned within five (5) business days.

3.2.4 OPERATIONAL PLAN UPDATE

Key:  Completed  In Progress – On Track  In Progress – Behind Schedule  On Hold or For Dismissal



Identify and assess continuous improvement opportunities as well as any potential additional controls to enhance council's financial system practises.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

The introduction of quarterly performance reporting has led to improvements in financial reporting related to Council's operations. Council has reviewed the September 2022 Quarterly Budget Review and made changes to the operational budget as recommended.



Ensure effective and efficient procurement, stores and purchasing practices, pursuing continuous improvement opportunities and/ or additional controls, where appropriate.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

A review has been completed of Procurement. An implementation program to improve stores and purchasing practices is continuing. This includes analysis of providing a centre-led procurement model and further scoping surrounding potential stores enhancements.



Continue leases and contracts implementation, maintenance, and review, to efficiently provide Council owned facilities and land for community groups and commercial entities and meet public sector governance standards.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Review and updating of leases has continued, for Council owned facilities and land, with community groups and/or commercial entity tenants.

3.2.5 OTHER PROJECT UPDATES

Key:  Completed  In Progress – On Track  In Progress – Behind Schedule  On Hold or For Dismissal



Financial Reporting Review

Council has successfully implemented its annual reporting software provided by LG Solutions. This has enabled improvements in the preparation of the annual financial statements and will assist in improving Council's maturity in this task as identified in the financial reporting review.



Strategic Procurement Processes

Council has completed the tender for Civil Works to determine the pre-qualified suppliers of plant hire and civil contractor services. Successful tenderers have been advised.

3.2.6 FINANCIALS

3.2.6.1 Divisional statement (Unaudited)

Note	Financial Year To Date					
	Current FYTD			Previous FYTD (PCP)		
	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	5,371	5,148	223	4,861	4,903	(42)
Fees and charges	47	24	23	68	22	45
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	714	496	218	2,439	2,164	275
Total recurrent revenue	6,132	5,668	464	7,368	7,089	278
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total Capital Income	-	-	-	-	-	-
Interest received	405	157	248	85	156	(71)
Other income	127	128	(2)	72	85	(13)
Total Income	6,664	5,953	710	7,525	7,330	194
Expenses						
Recurrent expenses						
Employee benefits	812	868	55	716	682	(34)
Materials and services	1,494	906	(588)	1,224	1,038	(187)
Finance costs	21	22	1	16	20	4
Depreciation expense	14	75	61	70	74	4
Total	2,341	1,871	(471)	2,026	1,814	(213)
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	294	-	(294)
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	294	-	(294)
Total expenses	2,341	1,871	(471)	2,320	1,814	(507)
Net result	4,323	4,082	239	5,205	5,516	(313)

DISCLAIMER: The financial statements contained within this document are unaudited and, while prepared with due care, may ultimately differ to the final audited financial statements within council's annual report. Any figures included in this report are indicative only, are subject to revision and are not to be taken as a definitive representation of council's financial performance. Audited financial results will not be retrospectively updated into this report and all figures contained within are static at the time of the reports preparation.

3.2.6.2 Financial Commentary

Financial services net result was \$239,672 favourable in comparison to budget for the six months ended 31st December 2022.

Council received notification that the Financial Assistance (FA) Grants had increased by 2.24% for the 2022-2023 allocation. This was due to increased allocation by the federal government for the FA Grant pool, and there has been no change to the revised methodology for future FA Grant calculations. Council will continue advocacy to highlight the disadvantage this methodology creates for North Burnett Regional Council.

3.3 COMMUNITY ENGAGEMENT

3.3.1 CUSTOMER SERVICE & LIBRARIES

3.3.1.1 Highlights

The Customer Service and Libraries (CSL) team continues to work towards streamlining our service delivery, focusing on Council's core business functions. Our Contact Centre is meeting targets and will focus on continuous improvement to process to increase first point resolution.

Chronicle, our new Cemetery Software, has been trialled internally by the CSL team. During Q1, a link was placed on Council's website allowing community members to access burial information and online imagery for all Council owned cemeteries across the region.

Library programming paused at the start of the COVID19 pandemic. Q2 saw the re-commencement of Library programming with a focus on the delivery of our funded First 5 Forever Program. Weekly Storytime programs have been rolled out across all our Library sites.

3.3.1.2 Challenges

The Customer Service & Libraries (CSL) section recently restructured, with the hours of our Biggenden, Eidsvold and Mount Perry sites reduced to meet operational requirements. This also saw the cessation of Saturday opening. As a result of these changes, there was a loss of long term CSL Officers from the team, who chose to accept opportunities in other departments within the organisation. This created a large gap not experienced before in this team.

A substantial recruitment process was undertaken to ensure sites were appropriately staffed. Our team now consists of multiple new members, with a strong customer experience ethos, starting their local government careers. Sufficient time for training and access to accurate resources and information will be critical in ensuring we can continue to deliver an efficient, effective and positive customer experience to all.

Additionally, three (3) casual staff members commenced during Q1 and were trained in customer service and libraries, contact centre (where applicable) and staffing duties at the Reginald Murray Williams Australian Bush Learning Centre in a temporary non-ongoing capacity.

Recruitment and retention of suitable staff is an ongoing challenge.

3.3.2 COMMUNITY DEVELOPMENT

3.3.2.1 Highlights

The Communities team have partnered with various organisations to deliver workshops or programs in the region. This included

- Engaging the Wonder of Science, Flying Scientists visited the region in October 2022 to facilitate free in-School workshops in Monto and Eidsvold as well as free community events held in Eidsvold, Monto and Gayndah.
- Continued partnership with Red Cross to support Disaster Recovery in Dallarnil.
- Continued to support the transition from the North Burnett Community Services Advisory Committee to a Network of Service Providers. The Network has now held two successful meetings.
- Continued partnership with Ascend Learning to deliver Science and Robotics workshops in the region.

A major highlight for Library Programming was the recommencement of Storytime at each of our six Libraries across the region from Monday, 31 October 2022. Council is now meeting its Service Level Agreement obligations by delivering this program. Our highest attended session in the quarter was in Mundubbera on 13 December, with 14 children reading, singing and playing at the Mundubbera Library.

A successful North Burnett Transport Service Forum was held in November 2022 with over 25 community members from across the region attending along with elected members, Council Officers, Translink and Department of Transport and Main Roads representatives.

There has been continued progress with writing of internal Library and North Burnett Transport Service procedures and providing articles for Knowledge Base program.

3.3.2.2 Challenges

The Communities team is a small but dedicated team covering a broad range of functions. The team have experienced staffing challenges in Q2, FY23 due to unplanned extended leave periods by multiple team members. The team have continued to progress key functions and projects, i.e. Australia Day Awards and event planning and the North Burnett Transport Service Forum. There has however been delays in other areas, or work postponed, due to reduced staffing levels. This included delaying the release of the Community event/project and Major Event grant until January 2023. Staffing challenges are likely to continue in Q3, FY23.

The Communities team have established a First 5 Forever program team to deliver Storytime and outreach programs. This is a small team consisting of our Library Programming Officer and Communities Officer as well as two Customer Service and Library Officers. Whilst we are currently managing staffing arrangements and delivering sessions, additional team members are required to reduce associated risks of cancelling programs due to unavailability of staff. To reduce this risk, we are currently building skills and capacity by conducting in-house training with two additional Customer Service and Library Officers and are eagerly awaiting formal training to be offered in 2023 by State Library of Queensland (SLQ).

3.3.3 REGINALD MURRAY WILLIAMS CENTRE

3.3.3.1 Highlights

The Reginald Murray Williams Australian Bush Learning Centre continually hosts art exhibitions throughout the year. During Q2 the centre hosted John Elliott's Art 'Gifted Country.' The centre facilitated one tour group during the period with approximately 10 visitors in this group.

In Q1 the Centre undertook its annual review, with Tourism & Events Queensland subsequently identifying the centre as a 'Best of Queensland Experience'.

3.3.3.2 Challenges

In Q1, Council invited expressions of interest for the sale or lease of the Reginald Murray Williams Australian Bush Learning Centre. The expressions of interest received were not accepted and the long-term future of the Centre is yet to be determined by Council.

The uncertainty of the Centre creates challenges for long term planning, staff arrangements and promotion. A significant reduction in patronage has occurred, which can be attributed to COVID requirements (masks and vaccinated site) as well as reduced social media presence and online activity. A clear direction and adequate staffing of the centre is required to improved performance of this site.

3.3.4 MEASURES

3.3.4.1 Workflow Measures

Workflow Measures – Community Engagement – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Number of phone interactions via customer contact centre	4201	3202			
Number of calls received by afterhours service	58	157			
Number of customers visiting Biggenden Customer Service & Library (CSL) centre ⁴	1232	814			
Number of customers visiting Gayndah Customer Service & Library (CSL) centre ⁴	3179	2220			
Number of customers visiting Mundubbera Customer Service & Library (CSL) centre ⁴	3539	2181			
Number of customers visiting Eidsvold Customer Service & Library (CSL) centre ⁴	1670	939			
Number of customers visiting Monto Customer Service & Library (CSL) centre ⁴	3405	3075			
Number of customers visiting Mt Perry Customer Service & Library (CSL) centre ⁵	505	374			
Number of customer interactions via Biggenden Customer Service & Library (CSL) centre	737	475			
Number of customer interactions via Gayndah Customer Service & Library (CSL) centre	1995	1072			
Number of customer interactions via Mundubbera Customer Service & Library (CSL) centre	705	484			
Number of customer interactions via Eidsvold Customer Service & Library (CSL) centre	416	426			
Number of customer interactions via Monto Customer Service & Library (CSL) centre	1948	1597			
Number of customer interactions via Mt Perry Customer Service & Library (CSL) centre	420	287			
Number of visitors to the Reginald Murray Williams Centre	1697	616			
Number of campers staying at the Reginald Murray Williams Campgrounds	243	42			
Number of total library borrowings (physical items) ⁶	7521	6890			
Number of total eResource borrowings (electronic items) ⁷	1448	TBA			
Number of First 5 Forever (F5F) sessions conducted (Library sessions only)	0	38			
Number of attendees at First 5 Forever (F5F) sessions (Library sessions only)	0	140			
Number of Library Program sessions conducted (excluding F5F Library sessions)	21	8			
Number of attendees at Library Programs (excluding F5F Library sessions)	379	87			

Notes on results:

- Q2 afterhours calls increased from Q1 primarily due to the Christmas closure period.
- Q1 & Q3 are rating periods, therefore customer interactions and visitor to the Customer Service & Library (CSL) centres are typically higher than those in Q2 & Q4.
- Borrowing of physical library items decreased from Q1 to Q2. This is a common trend due to Christmas closure and holiday period.
- First 5 Forever (F5F) Storytime recommenced in all Libraries from 31 October 2023. F5F data only includes children attending sessions and excludes caregivers/adults
- eResource Data for Q2 is not available at the time of drafting the report.
- Programming figures in Q1 are higher than Q2 due to School Holiday Science and Robotics workshops, which attract strong engagement by primary school aged children.

3.3.5 OPERATIONAL PLAN UPDATE

Key:  Completed  In Progress – On Track  In Progress – Behind Schedule  On Hold or For Dismissal

**Continue development of a Libraries Strategy.**

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Libraries strategy research and drafting has commenced and will be delivered by June 2023.

**Implement a revised customer experience charter.**

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

A review of the customer experience charter has commenced.

**Deliver the North Burnett Transport Service as per TransLink contract.**

Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

A business as usual (BAU) function. The Transport service is being delivered in keeping with contractual requirements.

Our contracts require the North Burnett Transport Service (NBTS) to hold one community forum every twelve months with key stakeholders. Our first forum, under our new contract was held on Monday, 7 November 2022 at the Mundubbera Community Hall. The forum was successful with over 25 community members from across the region attending along with elected members, Council Officers, Translink and Department of Transport and Main Roads representatives.

Council shared information with the audience on NBTS performance, customer service and communication and also consulted with attendees about potential service enhancements. The forum was very productive, with many helpful ideas put forward by members of the community for consideration. Service enhancement suggestions will be considered by both Council and Translink in 2023.

The North Burnett Transport Service (NBTS) had an Operator Accreditation Audit with the Department of Transport and Main Road on Tuesday, 8 November 2022. Preliminary advice indicates NBTS passed all aspects of the audit.



Deliver library services as per State Library of Queensland Service Agreement, including First Five Forever Programming.

Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

A business as usual (BAU) function. State Library of Queensland Service Level Agreement requirements are being met.

Library programming has continued with a range of events including First Five Forever outreach sessions (e.g. Kindy and School visits), visits from the Flying Scientists and a Creative Writer's workshop.

First Five Forever Storytime at each Library recommenced from the 31 October, with continuous attendance exceeding our expectations. The highlight for the quarter was 14 children attending our Storytime session in Mundubbera on 13 December. Further training in this program is planned with all customer service and library team during 2022-23.



Deliver key regional community events of Australia Day and Youth Week and support other community events in line with Council policy, budget and available resources.

Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

A business as usual (BAU) function. 2023 Australia Day event planning has commenced with award nominations released and recipients determined at the Australia Day Awards Selection Panel meeting held on 21 December 2022. Citizenship ceremony invitations have been sent to candidates, as well as the Federal member for Flynn and the State Member for Callide.

The Communities team submitted a 2023 Australia Day Community Events grant application, which was successful, with funding of \$25,960 (including GST) secured. This grant will support the delivery of our first regional Australia Day community event, including coaches to transport community members to the regional event, provision of family friendly entertainment, incorporation of traditional elements into the program, engaging a professional photographer (mandatory as part of the grant) and the purchasing of resources.

Youth Week planning will commence closer to the function in addition to supporting Seniors Week and NAIDOC events in collaboration with community groups.



Continue capacity building exercises with local community groups to ensure best practice project management, access to external funding, collaborations with other groups and projects that align with endorsed Council strategies.

Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

The Communities team are continuing to explore partnership opportunities with Volunteering Queensland and capacity building workshops. The team partnered with Red Cross and Council's Disaster Management Officer to facilitate a Disaster Recovery forum and Q&A sessions in Dallarnil.

The Communities team was invited to attend the Eidsvold Community Day on Wednesday, 2 November 2022. This event was organised by the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships, with the intent to bring together all levels of government and non-government organisations that service Eidsvold, to meet with community members. This was a successful event and provided the opportunity to showcase the different programs/services Council offers, including Sport and Recreation, Arts and Culture, North Burnett Transport Service and Library programs (e.g. Storytime). This also allowed the team to network with other key agencies and service providers.

The team assisted the Works Department with the 'Walking Network Plans' grant Project – stakeholder engagement piece. This included supporting the development of media releases and invites to community groups and organisations to attend the stakeholder workshops. It also included supporting the consultants, Cormac Rd Civil Pty Ltd (CRC), as they conducted workshops in Biggenden, Eidsvold, Gayndah, Monto and Mundubbera between 28 November and 2 December 2022.



Continue to work with the community to maintain and deliver museum and art gallery facility programs across the region.

Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

Ongoing support provided for Mundubbera Art Gallery. Support extended to Reginald Murray Williams Australian Bush Learning Centre Gallery to display rolling exhibitions throughout the year. Ongoing meetings and support provided to Gallery groups across the region.



Deliver responsible and effective community grants that support sustainable community events and projects across the region.

Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

In-kind support applications continue to be assessed on a regular basis. Community grants (Major events, small events and projects) will be released Q3 2023 to enable Not-for-profit groups to apply for funding.

The Communities team supported the Mundubbera Blueberry Festival Committee with their event planning for the Blueberry Festival held on 21 and 22 October 2022. This included providing support and advice, facilitating Council approvals in partnership with the Parks and Open Spaces team for a range of matters including temporary electricity at Bicentennial park, use of Archer Park, early gym closure and in-kind support requests. The wet weather resulted in the committee adjusting their plans and the Communities team supported the Committee with additional requests and changes to event plans.



Deliver Mundubbera and Eidsvold community gym services whilst investigating longer term, sustainable delivery options.

Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

Both Gyms are operating and with stable membership base.

A review on gym viability (e.g. financial) will be conducted by end of 2023.



Deliver streetscape funding program in keeping with endorsed policy.

Corporate Plan Link *Prosperous Future – To Ensure Economic Growth for Future Generations*

The Communities team continue to support the Streetscape funding program in lieu of an economic development team. A small volume of applications continue to be submitted for this program and are assessed, supporting local businesses as appropriate.



Operate the Reginald Murray Williams Australian Bush Learning Centre whilst investigating long term sustainable delivery options.

Corporate Plan Link *Prosperous Future – To Ensure Economic Growth for Future Generations*

Reginald Murray Williams Australian Bush Learning Centre has been staffed and continues to trade. Centre services are currently delivered with fixed term / casual staff. Expression of Interest for sale or lease of the facility was completed without success in May 2022. A formal tender process is planned for 2023.

3.3.6 OTHER PROJECT UPDATES

Key:  Completed  In Progress – On Track  In Progress – Behind Schedule  On Hold or For Dismissal



Disaster Recovery Human Social and Economic subgroup leadership and coordination

Post two events impacting the North Burnett Council region – Ex Tropical Cyclone Seth – Flooding event and SE Qld Rainfall and Flooding, the communities team led and coordinated stakeholders to facilitate recovery support to impacted residents. In Q2 FY23, Human Social and Economic Recovery subgroup meetings continued with key stakeholders.

On the 7 October 2022, Red Cross facilitated a community recovery meeting with the Dallarnil community. This meeting provided community members a safe place to openly share their experiences and to commence planning for the future. Numerous questions were raised and a second forum was planned. Council, in partnership with Red Cross, held the second forum on Friday, 21 October 2022. This enabled the community to hear from agencies and organisations involved in recovery/disaster management and respond to questions raised at the initial meeting. The meeting was attended by approximately 10 community members, 10 agency representatives and also included written feedback from agencies unable to attend in person.

Action items following the forum include meeting with community to discuss evacuation centre plans for the Dallarnil Community, in partnership with Red Cross.

3.3.7 FINANCIALS

3.3.7.1 Divisional statement (Unaudited)

Financial Year To Date						
Note	Current FYTD			Previous FYTD (PCP)		
	FYTD	FYTD	FYTD	FYTD	FYTD	FYTD
	Actual \$'000	Budget \$'000	Variance \$'000	Actual \$'000	Budget \$'000	Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	-	-	-	-	-	-
Fees and charges	11	13	(2)	8	15	(7)
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	75	41	34	67	17	50
Total recurrent revenue	86	54	32	75	32	43
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total Capital Income	-	-	-	-	-	-
Interest received	-	-	-	-	-	-
Other income	276	283	(7)	241	316	(75)
Total Income	362	337	25	316	348	(32)
Expenses						
Recurrent expenses						
Employee benefits	918	941	23	900	881	(20)
Materials and services	412	389	(23)	346	682	336
Finance costs	-	-	-	-	-	-
Depreciation expense	108	100	(8)	98	99	1
Total	1,438	1,430	(8)	1,344	1,662	317
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	1,438	1,430	(8)	1,344	1,662	317
Net result	(1,076)	(1,093)	17	(1,028)	(1,314)	285

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3.3.7.2 Financial Commentary

Community Engagement net result for the six (6) months ended 31 December 2022 was \$1,075,108 as compared to the budget of \$1,092,284. This represents a minor favourable variance of \$17,176 or 1.57%.

3.4 PEOPLE & PERFORMANCE

3.4.1 HUMAN RESOURCES

3.4.1.1 Highlights

During Q2 FY23, a total of seven (7) new employees have been welcomed into the organisation.

Council was successful in securing \$66,000 in funding from the State Government's *Skilling Queenslanders for Work – First Start Program* initiative, which will support Council's Trainee and Apprentice Program for 2023. This program is a significant component of Council's workforce planning initiatives and recruitment for six (6) new trainees/ apprentices commenced in December.

3.4.1.2 Challenges

Skilled candidate and housing shortages: The candidate market continues to remain very competitive, adding an extra pressure to attracting skilled candidates to the organisation. The real-estate market (both rentals and sales) has continued to remain very tight across the region, posing not only an additional degree of complexity to the already challenging recruitment process, but has also resulted in an unprecedented increase in housing insecurity concerns raised from within the existing workforce.

Enterprise Bargaining Agreement (EBA) negotiations continued with the Joint Consultative Committee (JCC) meeting on three (3) occasions throughout the quarter. Negotiations have been impeded by little appetite for compromise with the outstanding claims. Council is concerned about the inconsistent attendance by some of the negotiating parties, which has substantially hampered the progress made at each meeting. Negotiations are scheduled to continue in Q3 FY23.

3.4.2 PAYROLL

3.4.2.1 Highlights

The Personal Leave Bonus payment was successfully implemented according to the relevant provision in the *NRBC Certified Agreement 2018*.

3.4.2.2 Challenges

The final pay for the 2022 calendar year coincided with the Christmas Shut Down period leading to the Payroll Team having a tight timeframe to process timesheets for the month of December.

3.4.3 WORKPLACE HEALTH & SAFETY

3.4.3.1 Highlights

This quarter the WHS Team has been working with internal stakeholders to ensure contractors engaged by Council to undertake work are aware of their requirements for Workplace Health and Safety. The WHS team has increased inspections of Council worksites and the rate of identified nonconformances has significantly decreased with the increased knowledge of requirements.

Work has been completed on 1 December 2022 for electronic WHS reporting of Incidents, Hazards and Hazard Inspections through Council's electronic WHS Reporting System (SkyTrust). The use of SkyTrust will support Council to reduce paper usage, allow reporting in real time for actioning or reporting requirements, and is an efficient tool in a dispersed work environment.

Council continued to review and implement revised WHS system documents this quarter with the release of new WHS procedures and revised suite of Safe Work Method Statements for the whole organisation. These documents ensure workers are compliant with legislative requirements and inducted to the changes using Councils Online Learning Management System 'NBRC Ed' or via Toolbox Talks.

Additionally, with the successful recruitment of a new Work Health and Safety Advisor based at Biggenden, the WHS Team is fully staffed for the first time in 2 years.

3.4.3.2 Challenges

Scheduled inspections of Council controlled worksites were undertaken across the region. The rate of WHS compliance has declined this quarter to 72% for the Council worksites. Actions to address the decline have been implemented, to increase completion rates for the next quarter.

Council attended an LGW Masterclass this quarter to be updated on the new legislative changes for psychological health and safety. This change to the WHS Regulations and introduction of a new Code of Practice (applicable from 1 April 2023) will require the WHS Team to undertake significant work towards supporting the organisations education of the new standards, partnering with stakeholders to review and update existing internal processes across multiple internal business units and ensuring the WHS framework is reflective of the change.

Revision/ gap analysis of the Safety Management System, in preparation for the LGW Workcover external Audit, is a significant focus currently for the WHS Team. It is taking up a lot of resources and will continue to be a priority in Q3.

3.4.4 TRAINING & DEVELOPMENT

3.4.4.1 Highlights

The WHS Team continues to work with external training suppliers and internal work groups. WHS is undertaking reviews of training requests to reduce the number of training sessions conducted, with a view to enhance the overall yield of each session.

The transition to SkyTrust, with training support, is progressing well and has increased the awareness of workers around their need to provide Council with updated compliance evidence, to comply with legislative requirements.

The WHS Team coordinated the training for 42 First Aid and 52 CPR individual competencies this quarter, with further training scheduled for Q4.

WHS team has commenced internal Emergency Evacuation Training for the Emergency Evacuation Coordinators (Fire Wardens) in the Monto region. This training includes the management of emergency situations and hands on fire extinguisher and fire hose training. This training will continue over the next Quarter with the intention to complete training across all of Council in Q3.

WHS team has conducted internal Risk Management Training combined with the Safe Work Method Statement Training for line managers over this quarter. This will be a train the trainer model to support line managers and will be conducted with internal work teams supporting the line managers in toolbox format.

3.4.5 MEASURES

3.4.5.1 Workflow Measures

Workflow Measures – People & Performance – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Number of internal HR support tickets actioned	593	875			
Number of WHS inspections completed	104	98			
Worker initiated hazard reports assessed	30	56			
Number of job applications received (total within the quarter)	101	110			
Number of advertised staff vacancies as at the end of the quarter	20	24			

Notes on results:

- The People & Performance Team actioned 875 tickets for the quarter, with 68% being completed within 10 business days.
- Increased resourcing allowed the Team to address a backlog of support tickets during this Quarter. This resulted in a sharp increase in the number of tickets actioned within the quarter.

3.4.6 OPERATIONAL PLAN UPDATE

Key:  Completed  In Progress – On Track  In Progress – Behind Schedule  On Hold or For Dismissal



Implement continuous improvement workplace health and safety opportunities as they arise and adhere to legislative requirements.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Ongoing reviews and updates of key WHS management system documentation (in consultation with workers and management) remained on track. Resourcing constraints in the WHS team have impacted capacity however, this quarter, new safe work method statements were introduced to workers and training for new risk assessment forms was rolled out. This quarter, full transition to the SkyTrust System was implemented leading to the decommissioning of paper-based Incident Reports, Hazard Reports and Hazard Inspections.

Imminent changes to psychological work health and safety standards/ introduction of a new Code of Practice is being reviewed with a strategy designed to educate the workforce, assess current capacity and implement an upgrade to the existing WHS management system.



Deliver a supervisor development program to up-skill staff in supervisory positions and facilitate career progression pathways.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

During Q2 FY23, Council had one employee attend the LGMA QLD Ignite (Leadership) Program and they successfully completed the 8-month course. Staff have attended various conferences, seminars and workshops to network and extend their LG knowledge. There have been opportunities for employees to act in higher level positions when there are vacancies and/ or additional project work has been identified, providing employees with on-the-job training and experience. Training and pathway opportunities are an ongoing priority as a part of the People & Performance strategy.



Support Council with professional recruitment, training and development, industrial relations as well as trainee programs advice and procedures.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

During Q2 FY23, People and Performance have continued to deliver recruitment services across the organisation. A total of seven (7) new employees were welcomed into the organisation during the quarter. Various staff have participated in First Aid and CPR training and professional development has been supported. Council's Trainee and Apprentice Program has continued to progress, with Council being successful in attaining funding for 6 new placements commencing Q3. EB negotiations commenced in September and will continue throughout Q3.

3.4.7 OTHER PROJECT UPDATES

Key:  Completed  In Progress – On Track  In Progress – Behind Schedule  On Hold or For Dismissal



WHS Management Strategic Plan

The 3-year WHS Strategic Plan for Council's Work Health and Safety Management System is currently being revised before finalisation following recent changes to the WHS Regulations. This Plan will support the introduction of the new recommended LGW Workcover Safety Management System. This Strategic Plan will provide Council with KPIs and ensure compliance with our legislative requirements.

3.4.8 FINANCIALS

3.4.8.1 Divisional statement (Unaudited)

	Financial Year To Date					
	Current FYTD			Previous FYTD (PCP)		
Note	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	-	-	-	-	-	-
Fees and charges	-	-	-	-	-	-
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	64	90	(26)	46	-	46
Total recurrent revenue	64	90	(26)	46	-	46
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total Capital Income	-	-	-	-	-	-
Interest received	-	-	-	-	-	-
Other income	-	-	-	-	-	-
Total Income	64	90	(26)	46	-	46
Expenses						
Recurrent expenses						
Employee benefits	407	387	(21)	925	354	(570)
Materials and services	192	623	431	167	146	(21)
Finance costs	-	-	-	-	-	-
Depreciation expense	-	-	-	-	-	-
Total	599	1,010	410	1,092	500	(591)
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	599	1,010	410	1,092	500	(591)
Net result	(535)	(920)	384	(1,046)	(500)	(545)

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3.4.8.2 Financial Commentary

Expenditure is favourable to forecasted budget, as there is still sourcing of resources to be undertaken to complete workplace health and safety corrective actions and updating procedures and processes.

3.5 PLANNING & ENVIRONMENT

3.5.1 ENVIRONMENTAL HEALTH

3.5.1.1 Highlights

During the quarter, council:

- Received funding under the 2022-24 Local Government Grants and Subsidies Program for the Mundubbera Landfill Expansion (Stage 2).
- Successfully completed a funded project under the roadside litter signage program.
- Successfully obtained funding under the Illegal Dumping Partnerships Program, to employ a Waste Compliance Officer within the Environment Stream.
- Maintained a working partnership with state government agencies in the response and surveillance of mosquito borne disease.
- Continued garbage collection services over the December/January closure period with minimal disruptions, if any.

3.5.1.2 Challenges

During the quarter, some challenges included:

- Ongoing non-compliance relating to illegal dumping.
- Education relating to Environmental compliance.

3.5.2 COMPLIANCE/LOCAL LAWS

3.5.2.1 Highlights

- Local Laws review progressed, with revised drafts provided for final internal review in December 2023.
- Full complement of compliance officers, supporting an increase in the timely completion of compliance matters.
- Development and review of procedures for:
 - dog management,
 - dangerous dogs, and
 - registration renewals.
- Development and review of standardised letters to ensure greater consistency.
- New pound vehicle delivered
- Inspections of regulated dogs commenced.

3.5.2.2 Challenges

- Resources to cover entire Local Government Area (LGA) remain a challenge as does the increasing number of calls received in relation to nuisance dogs and overgrown allotments.
- The ability for compliance officers to follow up on compliance notices is limited by resources, travel and other tasks.
- Resource availability to manage emergency after hours call outs.
- Dog registration database not being regularly updated, impacting on quality of data. Requires full review to assist in yearly dog registration renewal program.

3.5.3 DEVELOPMENT SERVICES

3.5.3.1 Highlights

This quarter:

- Council has seen an increase in material change of use planning applications for rural workers accommodation within the quarter (three (3) applications).
- Draft Wide Bay Burnett Regional Plan released by the Queensland government on 8 November 2022, with consultation underway until 24 February 2023. Council staff preparing a report for Council for consideration and potential submission to the Department.

3.5.3.2 Challenges

Historical Lots

- Working across teams within Council so that we have a clear path moving forward and working with the landowners of historical lots.
- This includes the development of information kits, to be made available to local residents and landowners, to provide greater knowledge of relevant development standards and requirements.

NBRC Planning scheme

- Timing of the release of Wide Bay Burnett Regional Plan has delayed the NBRC Planning scheme review, as the planning scheme is required to be consistent with the Regional Plan.

3.5.4 MEASURES

3.5.4.1 Workflow Measures

Workflow Measures – Planning & Environment – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Number of licenced food businesses as at the end of the quarter	86	86			
Number of Higher Risk Licence businesses as at the end of the quarter (personal appearance)	1	1			
Number of food business inspections completed	9	6			
Number of community food event notices received	15	30			
Number of staff attending external sustainability education events	2	0			
Tonnes of waste discarded into landfill site	1214	1140			
Number of environmental authority (EA) compliance inspections completed by council	24	22			
Number of community event bins emptied (not fixed services) ⁸	280	167			
Number of applications received for new kerbside bin collection services	16	27			
Number of Illegal dumping investigations initiated	0	13			
Number of Illegal dumping compliance notices issued	0	0			
Number of Illegal dumping clean ups completed by Council	0	7			
Number of mosquito investigations commenced	0	3			
Number of mosquito traps serviced	30	60			
Number of mosquito treatments undertaken (public land and council facilities only)	1	0			
Number of environmental nuisance complaints received	20	16			
Number of swimming pool public health assessments completed (council pools only)	0	0			
Number of approval to burn applications received	4	11			
Number of active flying fox roosts as at the end of the quarter ⁹	1	1			
Number of noncompliance notices issued (local laws)	31	79			
Number of animals impounded	29	17			
Number of animals seized	0	4			
Number of local law permits assessed	8	1			
Number of infringement notices issued (Local Laws)	1	6			
Number of show cause and enforcement notices issued (building, planning and plumbing)	2	6			
Number of building applications received for assessment (EX Private certifier lodgements)	23	30			
Number of private certifier building approval lodgements received	19	20			

Number of planning applications received for assessment	14	21			
Number of plumbing applications received for assessment	15	12			
Number of pre lodgement meetings held – In person & online	6	5			
Number of pre lodgement advice(s) given regarding potential planning applications (Written advice)	27	38			

Notes on results:

Business as usual result

3.5.5 OPERATIONAL PLAN UPDATE

Key:  Completed  In Progress – On Track  In Progress – Behind Schedule  On Hold or For Dismissal

**Conduct tender process and award construction contract by 31 March 2023 with a view to deliver the required infrastructure by 30 June 2024.**Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Following a successful application for grant funding Council has appointed a consultant to prepare detailed design plans and the Request for Tender documents for the proposed Mundubbera Landfill Expansion Project. This project is progressing and on track.

**Undertake building and plumbing approval, inspection and compliance services, as required.**Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Council's Building and Development team assess and make recommendations in regard to applications or seek assistance from a specialist planning consultant as required. Plumbing inspections and compliance is undertaken by an external consultant on an as needs basis.

**Fit for purpose local laws are maintained and enforced as appropriate.**Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Local Laws have been under review in 2022, with revised drafts provided by an external consultant in late December 2022. This includes the review of the definition of a temporary home, to potentially include additional structures such as caravans, tiny homes, buses or any other vehicle.

Propose to undertake final internal review in January 2023 and brief Councillors in February/March 2023 for potential consideration.

Public consultation process to follow.

**Operate waste collection and resource recovery operations in accordance with adopted strategies and legislation.**Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

The kerbside waste collection service is provided by an external service provider that is also contracted to service waste transfer station bulk waste movement to the centralised landfill. Contractors are engaged to manage the operation and legislative compliance of Council's regional landfill being the Mundubbera Waste Facility.



Undertake natural resource management advice and education including regional weeds management, land protection and washdown bay operations, in keeping with budget allocations and available resources.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Council has four Land Protection Officers (LPO's) operating throughout the local government area conducting inspections of stock routes and addressing invasive weed and wandering livestock reports. The LPO's also conduct 1080 baiting programs and roadside spraying programs while also meeting with regulatory agencies to understand current and impending biosecurity issues.

Operation of existing wash bay facilities is currently being reviewed.



Ensure safe communities through environmental health monitoring, permit provision and education.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Council Environmental Health Officers (EHO's) continue to monitor environmental issues - including public health advice in conjunction with Qld Health and conduct food licencing inspections, monitor pool water quality, investigate illegal dumping sites and assess vegetation burn requests. The team works with external regulatory agencies to update the community as appropriate.



Upgrade the Mt Perry waste transfer station to ensure personnel and visitor safety.

Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

Council has allocated funds in the FY23 budget to address access to the site and improve waste disposal practices for users. Council plan to undertake assessment over the coming months. Resource restrictions have resulted in delays to this project.



Work with Wide Bay Region of Councils to develop a regional waste management plan, investigating options for waste diversion, reuse and recycling programs.

Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

Council will continue representation on the Wide Bay Burnett Regional Council working group focusing on the development of the regional waste management plan (RWMP). Council representatives will ensure the RWMP will meet legislative requirements and Council expectations.



Consider the development of amendments to the planning scheme following the release of the Wide Bay Burnett Regional Plan.

Corporate Plan Link *Prosperous Future – To Ensure Economic Growth for Future Generations*

Initial reviews of the Draft Wide Bay Burnett Regional Plan (Draft WBBRP) indicate relatively minor impacts on the progression of the North Burnett Regional Council Planning Scheme review.

It is considered that, with the exception of regulatory mapping associated with the Draft WBBRP, the content of the document will not directly impact on the review of the NBRC Planning Scheme.



Assess planning applications in keeping with state and local instruments and timeframes.

Corporate Plan Link *Prosperous Future – To Ensure Economic Growth for Future Generations*

A business as usual (BAU) function. Applications are assessed in keeping with the legislative requirements.

3.5.6 OTHER PROJECT UPDATES

Key:



Completed

In Progress –
On TrackIn Progress –
Behind ScheduleOn Hold or For
Dismissal

Gayndah Animal Pound Upgrade

This project has been completed.



Eidsvold Waste Management Facility Office and Fencing

The new site office has been installed at the facility and a fencing contractor has been engaged to erect new perimeter fencing.



Gayndah Waste Management Facility Fencing

A fencing contractor has been engaged to complete this task. Fencing materials have been purchased and work is expected to be completed in Dec22/Jan23.



Monto Waste Management Facility Fencing

A fencing contractor has been engaged and fencing is expected to be completed in early 2023.



Mundubbera Waste Management Facility Fencing

A contractor was engaged to install fencing around the parameter of the landfill expansion area of the site. This work was completed in December 2022.



Mundubbera Landfill, Regional Expansion

Following a successful application for grant funding Council has appointed a consultant to prepare detailed design plans and the Request for Tender documents for the proposed Mundubbera Landfill Expansion Project. This project is progressing and on track.



Mt Perry Landfill Transfer Station

Council has allocated funds in the 22/23 budget to address access to the site and improve waste disposal practices for users. Council plan to undertake assessment over the coming months. Resource restrictions have resulted in delays to this project.

3.5.7 FINANCIALS

3.5.7.1 Divisional statement (Unaudited)

Note	Financial Year To Date					
	Current FYTD			Previous FYTD (PCP)		
	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	1,669	1,697	(28)	1,484	1,510	(26)
Fees and charges	282	179	103	235	149	87
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total recurrent revenue	1,951	1,876	75	1,719	1,659	61
Capital revenue						
Grants, subsidies, contributions and donations	234	-	234	-	-	-
Total Capital Income	234	-	234	-	-	-
Interest received	16	9	7	19	10	9
Other income	64	15	49	234	191	44
Total Income	2,265	1,900	365	1,972	1,860	114
Expenses						
Recurrent expenses						
Employee benefits	846	931	84	808	836	28
Materials and services	1,316	943	(373)	1,234	1,541	307
Finance costs	-	-	-	-	50	50
Depreciation expense	116	98	(18)	88	123	35
Total	2,278	1,972	(307)	2,130	2,550	420
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	2,278	1,972	(307)	2,130	2,550	420
Net result	(13)	(72)	58	(158)	(690)	534

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3.5.7.2 Financial Commentary

Planning and Environment net result was \$58,051 favourable in comparison to budget for the six months ended 31st December 2022.

4 WORKS

4.1 WATER & WASTEWATER

4.1.1 WATER & WASTEWATER

4.1.1.1 Highlights

Council's Water and Wastewater Team want to make sure adverse events, whilst never completely avoidable, happen as rarely as possible and cause minimal disruption to customers when they do occur. The team measures their quality of service against a series of performance measures across twenty water and wastewater services to the communities of the North Burnett region. As usual, a high level of compliance with regulatory measures has been maintained in Q2 FY23 with 100% compliance for safe drinking water in eight (8) water supply systems and 99% in one water supply system. Full compliance in six (6) of the seven (7) sewerage systems. A compliance level of well over 95% was maintained in environmental compliance.

One high note of the quarter was, on Thursday 29th November, nine (9) NBRC staff travelled to the WBBUWA Regional Operators Forum in Bundaberg. NBRC staff made two (2) presentations that were well received and took advantage of the opportunity to make industry connections with some of the more than fifty (50) operational staff from around the WBBUWA region. Tours of two (2) new treatment plants on the day also gave them the opportunity to see how other councils operate their treatment processes. North Burnett was nominated and has accepted the privilege of hosting the forum next year. This will provide another opportunity to showcase the great work our teams do here, and the region in general.

A contract was formalised, and ground broken, on the Biggenden Water Treatment Plant Replacement and New Raw Water Reservoir Project.

4.1.1.2 Challenges

Supply chain issues have continued to plague our industry, with many specialist chemicals and parts for pumps and communication equipment having waiting periods of many months, if they are available at all. This has resulted in many key operational assets having to operate without the normal redundancies we traditionally build into them.

A challenge for the Water and Wastewater team is finding a Senior Water and Wastewater operator in Biggenden. Council's People and Performance team are working closely with Water and Wastewater to find novel solutions to our human resource challenges.

Ongoing issues meeting the licence conditions for Total Dissolved Salts (TDS) caused by the nature of soils in the Biggenden catchment have continued at Biggenden Sewage Treatment Plant; however recent drier weather has assisted in bringing the plant back into compliance towards the end of the quarter.

A major water main break in Gayndah resulted in the emergency shut down of potable water supplies to the town for approximately 2 hours, enabling the main to be repaired. With assistance from the Executive and Media teams, the community was notified and kept up to date on the situation. It was concerning to find that the cause of the problem was material failure of a section of modern PVC pipe. Inaccurate asset and location information added to the challenges workers faced and led to the necessity to perform the total shut down of the town, rather than just a section of the network. Works are underway to improve data quality in both areas over the next 2 years.

4.1.2 MEASURES

4.1.2.1 Workflow Measures

Workflow Measures – Water & Wastewater – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Number of Water & Wastewater related service requests determined and responded to, with any identified work either scheduled or completed	131	145			
Number of water main brakes repaired	11	17			
Number of sewer main breaks and chokes repaired	3	1			
Number of afterhours callouts	11	16			

Notes on results:

This quarter saw a normal business as usual result. The slight increase in all areas is usual at a time of year when many customers take the opportunity to do work around their homes and in doing so turn up minor systems issues which they then report to Council. It also sees an increase in visitors to the region placing strain on our systems. Further, staff find many small issues when meter readings occur, as they did in this quarter.

4.1.3 OPERATIONAL PLAN UPDATES

Key:  Completed  In Progress – On Track  In Progress – Behind Schedule  On Hold or For Dismissal



Continue replacement repair or upgrade to the Biggenden Water Treatment Plant, having regard to risk management and funding availability. (BBRF Funded)

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Contract awarded to Water Treatment & Filtration Solution. Tendered price was within project budget and proposed works program met funding milestone requirements. Contractor commenced preliminary site works and control building improvements.



Meet regulated drinking water standards in keeping with budget allocation and available resources.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

A business as usual (BAU) function for the operational team. Reported two (2) drinking water related incidents. There was a detection of E. coli at one of the sample points in Eidsvold in our routine testing. Chlorine residual was satisfactory in the sample water and retesting was conducted with resultant all clear. This was no danger to the public, as counts were very low and adequate disinfection in the system insured safety. Evidence indicated cross-contamination of samples.

Gayndah experienced a general potable water supply outage for 2 hours as a result of a major water main break that was exacerbated by asset data issues.



Deliver effective wastewater services.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

A business as usual (BAU) function for the operational team. Maintaining ongoing compliance in all but Biggenden Sewage Treatment Plant (STP) where higher than licence TDS is being caused by the nature of the source water in the area. This plant has moved back into compliance with recent drier weather.

4.1.4 OTHER PROJECT UPDATES

Key:  Completed  In Progress – On Track  In Progress – Behind Schedule  On Hold or For Dismissal



Regional Drinking Water Safety and Reliability Project (BOR Funding Application)

Award of funding is delayed (originally to be August '22) but pending. Project start is 20 February 2023 and completion will now be delayed as a result; half of project will roll over into 23/24 Financial Year.



Pump Station Well Lid Upgrade Program

No anomalies to report at this time.



Asset Condition Inspection Program

Challenges in recruiting suitable staff. Sewer Inspection program will now be carried out as capital works in following Financial Years. NBRC staff have been trained in the new leak detection equipment. Staff have surveyed Mundubbera and Eidsvold, will move onto Gayndah in the new year.



Sewerage Emergent Capital Works Program

Extensive issues identified early in the Financial Year will necessitate a request for an increase in funding for these purposes at budget review.



Water Emergent Capital Works Program

Extensive issues identified early in the Financial Year will necessitate a request for an increase in funding for these purposes at budget review.



Sewage Pump Station Gantry Refurbishment Program

Ongoing. Investigating requirements in Gayndah following recent Pump Station confined space entry incident. Gantry at Monto Water Treatment Plant has been upgraded and certified.



Switchboard Upgrade Program

No anomalies to report at this time.



Biggenden Water Treatment Plant (WTP) Upgrade

Procurement process concluded. Tender submissions evaluated with contract awarded to Water Treatment & Filtration Solution. Tendered price was within project budget and proposed works program met funding milestone requirements. Contractor commenced preliminary site works and control building improvements.

4.1.5 FINANCIALS

4.1.5.1 Divisional statement (Unaudited)

Note	Financial Year To Date					
	Current FYTD			Previous FYTD (PCP)		
	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	2,342	2,293	49	2,117	2,130	(12)
Fees and charges	26	27	(1)	52	17	35
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total recurrent revenue	2,368	2,320	48	2,169	2,147	23
Capital revenue						
Grants, subsidies, contributions and donations	52	-	52	431	-	431
Total Capital Income	52	-	52	431	-	431
Interest received	22	39	(17)	34	25	8
Other income	1	9	(8)	10	6	4
Total Income	2,443	2,368	76	2,644	2,178	466
Expenses						
Recurrent expenses						
Employee benefits	831	913	82	665	880	215
Materials and services	1,193	1,318	125	1,062	1,077	15
Finance costs	18	21	3	19	20	1
Depreciation expense	1,124	1,078	(46)	1,004	696	(308)
Total	3,166	3,330	164	2,750	2,673	(77)
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	3,166	3,330	164	2,750	2,673	(77)
Net result	(724)	(962)	240	(106)	(495)	389

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4.1.5.2 Financial Commentary

Water and Wastewaters net result was \$240,440 favourable in comparison to budget for the six months ended 31st December 2022.

Spending on operational maintenance and repairs is down due to reduced failures year to date.

Two unfilled positions have resulted in lower-than-expected wage expenses overall.

Capital project budgets are underspent due to various delays outside of Council's control.

Capital program budgets are under pressure due to higher-than-expected failure rates in first 2 quarters and availability of staff to do more lower priority work that had been previously deferred, due to higher average workforce fill rates.

4.2 CIVIL WORKS

4.2.1 CIVIL CONSTRUCTION & MAINTENANCE

4.2.1.1 Highlights

For most of this quarter, Council crews have been focused on delivering effective commercial works programs on the state network for Transport and Main Roads (TMR). These projects include medium formation grading on Gayndah – Mt Perry Road, Monto – Gladstone Road and Kalpowar Road. TMR has also engaged the crews to undertake their annual reseal preparation program, which involves significant pavement repairs across the region, all keeping our Construction crews busy whilst generating an income stream for Council.

Moving into the new year, crews will begin working towards delivering several capital projects. These include the Glencoe Road upgrade project, Abercorn Floodway and Hawkwood Road TIDS project. All of these projects will benefit the broader community as immunity and ride quality are improved.

Finally, many Works staff enjoyed a well-earned break over the Christmas/ New year period with most staff being able to take leave from the 16th of December until the 9th of January 2023.

4.2.1.2 Challenges

As per the previous quarter, the ongoing shortage of key personnel in vacant positions continues to place strain on Works staff due to role compression. Recruitment continues with limited recruitment success to critical positions through either internal or external advertisement.

4.2.2 PARKS & OPEN SPACES

4.2.2.1 Highlights

This quarter, Parks and Open Spaces have continued to maintain competencies and upskill staff. Team members participated in mandatory first aid training, and staff from the Gayndah depot completed Aviation Quality Control Checks/Operations & Maintenance. This training will ensure that our airport fuel is safe for use by the many aviators stopping over to refuel at our aerodrome. The Parks and Open Spaces Supervisor also completed certificate 4 – Civil Construction Operations, a proficiency that will benefit the continued leadership of the team.

Mundubbera was subjected to wild weather early in the quarter, which left quite a path of destruction. The clean-up of this debris required the collaboration of the region's Parks and Works teams, demonstrating the Council's ability to come together in a time of need to help the community. Unfortunately, this storm was not the only event with Biggenden and Gayndah also subject to the wrath of the storm season. Again, Parks was active in the community removing and disposing of significant amounts of debris, ensuring the safety of travellers, businesses and residents.

Ending the year positively, the Gayndah Leading Hand position was recently filled. Staff are excited to start 2023 with an entire team, along with the Biggenden team, who were able to fill all positions earlier in the year.

4.2.2.2 Challenges

The change in season brought the fluctuation of weather exposing staff to extreme heat and wet weather. Parks staff worked well to ensure that when days reached high 30 degrees, plenty of hydration, shade and sun protection was a high priority. Days of wet weather meant that staff had to shut down mowers and focus on depot maintenance. Once dry, the grass flourished, meaning all hands on deck, ensuring the region was aesthetically prepared for the holiday period.

4.2.3 MEASURES

4.2.3.1 Workflow Measures

Workflow Measures – Civil Works – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Number of Civil Works related service requests determined and responded to, with any identified work either scheduled or completed	768	624			
Number of Parks & Open Spaces related service requests determined and responded to, with any identified work either scheduled or completed	79	94			
KM of gravel resheeting completed ¹⁰	18	0			
KM of sealed roads resealed (Spray seal only)	0	1			
KM of unsealed roads graded – Zone 1 ¹⁰	83	25			
KM of unsealed roads graded – Zone 2 ¹⁰	103	83			
KM of unsealed roads graded – Zone 3 ¹⁰	118	27			
KM of unsealed roads graded – Zone 4 ¹⁰	47	20			
KM of unsealed roads graded – Zone 5 ¹⁰	112	86			
KM of unsealed roads graded – Zone 6 ¹⁰	120	52			
KM of unsealed roads graded – Zone 7 ¹⁰	258	180			
KM of unsealed roads graded – Zone 8 ¹⁰	140	147			
KM of unsealed roads graded – Region Total ¹⁰	981	620			
Hours spent grading unsealed roads (Machine hours) – Zone 1	242	57			
Hours spent grading unsealed roads (Machine hours) – Zone 2	264	128			
Hours spent grading unsealed roads (Machine hours) – Zone 3	262	76			
Hours spent grading unsealed roads (Machine hours) – Zone 4	200	63			
Hours spent grading unsealed roads (Machine hours) – Zone 5	262	117			
Hours spent grading unsealed roads (Machine hours) – Zone 6	196	50			
Hours spent grading unsealed roads (Machine hours) – Zone 7	212	286			
Hours spent grading unsealed roads (Machine hours) – Zone 8	261	259			
Hours spent grading unsealed roads (Machine hours) – Region Total	1899	1036			

Notes on results:

- Bitumen reseals are typically performed in one large regional project. This is normally performed in February so that pavement temperatures are favourable for extended seal operations.
- Grading numbers are lower than normal due to staff & machine allocation to RMPC works in the northern region. Our current systems do not allow data to be collected for works outside of our operational programs. Resources have been directed to TMR work as this is income generating for Council and allows us to continue providing services to the wider region.

4.2.4 OPERATIONAL PLAN UPDATE

Key:  Completed  In Progress – On Track  In Progress – Behind Schedule  On Hold or For Dismissal



Deliver a capital works program (including Queensland Government Road Maintenance Contracts) that meets budget, facilitates the planned maintenance identified in applicable asset management plans and is in keeping with long term financial forecasts.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

A business as usual (BAU) function for the operational team. Currently, ongoing higher than anticipated expenditure in the OPEX area will need reviewing in the next budget review.



Commence Council's Asset Management Policy review and develop a contemporary Asset Management Framework enabling development of appropriate and consistent asset management plans. Review at end of year and prepare actions for following year.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Staff are currently reviewing road assets in line with the previously adopted Asset Management Plan (AMP) and their consistency with the adopted road classifications.



Cemeteries scheduled maintenance is undertaken in keeping with budget allocations and available resources.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Ongoing maintenance is a business-as-usual (BAU) function for the Works team. Work is undertaken according to a planned schedule.



Undertake urban street maintenance in keeping with budget allocations and available resources.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Ongoing business as usual (BAU) activity. The budget will need reviewing throughout the financial year, ensuring any proposed overspend is captured and analysed.



Undertake rural roads maintenance in keeping with budget addressing network needs in a timely manner, whilst also maintaining roadside vegetation and drainage.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Ongoing business as usual (BAU) activity however the budget constraints make maintaining a suitable road network challenging. A budget review will be undertaken as part of the budget process.



Undertake rural addressing consistently pursuant to the policy.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Ongoing business as usual (BAU) activity. No anomalies to report currently.



Undertake bridge maintenance in keeping with budget allocations and available resources.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Ongoing business as usual (BAU) activity. No anomalies to report currently.

**Provide urban street lighting across the region as appropriate.**Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Ongoing business as usual (BAU) activity. No anomalies to report currently.

**Prepare for and enact disaster management plans, when and as required.**Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

Plans implemented during FY22 after significant rain and flooding events. Council remains ready to enact disaster management plans as required.

**Continue to ensure safe operation of Council controlled airports across the region.**Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

Ongoing maintenance is a business-as-usual (BAU) function for the Works team. Work and inspections are undertaken according to a planned schedule and the CASA standards.

Several key improvements were made to Aerodromes in FY22, including animal-proof fencing upgrades on four of the region's aerodromes.

**Continue to maintain showgrounds that are Council's responsibility while engaging with key user groups on the most effective long term sustainable model for operation.**Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

Ongoing maintenance is a business-as-usual (BAU) function for the Works team. Further work is required across departments to assist with transition to a sustainable model.

**Provide welcoming parks, recreation areas and public conveniences that are well maintained, having regard to policies, budget allocations and available resources.**Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

Ongoing business as usual (BAU) activity. No anomalies to report currently.

**Manage Council operated gravel pits safely and within legislated requirements.**Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

Ongoing business as usual (BAU) activity. Moving forward, a full review of operations and legislation against NBRC requirements is in progress.

4.2.5 OTHER PROJECT UPDATES

Key:



Completed

In Progress –
On TrackIn Progress –
Behind ScheduleOn Hold or For
Dismissal**Gravel Pit Rehab - Preliminary Project**

The project is on track for delivery this financial year. In addition, the remainder of Allan's pit rehab is on schedule with the removal of the emulsion tank and Reinforced Concrete Pipes (RCPs).

**Gravel Pit Rehab and Closure Program (Works for Queensland)**

The project is on track.

**Bridge Refurb Program - Staatz Bridge (Works for Queensland)**

Complete and on budget

**Eidsvold Airport Fencing**

Complete and under budget

**Gayndah Airport Fencing**

Complete and under budget

**Monto Airport Fencing**

Complete and under budget

**Mundubbera Airport Fencing**

Complete and under budget

**Gayndah Number 2 Cemetery Upgrade**

In progress - No anomalies to report currently.

**Mundubbera Number 2 Cemetery Upgrade**

In progress - No anomalies to report currently.

**Works Dept Engineering Design (Capital Improvements)**

Designs complete, progressing with project delivery.

**Depot/Stores Upgrades**

Project complete realising significant improvements to the Mundubbera depot operations.

**Remote Rural Roads Upgrade Pilot Program**

On hold awaiting successful funding approval.

**Gravel Resheets 2022-2023**

In progress - No anomalies to report currently.

**Footpath/Kerb & Channel Program - Mt Perry Stair Restoration**

In progress - No anomalies to report currently.

**Footpath/Kerb & Channel Program - Footpath Replacement Bauer St Mundubbera**

In progress - No anomalies to report currently.

**Roads Clearing for North Burnett HV Network - Glencoe Road**

In progress, scheduled for commencement in January - No anomalies to report currently.

**Reseal Program - Rural Roads**

In progress, scheduled for delivery in February - No anomalies to report currently.

**TIDS - Berries Road**

Complete and under budget

**TIDS - Bon Accord-Wetheron Rd**

The project is on hold pending the outcome of the Council's betterment application with Queensland Reconstruction Authority (QRA).

**TIDS - Abercorn Rd**

Design complete, scheduled for commencement in February - No anomalies to report currently.

**TIDS - Hawkwood Rd**

Design complete, scheduled for commencement in February - No anomalies to report currently.

**LRCIP 3 - Level 2 Bridge Maintenance Program**

Deep Creek bridge on Pile Gully Road is complete and on budget. Works are in progress on Wilson Valley Road with no anomalies to report currently.

**LRCIP Footpath Program - Biggenden**

In progress - No anomalies to report currently.

**LRCIP Footpath Program - Eidsvold**

In progress - No anomalies to report currently.

4.2.6 FINANCIALS

4.2.6.1 Divisional statement (Unaudited)

Note	Financial Year To Date					
	Current FYTD			Previous FYTD (PCP)		
	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	-	-	-	-	-	-
Fees and charges	140	109	31	138	86	52
Sales Revenue	1,670	835	835	1,118	1,423	(305)
Grants, subsidies, contributions and donations	1,271	1,411	(140)	728	1,381	(653)
Total recurrent revenue	3,081	2,355	726	1,984	2,890	(906)
Capital revenue						
Grants, subsidies, contributions and donations	366	-	366	1,838	527	1,311
Total Capital Income	366	-	366	1,838	527	1,311
Interest received	-	-	-	-	-	-
Other income	-	-	-	-	-	-
Total Income	3,447	2,355	1,092	3,822	3,417	405
Expenses						
Recurrent expenses						
Employee benefits	1,863	2,291	(428)	2,407	2,580	173
Materials and services	3,229	1,929	1,300	4,081	2,485	(1,596)
Finance costs	15	17	(2)	16	17	1
Depreciation expense	5,151	4,883	268	4,871	4,167	(704)
Total	10,258	9,120	1,138	11,375	9,249	(2,126)
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	10,258	9,120	1,138	11,375	9,249	(2,126)
Net result	(6,811)	(6,765)	(46)	(7,553)	(5,832)	(1,721)

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4.2.6.2 Financial Commentary

Sales revenue has increased from budget by \$834,940 which relates to Roadworks Performance Contract (RPC) and Road Maintenance Performance Contract (RMPC) received being higher than budget forecasts. This includes the emergent works associated with the repairs to road infrastructure following the damage caused by recent rain events

The increase in Materials & Services costs relate to additional recoverable works which were above budget by \$1,192,923. These are increased materials and services costs associated with the Roadworks Performance Contract (RPC) and Road Maintenance Performance Contract (RMPC) received being higher than budget forecasts, due to emergent works. This has been funded by an increase in sales revenue identified above. There has also been \$768,704 incurred for grading and maintenance of rural roads funded through the Local Roads and Community Infrastructure Program.

Depreciation has increased due to comprehensive review done as part of the asset revaluation for roads, bridges and drainage completed as at 30th June 2022.

4.3 ASSETS, FACILITIES & FLEET

4.3.1 ASSET MANAGEMENT

4.3.1.1 Highlights

A rationalisation of Council's asset management responsibilities and a division of these responsibilities within the asset categories was undertaken that has resulted in a more collaborative approach and commitment to the strategic level management of Council assets.

4.3.1.2 Challenges

Managing limited resources within the section proved challenging due to the lack of administrative support arising from internal staff movement.

4.3.2 FLEET MANAGEMENT

4.3.2.1 Highlights

Council's plant auction was held on 07 October 2022 and was an outstanding success with all auction items sold for a total value of \$1,431,096.00 (Excl GST).

The delivery of new plant continues to be received following extended waiting periods, enabling Council to close these projects and to provide staff with modern, safe and reliable equipment.

4.3.2.2 Challenges

Delays in the supply chain are impacting equipment repair turnaround and replacement times.

Sourcing and attracting skilled labour to the region continues to be challenging. Recent recruitment attempts have yielded limited response, with the labour market remaining tight.

Exacerbating the lack of resources is the lack of skilled contractors in the region, resulting in defective plant being transported to distant town centres for repair. This has resulted in excessive downtime and additional expense.

4.3.3 FACILITIES

4.3.3.1 Highlights

It is pleasing that Council has been successful in engaging competent and affordable caretaker services that will provide continuity of engagement in all its caravan parks.

4.3.3.2 Challenges

Delays in the supply chain of building and construction material, and the shortage of contract resources in the region, are causing delays in repair and maintenance of Council buildings.

Additional responsibilities such as Asbestos Management and the management of Fire Equipment will test the capacity of the section.

4.3.4 MEASURES

4.3.4.1 Workflow Measures

Workflow Measures - Assets, Facilities & Fleet – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Number of internal Facilities support tickets actioned	202	196			
Number of Internal Fleet support tickets actioned	502	415			
Number of fleet services or other related fleet maintenance completed (by both internal and external providers)	60	96			
Number of Facilities related community requests determined and responded to with any identified work either scheduled or completed.	122	107			
Total Number of fleet items as at end of quarter ¹¹	709	487			

Notes on results:

Total number of fleet items: Variance due to review and update of the associated inventory to include only active fleet items.

4.3.5 OPERATIONAL PLAN UPDATE

Key:  Completed  In Progress – On Track  In Progress – Behind Schedule  On Hold or For Dismissal



Work towards delivering fit for purpose fleet management and maintenance.

Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Fleet assets will continue to be rationalised and excesses disposed of. 67 Lots were auctioned successfully at Council's October 2022 auction. Fleet follows a mandatory engagement process with the end user to ascertain functional requirements before procurement of new equipment and plant. Maintenance workflows have been enhanced by innovative defect reporting such as NBRC web forms.



Maintain Council owned community facilities and sporting fields to a safe standard for the use and enjoyment of community, having regard to policies, budget allocations and available resources.

Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

A business as usual (BAU) function. Maintenance programs are undertaken to ensure serviceability.



Continue to operate and/or have agreements in place for the effective operation of Council owned caravan and recreation parks, whilst investigating the most effective delivery mechanism going forward.

Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

A review for the best business model for operating Council's caravan parks is in progress with Council in the process of sourcing a suitable consultant to undertake this study.

**Provide Council housing as required.**

Corporate Plan Link Sustainable Communities – To Retain Population and Attract Investment

A business as usual (BAU) function. Maintenance programs are undertaken to ensure serviceability.



Operate community swimming pools within contractual agreements, having regard to policies, budget allocation, available resources and asset condition. Build on the condition assessment work that has been undertaken to date and conduct a full condition assessment of all five pools to guide future budget considerations.

Corporate Plan Link Sustainable Communities – To Retain Population and Attract Investment

A business as usual (BAU) function. Pools continue to be operated under lease arrangements.

4.3.6 OTHER PROJECT UPDATES

Key:



Completed

In Progress –
On TrackIn Progress –
Behind ScheduleOn Hold or For
Dismissal**Upgrade Mundubbera Mezzanine (WH&S)**

Area has been cleaned out and project is awaiting shelf design.

**Plant Replacement Program**

Business as usual function. Program has commenced.

**Monto Administration Building**

Awaiting final decision from Council.

**LRCIP 3 - Community Halls Roof Replacement**

Work In Progress (WIP). Inspection of three hall roofs completed.

**Regional Pools Renewal Program LRCIP3**

Delayed due to Covid border restrictions, the actual GPR inspections have now been carried out. Swimming season has precluded any on-the-ground follow up. A structural engineer will analyse the data ready for any required actions on the ground when swimming season closes in 2023.

**Swimming Pool Upgrades**

Not yet commenced. Will develop a scope of works to be activated at the close of season.

**Asbestos Removal Program - 10 Year (Years 1 & 2)**

Work in Progress (WIP).

**Elevating Work Platform (Mobile Fleet) (WH&S)**

Not yet commenced. Market research to be undertaken shortly.

**Replacement of Fuel Bowsers and Diesel Tanks (WH&S)**

Preliminary research completed. Scope of works for supply, installation and decommissioning of existing systems are under development.

**Washdown Bay Upgrade**

Funds were allocated to upgrade depot (Plant) washdown bays and public wash down facilities. Work has commenced to upgrade only the plant washdown bays. Fleet will commence to scope the works.

**Fleet Management Information System (FMIS)**

Evaluation of a suitable system, in consultation with ICT, is progressing.

**Plant Replacement Program – 2020-2021**

Business as usual function. Program has been completed.

**Plant Replacement Program – 2020-2021**

Business as usual function. Program has commenced.

4.3.7 FINANCIALS

4.3.7.1 Divisional statement (Unaudited)

Note	Financial Year To Date					
	Current FYTD			Previous FYTD (PCP)		
	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	-	-	-	-	-	-
Fees and charges	335	258	77	313	300	13
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	16	131	(115)	42	75	(33)
Total recurrent revenue	351	389	(38)	355	375	(20)
Capital revenue						
Grants, subsidies, contributions and donations	737	-	737	90	-	90
Total Capital Income	737	-	737	90	-	90
Interest received	-	-	-	-	-	-
Other income	-	83	(83)	96	81	16
Total Income	1,088	472	616	541	456	86
Expenses						
Recurrent expenses						
Employee benefits	763	768	4	772	802	30
Materials and services	(282)	(225)	57	(220)	(961)	(742)
Finance costs	-	2	2	1	2	1
Depreciation expense	1,544	1,407	(136)	1,408	1,456	48
Total	2,025	1,952	(73)	1,961	1,299	(663)
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	2,025	1,952	(73)	1,961	1,299	(663)
Net result	(937)	(1,480)	543	(1,420)	(843)	(577)

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4.3.7.2 Financial Commentary

Assets, Facilities and Fleet recorded a gain on sale of for the disposal of non-current assets which led to a favourable net result variance in comparison to budget for the six months ended 31st December 2022.

5 APPENDICES

5.1 APPENDIX 1 – AMALGAMATED OPERATIONAL PLAN UPDATE

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
1	Workplace Health and Safety	Improve Council's safety culture and provide effective, modern workplace health and safety systems to ensure that staff safety and wellbeing.	Implement continuous improvement workplace health and safety opportunities as they arise and adhere to legislative requirements.	Ongoing	<p>Ongoing reviews and updates of key WHS management system documentation (in consultation with workers and management) remained on track. Resourcing constraints in the WHS team have impacted capacity however, this quarter, new safe work method statements were introduced to workers and training for new risk assessment forms was rolled out. This quarter, full transition to the SkyTrust System was implemented leading to the decommissioning of paper-based Incident Reports, Hazard Reports and Hazard Inspections.</p> <p>Imminent changes to psychological work health and safety standards/ introduction of a new Code of Practice is being reviewed with a strategy designed to educate the workforce, assess current capacity and implement an upgrade to the existing WHS management system.</p>
2	Financial Services	Ongoing professional financial services for Council, including timely financial reporting adhering to QTC requirements and Australian accounting standards.	Identify and assess continuous improvement opportunities as well as any potential additional controls to enhance council's financial system practises.	Ongoing	The introduction of quarterly performance reporting has led to improvements in financial reporting related to Council's operations. Council has reviewed the September 2022 Quarterly Budget Review and made changes to the operational budget as recommended.
3	Waste Management	A new landfill cell and supporting infrastructure at Mundubbera waste management facility.	Conduct tender process and award construction contract by 31 March 2023 with a view to deliver the required infrastructure by 30 June 2024.	30/06/2024	Following a successful application for grant funding Council has appointed a consultant to prepare detailed design plans and the Request for Tender documents for the proposed Mundubbera Landfill Expansion Project. This project is progressing and on track.
4	Information and Communications Technology	Provide fit for purpose Information and Communication Technology (ICT) Council services including hardware, software and telecommunications, for efficient and effective services provision.	Continue development of an appropriate ICT strategy to guide Council ICT decision making, promoting uniformity and consistency, with a longer term, organisation wide outlook.	30/06/2023	Draft strategy has been developed and is currently with the executive team for approval.
5	Libraries	The vision for Council Libraries considers State Library of Queensland contract obligations including literacy for all.	Continue development of a Libraries Strategy.	30/06/2023	Libraries strategy research and drafting has commenced and will be delivered by June 2023.

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
6	Human Resources Management	Internal capacity is progressively developed, providing skilled staff with appropriate career progression paths.	Deliver a supervisor development program to up-skill staff in supervisory positions and facilitate career progression pathways.	30/06/2023	During Q2 FY23 Council had one employee attend the LGMA QLD Ignite (Leadership) Program and they successfully completed the 8-month course. Staff have attended various conferences, seminars and workshops to network and extend their LG knowledge. There have been opportunities for employees to act in higher level positions when there are vacancies and/ or additional project work has been identified, providing employees with on-the-job training and experience. Training and pathway opportunities are an ongoing priority as a part of the People & Performance strategy.
7	Continuous Improvement	Progressive review of business processes with evidence based continuous improvements and incremental change pursual where appropriate, enhancing Council's essential services delivery.	Continue LEAN process reviews across the organisation, pursuing appropriate continuous improvement opportunities as they arise and in keeping with available budgets.	Ongoing	Lean process improvement activities continued during the quarter. Several opportunities relating to procurement and stores are currently being explored with further stakeholder engagement to continue into FY23 Q2.
8	Capital Projects	Council controlled essential infrastructure is maintained and/or replaced in keeping with available budgets and asset management plans, particularly roads, urban water, waste water and waste infrastructure.	Deliver a capital works program (including Queensland Government Road Maintenance Contracts) that meets budget, facilitates the planned maintenance identified in applicable asset management plans and is in keeping with long term financial forecasts.	30/06/2023	A business as usual (BAU) function for the operational team. Currently, ongoing higher than anticipated expenditure in the OPEX area will need reviewing in the next budget review.
9	Urban Water Delivery	A continuous supply of water is provided for the community, in serviced areas, which meets Australian Drinking Water Guidelines Health Standards.	Continue replacement, repair or upgrade to the Biggenden Water Treatment Plant, having regard to risk management and funding availability.	30/06/2023	Contract awarded to Water Treatment & Filtration Solution. Tendered price was within project budget and proposed works program met funding milestone requirements. Contractor commenced preliminary site works and control building improvements.
10	Asset Management	Council maintains an effective and consistent approach to the delivery of asset management plans, activities and priorities, consistent with community expectations and available financial resources.	Commence Council's Asset Management Policy review and develop a contemporary Asset Management Framework enabling development of appropriate and consistent asset management plans. Review at end of year and prepare actions for following year.	31/12/2023	Staff are currently reviewing road assets in line with the previously adopted Asset Management Plan (AMP) and their consistency with the adopted road classifications.
11	Continuous Improvement	Sustainable service levels are endorsed by Council and clear for staff and the community to ensure a consistent level of service and appropriate customer service standards.	Continue development of a service catalogue for Council, defining sustainable and consistent levels of service across the region.	Ongoing	<p>Further work continued on the service catalogue during the quarter with the structure of the current templates being expanded to reflect some key resourcing factors. These additions will reaffirm the catalogue as an effective service planning tool and enhance the value of the catalogue as it is developed.</p> <p>Key staff also undertook training on service planning and catalogue development during the quarter. This was provided by the Queensland Treasury Corporation (QTC) in partnership with the University of Queensland and was well received by all participants.</p>

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
12	Media, Communications and Engagement	A connected community that is involved in transparent decision making activities.	Finalise development of a Community Engagement Framework and Strategy to ensure appropriate, timely, relevant liaison with community and other stakeholders.	31/12/2022	<p>The current draft community engagement framework and related documents underwent further refinement during the quarter. Internal stakeholder engagement led to several adjustments to ensure the framework remains scalable and adaptive while also providing consistency.</p> <p>The framework will continue to be refined early in FY23 Q3, with community engagement on the framework also anticipated to occur during this quarter.</p>
13	Governance	Council's risks are managed and evidence-based decision making is supported by best practice governance.	Maintain risk registers to support Councillors and the organisation to discharge duties and address key organisational risks.	Ongoing	<p>During FY22 activities included:</p> <ol style="list-style-type: none"> 1. Creation of a Strategic Risk Register based on the requirements of Australian Standard AS/NZS ISO 31000:2018 Risk Management – Guidelines. 2. Implementation of SkyTrust - A software platform to enable a centralised system to record, manage and monitor both Strategic and Operational Risks. 3. Further work has continued into FY23 to develop and manage risk and embed a culture of risk management.
14	Indigenous Land Use Agreements	Indigenous Land Use Agreement determinations are correctly enacted in the region.	Consult with relevant parties on Indigenous Land Use Agreements.	Ongoing	<p>During FY22 Council formally connected with Queensland South Native Title Services (QSNTS) and a number of representatives of the Wakka Wakka people, with the intent of establishing communication channels and closer working relationships.</p> <p>The first meeting of the above group was held in Q1 FY23.</p> <p>There are a number of Native Title claims over land within the North Burnett Council region that remain before the Courts for determination. Further work will be undertaken with regard to Indigenous Land Use Agreements (ILUA) in FY23.</p>
15	Governance	Council utilises external funding for maximum benefit of projects that align to corporate plan priorities.	Ensure continued quality assurance and oversight of external funding applications and projects is provided.	Ongoing	Council continued to actively identify government and commercial grant opportunities and undertake proactive grants management to complement essential services, as well as bespoke and value added Council activities.
16	Human Resources Management	Staff are supported with professional human resource services.	Support Council with professional recruitment, training and development, industrial relations as well as trainee programs advice and procedures.	Ongoing	During Q2 FY23, People and Performance have continued to deliver recruitment services across the organisation. A total of seven (7) new employees were welcomed into the organisation during the quarter. Various staff have participated in First Aid and CPR training and professional development has been supported. Council's Trainee and Apprentice Program has continued to progress, with Council being successful in attaining funding for 6 new placements commencing Q3. EB negotiations commenced in September and will continue throughout Q3.

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
17	Records Management	Council records are managed in keeping with best practice, as well as Public Records Act and other legislative requirements.	Ensure best practice records management through continuous improvement and incremental change, as appropriate.	Ongoing	A business as usual (BAU) activity. A strategic review is underway with the intent to modernise records management processes. There has been continued progress with writing of internal records procedures.
18	Procurement, Stores and Purchasing	Procurement is undertaken in keeping with endorsed policy, supporting local business where possible.	Ensure effective and efficient procurement, stores and purchasing practices, pursuing continuous improvement opportunities and/or additional controls, where appropriate.	Ongoing	A review has been completed of Procurement. An implementation program to improve stores and purchasing practices is continuing. This includes analysis of providing a centre-led procurement model and further scoping surrounding potential stores enhancements.
19	Information and Communications Technology	Council has access to and maintains technical ICT support, enabling end users to continue day to day activities with minimal interruptions or downtime.	Continue to support the organisation with effective first point of contact support and back of house ICT operations, proactively minimising potential downtime, maintaining ICT infrastructure and taking steps to protect against information or infrastructure threats.	Ongoing	A business as usual (BAU) activity. The computer replacement program continued in keeping with the approved budget to ensure information, communication & technology equipment remains current and fit for purpose. The laptop replacement component has been completed. The desktop replacement component is underway.
20	Building and Plumbing Inspection Services	Building and plumbing inspections services are offered to fill a gap in service delivery and ensure compliance with guidelines where required.	Undertake building and plumbing approval, inspection and compliance services, as required.	Ongoing	Council's Building and Development team assess and make recommendations in regard to applications or seek assistance from a specialist planning consultant as required. Plumbing inspections and compliance is undertaken by an external consultant on an as needs basis.
21	Local Laws Education and Compliance	Local laws are effectively enacted for the benefit of community.	Fit for purpose local laws are maintained and enforced as appropriate.	Ongoing	Local Laws have been under review in 2022, with revised drafts provided by an external consultant in late December 2022. This includes the review of the definition of a temporary home, to potentially include additional structures such as caravans, tiny homes, buses or any other vehicle. Propose to undertake final internal review in January 2023 and brief Councillors in February/March 2023 for potential consideration. Public consultation process to follow.
22	Waste Collection	Waste and Resource Recovery are managed in keeping with State legislation and policies.	Operate waste collection and resource recovery operations in accordance with adopted strategies and legislation.	Ongoing	The kerbside waste collection service is provided by an external service provider that is also contracted to service waste transfer station bulk waste movement to the centralised landfill. Contractors are engaged to manage the operation and legislative compliance of Council's regional landfill being the Mundubbera Waste Facility.
23	Emergency Management	Local SES services can effectively support the region in times of need.	Support SES and explore sustainable models for future collaboration.	Ongoing	Ongoing liaison and support occurs for SES personnel, plant, equipment, activity program, review and improvement.
24	Cemeteries	Provide well maintained and compliant cemeteries.	Cemeteries scheduled maintenance is undertaken in keeping with budget allocations and available resources.	Ongoing	Ongoing maintenance is a business-as-usual (BAU) function for the Works team. Work is undertaken according to a planned schedule.

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
25	Urban Street Maintenance	Maintain a fit for purpose urban street network.	Undertake urban street maintenance in keeping with budget allocations and available resources.	Ongoing	Ongoing business as usual (BAU) activity. The budget will need reviewing throughout the financial year, ensuring any proposed overspend is captured and analysed.
26	Rural Roads Maintenance	Rural roads provide connection across the region.	Undertake rural roads maintenance in keeping with budget addressing network needs in a timely manner, whilst also maintaining roadside vegetation and drainage.	Ongoing	Ongoing business as usual (BAU) activity however the budget constraints make maintaining a suitable road network challenging. A budget review will be undertaken as part of the budget process.
27	Rural Addressing	Rural addressing is processed consistently in keeping with policy.	Undertake rural addressing consistently pursuant to the policy.	Ongoing	Ongoing business as usual (BAU) activity. No anomalies to report currently.
28	Bridges Maintenance	Bridges are safe and appropriate to road requirements.	Undertake bridge maintenance in keeping with budget allocations and available resources.	Ongoing	Ongoing business as usual (BAU) activity. No anomalies to report currently.
29	Fleet	Safe and fit for purpose fleet is maintained by the organisation.	Work towards delivering fit for purpose fleet management and maintenance.	Ongoing	Fleet assets will continue to be rationalised and excesses disposed of. 67 Lots were auctioned successfully at Council's October 2022 auction. Fleet follows a mandatory engagement process with the end user to ascertain functional requirements before procurement of new equipment and plant. Maintenance workflows have been enhanced by innovative defect reporting such as NBRC web forms.
30	Urban Water Delivery	A continuous supply of water is provided to the community, in serviced areas, which meets Australian Drinking Water Guidelines Health Standards.	Meet regulated drinking water standards in keeping with budget allocation and available resources.	Ongoing	A business as usual (BAU) function for the operational team. Reported two (2) drinking water related incidents. There was a detection of E. coli at one of the sample points in Eidsvold in our routine testing. Chlorine residual was satisfactory in the sample water and retesting was conducted with resultant all clear. This was no danger to the public, as counts were very low and adequate disinfection in the system insured safety. Evidence indicated cross-contamination of samples. Gayndah experienced a general potable water supply outage for 2 hours as a result of a major water main break that was exacerbated by asset data issues.
31	Essential Service Delivery	Wastewater is treated in keeping with reportable requirements.	Deliver effective wastewater services.	Ongoing	A business as usual (BAU) function for the operational team. Maintaining ongoing compliance in all but Biggenden Sewage Treatment Plant (STP) where higher than licence TDS is being caused by the nature of the source water in the area. This plant has moved back into compliance with recent drier weather.
32	Leasing and Contracts Management	Agreements to be in place with consistent or exclusive users of Council owned land or facilities, ensuring best operation of those facilities.	Continue leases and contracts implementation, maintenance and review, to efficiently provide Council owned facilities and land for community groups and commercial entities and meet public sector governance standards.	Ongoing	Review and updating of leases has continued, for Council owned facilities and land, with community groups and/or commercial entity tenants.

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
33	Natural Resources Management	The region's natural resources are managed for future generations.	Undertake natural resource management advice and education including regional weeds management, land protection and washdown bay operations, in keeping with budget allocations and available resources.	Ongoing	Council has four Land Protection Officers (LPO's) operating throughout the local government area conducting inspections of stock routes and addressing invasive weed and wandering livestock reports. The LPO's also conduct 1080 baiting programs and roadside spraying programs while also meeting with regulatory agencies to understand current and impending biosecurity issues. Operation of existing wash bay facilities is currently being reviewed.
34	Environmental Health	Community and businesses are monitored and supported to ensure safe public environments.	Ensure safe communities through environmental health monitoring, permit provision and education.	Ongoing	Council Environmental Health Officers (EHO's) continue to monitor environmental issues - including public health advice in conjunction with Qld Health and conduct food licencing inspections, monitor pool water quality, investigate illegal dumping sites and assess vegetation burn requests. The team works with external regulatory agencies to update the community as appropriate.
35	Public Lighting	Street lighting is installed and operated for community safety and Council controlled asset security.	Provide urban street lighting across the region as appropriate.	Ongoing	Ongoing business as usual (BAU) activity. No anomalies to report currently.
36	Customer Service	Customer service standards are clearly defined for council staff, setting targets to strive toward when interacting with the public, and are available to the public via our website.	Implement a revised customer experience charter.	30/06/2023	A review of the customer experience charter has commenced.

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

ID#	Service	Outcome	Action	End Date	Comments
37	North Burnett Transport Service	North Burnett Transport Service continues to deliver service excellence and public transport options for residents and travellers.	Deliver the North Burnett Transport Service as per TransLink contract.	Ongoing	<p>A business as usual (BAU) function. The Transport service is being delivered in keeping with contractual requirements.</p> <p>Our contracts require the North Burnett Transport Service (NBTS) to hold one community forum every twelve months with key stakeholders. Our first forum, under our new contract was held on Monday, 7 November 2022 at the Mundubbera Community Hall. The forum was successful with over 25 community members from across the region attending along with elected members, Council Officers, Translink and Department of Transport and Main Roads representatives.</p> <p>Council shared information with the audience on NBTS performance, customer service and communication and also consulted with attendees about potential service enhancements. The forum was very productive, with many helpful ideas put forward by members of the community for consideration. Service enhancement suggestions will be considered by both Council and Translink in 2023.</p> <p>The North Burnett Transport Service (NBTS) had an Operator Accreditation Audit with the Department of Transport and Main Road on Tuesday, 8 November 2022. Preliminary advice indicates NBTS passed all aspects of the audit.</p>
38	Libraries	Library services and programming delivered for the community that upholds State Library of Queensland service contract obligations and consistency across the region.	Deliver library services as per State Library of Queensland Service Agreement, including First Five Forever Programming.	Ongoing	<p>A business as usual (BAU) function. State Library of Queensland Service Level Agreement requirements are being met.</p> <p>Library programming has continued with a range of events including First Five Forever outreach sessions (e.g. Kindy and School visits), visits from the Flying Scientists and a Creative Writer's workshop.</p> <p>First Five Forever Storytime at each Library recommenced from the 31 October, with continuous attendance exceeding our expectations. The highlight for the quarter was 14 children attending our Storytime session in Mundubbera on 13 December. Further training in this program is planned with all customer service and library team during 2022-23.</p>

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

ID#	Service	Outcome	Action	End Date	Comments
39	Community Events	Key Council events are delivered effectively across the region and community events are promoted and successful.	Deliver key regional community events of Australia Day and Youth Week and support other community events in line with Council policy, budget and available resources.	Ongoing	<p>A business as usual (BAU) function. 2023 Australia Day event planning has commenced with award nominations released and recipients determined at the Australia Day Awards Selection Panel meeting held on 21 December 2022. Citizenship ceremony invitations have been sent to candidates, as well as the Federal member for Flynn and the State Member for Callide.</p> <p>The Communities team submitted a 2023 Australia Day Community Events grant application, which was successful, with funding of \$25,960 (including GST) secured. This grant will support the delivery of our first regional Australia Day community event, including coaches to transport community members to the regional event, provision of family friendly entertainment, incorporation of traditional elements into the program, engaging a professional photographer (mandatory as part of the grant) and the purchasing of resources.</p> <p>Youth Week planning will commence closer to the function in addition to supporting Seniors Week and NAIDOC events in collaboration with community groups.</p>
40	Community Development	Local community groups can effectively operate, completing key projects and programs for the community's benefit.	Continue capacity building exercises with local community groups to ensure best practice project management, access to external funding, collaborations with other groups and projects that align with endorsed Council strategies.	Ongoing	<p>The Communities team are continuing to explore partnership opportunities with Volunteering Queensland and capacity building workshops. The team partnered with Red Cross and Council's Disaster Management Officer to facilitate a Disaster Recovery forum and Q&A sessions in Dallarnil.</p> <p>The Communities team was invited to attend the Eidsvold Community Day on Wednesday, 2 November 2022. This event was organised by the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships, with the intent to bring together all levels of government and non-government organisations that service Eidsvold, to meet with community members. This was a successful event and provided the opportunity to showcase the different programs/services Council offers, including Sport and Recreation, Arts and Culture, North Burnett Transport Service and Library programs (e.g. Storytime). This also allowed the team to network with other key agencies and service providers.</p> <p>The team assisted the Works Department with the 'Walking Network Plans' grant Project – stakeholder engagement piece. This included supporting the development of media releases and invites to community groups and organisations to attend the stakeholder workshops. It also included supporting the consultants, Cormac Rd Civil Pty Ltd (CRC), as they conducted workshops in Biggenden, Eidsvold, Gayndah, Monto and Mundubbera between 28 November and 2 December 2022.</p>

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

ID#	Service	Outcome	Action	End Date	Comments
41	Museums, Historical Societies and Art Galleries	Museums, historical societies and art galleries are supported to ensure rich cultural precincts.	Continue to work with the community to maintain and deliver museum and art gallery facility programs across the region.	Ongoing	Ongoing support provided for Mundubbera Art Gallery. Support extended to Reginald Murray Williams Australian Bush Learning Centre Gallery to display rolling exhibitions throughout the year. Ongoing meetings and support provided to Gallery groups across the region.
42	Community Grants	Community grants budget is effectively delivered in line with endorsed policy to enrich community events and projects.	Deliver responsible and effective community grants that support sustainable community events and projects across the region.	Ongoing	In-kind support applications continue to be assessed on a regular basis. Community grants (Major events, small events and projects) will be released Q3 2023 to enable Not-for-profit groups to apply for funding. The Communities team supported the Mundubbera Blueberry Festival Committee with their event planning for the Blueberry Festival held on 21 and 22 October 2022. This included providing support and advice, facilitating Council approvals in partnership with the Parks and Open Spaces team for a range of matters including temporary electricity at Bicentennial park, use of Archer Park, early gym closure and in-kind support requests. The wet weather resulted in the committee adjusting their plans and the Communities team supported the Committee with additional requests and changes to event plans.
43	Community Gyms	Council operated community gyms deliver an appropriate level of service for the community.	Deliver Mundubbera and Eidsvold community gym services whilst investigating longer term, sustainable delivery options.	Ongoing	Both Gyms are operating and with stable membership base. A review on gym viability (e.g. financial) will be conducted by end of 2023.
44	TV Retransmission Towers	Digital television services are delivered in keeping with Council resolution.	Operate the remaining Eidsvold TV retransmission tower until early 2023 whilst planning for decommission pursuant to council resolution.	31/01/2023	As per Council resolution on 28/04/2021 to decommission the sites, Moonford and Bukali were decommissioned on 28/01/2022 and 30/06/2022 respectively. Eidsvold is scheduled to be decommissioned on 27/01/2023. Media team prepared media releases reminding of the decommission deadline. A flyer was distributed as a letter drop to the Eidsvold township.
45	Public Security - CCTV	In the public interest, authorities can access CCTV footage.	Continue to manage CCTV operations in key Council areas for community safety and asset security.	Ongoing	A business as usual (BAU) function. Policies and procedures are being developed to include upgrading of aging systems, identify and prioritise installation locations, and develop an appropriate maintenance program.
46	Disaster Management	The region is prepared for disaster.	Prepare for and enact disaster management plans, when and as required.	Ongoing	Plans implemented during FY22 after significant rain and flooding events. Council remains ready to enact disaster management plans as required.
47	Community Buildings and Facilities	Community facilities are well maintained and utilised.	Maintain Council owned community facilities and sporting fields to a safe standard for the use and enjoyment of community, having regard to policies, budget allocations and available resources.	Ongoing	A business as usual (BAU) function. Maintenance programs are undertaken to ensure serviceability.

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

ID#	Service	Outcome	Action	End Date	Comments
48	Waste Management	The region's waste transfer stations are maintained in a safe, usable manner.	Upgrade the Mt Perry waste transfer station to ensure personnel and visitor safety.	30/06/2023	Council has allocated funds in the 22/23 budget to address access to the site and improve waste disposal practices for users. Council plan to undertake assessment over the coming months. Resource restrictions have resulted in delays to this project.
49	Waste Management	Better waste management practices are planned with a path to follow in conjunction with other councils.	Work with Wide Bay Region of Councils to develop a regional waste management plan, investigating options for waste diversion, reuse and recycling programs.	30/12/2022	Council will continue representation on the Wide Bay Burnett Regional Council working group focusing on the development of the regional waste management plan (RWMP). Council representatives will ensure the RWMP will meet legislative requirements and Council expectations.
50	Caravans and Recreation Parks	Council owned Caravan and Recreation Parks are operated to support visitors.	Continue to operate and/or have agreements in place for the effective operation of Council owned caravan and recreation parks, whilst investigating the most effective delivery mechanism going forward.	Ongoing	A review for the best business model for operating Council's caravan parks is in progress with Council in the process of sourcing a suitable consultant to undertake this study.
51	Council Housing	Council housing is maintained to provide accommodation for staff in a region of low rental availability.	Provide Council housing as required.	Ongoing	A business as usual (BAU) function. Maintenance programs are undertaken to ensure serviceability.
52	Aerodromes	Airports are operated to support emergency services, commercial flights and recreation.	Continue to ensure safe operation of council controlled airports across the region.	Ongoing	Ongoing maintenance is a business-as-usual (BAU) function for the Works team. Work and inspections are undertaken according to a planned schedule and the CASA standards. Several key improvements were made to Aerodromes in FY22, including animal-proof fencing upgrades on four of the region's aerodromes.
53	Showgrounds	Showgrounds are operated to support user groups events and operations.	Continue to maintain showgrounds that are Council's responsibility while engaging with key user groups on the most effective long term sustainable model for operation.	Ongoing	Ongoing maintenance is a business-as-usual (BAU) function for the Works team. Further work is required across departments to assist with transition to a sustainable model.
54	Public Amenities	Parks, recreation areas and public conveniences are offered to the community.	Provide welcoming parks, recreation areas and public conveniences that are well maintained, having regard to policies, budget allocations and available resources.	Ongoing	Ongoing business as usual (BAU) activity. No anomalies to report currently.
55	Quarries and Gravel Pits	Council operated quarries and gravel pits provide appropriate material for civil works.	Manage Council operated gravel pits safely and within legislated requirements.	Ongoing	Ongoing business as usual (BAU) activity. Moving forward, a full review of operations and legislation against NBRC requirements is in progress.
56	Community Pools	Community swimming pools provide recreational opportunities for the community and support the core skill development of learning to swim.	Operate community swimming pools within contractual agreements, having regard to policies, budget allocation, available resources and asset condition. Build on the condition assessment work that has been undertaken to date and conduct a full condition assessment of all five pools to guide future budget considerations.	30/06/2023	A business as usual (BAU) function. Pools continue to be operated under lease arrangements.

PROSPEROUS FUTURE - TO ENSURE ECONOMIC GROWTH FOR FUTURE GENERATIONS

ID#	Service	Outcome	Action	End Date	Closing Comments
57	Planning and Development Services	Develop and align planning instruments with state legislation and strategies to promote region wide development.	Consider the development of amendments to the planning scheme following the release of the Wide Bay Burnett Regional Plan	Ongoing	Initial reviews of the Draft Wide Bay Burnett Regional Plan (Draft WBBRP) indicate relatively minor impacts on the progression of the North Burnett Regional Council Planning Scheme review. It is considered that, with the exception of regulatory mapping associated with the Draft WBBRP, the content of the document will not directly impact on the review of the NBRC Planning Scheme.
58	Elected Members	Advocacy campaigns are planned and effectively delivered for maximum impact.	Support Councillors with a well-documented, targeted advocacy strategy.	Ongoing	Predominantly, advocacy has related to Federal Assistance Grants and improving Council's allocation. A comprehensive advocacy program is to be established, endorsed and actioned in Q3 FY 23. Discovery and scoping efforts continued in the quarter with strategy drafting targeted to commence in Q3 FY23.
59	Planning and Development Services	Planning and development applications are effectively assessed and supported in a timely manner.	Assess planning applications in keeping with state and local instruments and timeframes.	Ongoing	A business as usual (BAU) function. Applications are assessed in keeping with the legislative requirements.
60	Economic Development	Small business is supported and local contractors are upskilled to access opportunities.	In partnership with relevant agencies, provide economic development support for the community.	Ongoing	Predominantly delivered via Council's partnership with Burnett Inland Economic Development Organisation (BIEDO).
61	Economic Development	Incentives are provided to businesses willing to ensure attractive appearances for their shop fronts.	Deliver streetscape funding program in keeping with endorsed policy.	Ongoing	The Communities team continue to support the Streetscape funding program in lieu of an economic development team. A small volume of applications continue to be submitted for this program and are assessed, supporting local businesses as appropriate.
62	Media, Communications and Engagement	The naturally beautiful North Burnett is promoted for visitors and potential visitors.	Leverage promotional opportunities for #VisitNorthBurnett and promote the region's tourism product through appropriate channels.	Ongoing	Ongoing publicity maintained during the quarter with a target of two posts per week via all available Visit North Burnett social media pages.
63	Reginald Murray Williams Australian Bush Learning Centre	The Reginald Murray Williams Australian Bush Learning Centre is operated in the most effective manner.	Operate the Reginald Murray Williams Australian Bush Learning Centre whilst investigating long term sustainable delivery options.	Ongoing	Reginald Murray Williams Australian Bush Learning Centre has been staffed and continues to trade. Centre services are currently delivered with fixed term / casual staff. Expression of Interest for sale or lease of the facility was completed without success in May 2022. A formal tender process is planned for 2023.

5.2 APPENDIX 2 – AMALGAMATED OTHER PROJECT UPDATES

	Project Title	FY23 Budget	FY23 YTD + Commitments	Remaining Budget*	Latest Update
Office of the CEO					
✓	Procurement of Software to manage Delegations and Authorised Person Powers	\$13,159	\$13,159	\$0	The software to manage delegations and authorised person powers has been ordered and in the implementation phase of the project.
✗	Biggenden Streetscape Upgrade	\$3,439,275	\$0	\$3,439,275	<p>This project has been placed on hold following the Australian Government's announcement that the Building Better Regions Fund (BBRF) will be discontinued and that round 6 applications will not proceed. Council was initially seeking \$2,751,420 from the BBRF (Round 6) with a Council co-contribution commitment of \$687,855.</p> <p>Until alternate funding can be sourced, this project will remain on hold. While the Australian government has committed to establishing a new 'Growing Regions Program,' exact guidelines and eligibility criteria are yet to be released.</p>
Information Management					
⚠	Online Payments	-		-	Work continues with the Finance team and Magiq software to streamline the import of NAB transaction reports into Magiq Enterprise. This is the final issue to resolve before initiating the public communication and go live. Magiq Software developers are testing several solutions to determine the most appropriate.
⚠	Core Servers (Gayndah)	-	-	-	Latest certified firmware has been applied to supporting infrastructure. Compatibility matrix has been confirmed with latest software release. Implementation documentation is being finalised.
✓	Branch Servers (Biggenden, Eidsvold, Mt Perry, Monto, Mundubbera)	\$40,000	\$0	\$40,000	Server specification planning has been completed. Quotes have been requested.
✓	PC Laptop Replacement (MUN,PER)	\$83,600	\$0	\$83,600	Laptop, dock and monitor replacements have been completed. Components for the desktop replacements have arrived and are being built.
✓	Wireless WAN (EID Hackwood) (Cania – Monto & Mt. Archers – Gayndah)	\$44,000	\$0	\$44,000	<p>Equipment for the links have arrived and are being configured and tested by supplier. Installation dates are being finalised.</p> <p>Links being updated are</p> <ul style="list-style-type: none"> Eidsvold – Hawkwood Mt Perry - Biggenden
⚠	Digitisation	-		-	A Digitisation Policy has been developed and work to modernise Council's records management processes is underway. A staff procedure has been drafted and the related records team procedure is still being developed.

	Project Title	FY23 Budget	FY23 YTD + Commitments	Remaining Budget*	Latest Update
✓	SAN Storage	\$100,000	\$0	\$100,000	A utilisation review has been undertaken of the existing SAN. The information gained from the review, along with expected usage changes, has informed capacity planning for the new SAN. Quotes will be requested from suitable suppliers in due course.
✓	CCTV	\$100,000	\$0	\$100,000	A review of existing CCTV systems has been undertaken to identify camera sites or systems that are priority candidates to be upgraded. A check of network capacity to camera sites is required and will be undertaken in due course
Financial Services					
✓	Financial Reporting Review	-	-	-	Council has successfully implemented its annual reporting software provided by LG Solutions. This has enabled improvements in the preparation of the annual financial statements and will assist in improving Council's maturity in this task as identified in the financial reporting review.
✓	Strategic Procurement Processes	-		-	Council has completed the tender for Civil Works to determine the pre-qualified suppliers of plant hire and civil contractor services. Successful tenderers have been advised.
Community Engagement					
✓	Disaster Recovery Human Social and Economic subgroup leadership and coordination	-		-	<p>Post two events impacting the North Burnett Council region – Ex Tropical Cyclone Seth – Flooding event and SE Qld Rainfall and Flooding, the communities team led and coordinated stakeholders to facilitate recovery support to impacted residents. In Q2 FY23, Human Social and Economic Recovery subgroup meetings continued with key stakeholders.</p> <p>On the 7 October 2022, Red Cross facilitated a community recovery meeting with the Dallarnil community. This meeting provided community members a safe place to openly share their experiences and to commence planning for the future. Numerous questions were raised and a second forum was planned. Council, in partnership with Red Cross, held the second forum on Friday, 21 October 2022. This enabled the community to hear from agencies and organisations involved in recovery/disaster management and respond to questions raised at the initial meeting. The meeting was attended by approximately 10 community members, 10 agency representatives and also included written feedback from agencies unable to attend in person.</p> <p>Action items following the forum include meeting with community to discuss evacuation centre plans for the Dallarnil Community, in partnership with Red Cross.</p>

	Project Title	FY23 Budget	FY23 YTD + Commitments	Remaining Budget*	Latest Update
People & Performance					
✓	WHS Management Strategic Plan	-		-	The 3-year WHS Strategic Plan for Council's Work Health and Safety Management System is currently being revised before finalisation following recent changes to the WHS Regulations. This Plan will support the introduction of the new recommended LGW Workcover Safety Management System. This Strategic Plan will provide Council with KPIs and ensure compliance with our legislative requirements.
Planning & Environment					
✓	Gayndah Animal Pound Upgrade	\$0	\$0	\$0	This project has been completed.
✓	Eidsvold Waste Management Facility Office and Fencing	\$25,000	\$0	\$25,000	The new site office has been installed at the facility and a fencing contractor has been engaged to erect new perimeter fencing.
✓	Gayndah Waste Management Facility Fencing	\$30,196	\$34,885	(\$4,689)	A fencing contractor has been engaged to complete this task. Fencing materials have been purchased and work is expected to be completed in Dec22/Jan23.
✓	Monto Waste Management Facility Fencing	\$23,369	\$23,369	\$0	A fencing contractor has been engaged and fencing is expected to be completed in early 2023.
✓	Mundubbera Waste Management Facility Fencing	\$48,691	\$65,100	(\$16,409)	A contractor was engaged to install fencing around the parameter of the landfill expansion area of the site. This work was completed in December 2022.
✓	Mundubbera Landfill, Regional Expansion	\$3,718,945	\$68,791	\$3,650,154	Following a successful application for grant funding Council has appointed a consultant to prepare detailed design plans and the Request for Tender documents for the proposed Mundubbera Landfill Expansion Project. This project is progressing and on track.
⚠	Mt Perry Landfill Transfer Station	\$200,000	\$0	\$200,000	Council has allocated funds in the FY23 budget to address access to the site and improve waste disposal practices for users. Council plan to undertake assessment over the coming months. Resource restrictions have resulted in delays to this project.
Water & Wastewater					
⚠	Regional Drinking Water Safety and Reliability Project (BOR Funding Application)	\$2,513,500	\$0	\$2,513,500	Award of funding is delayed (originally to be August '22) but pending. Project start is 20 February 2023 and completion will now be delayed as a result; half of project will roll over into 23/24 Financial Year.
✓	Pump Station Well Lid Upgrade Program	\$30,000	\$0	\$30,000	No anomalies to report at this time.
⚠	Asset Condition Inspection Program	-		-	Challenges in recruiting suitable staff. Sewer Inspection program will now be carried out as capital works in following Financial Years. NBRC staff have been trained in the new leak detection equipment. Staff have surveyed Mundubbera and Eidsvold, will move onto Gayndah in the new year.
✓	Sewerage Emergent Capital Works Program	\$80,000	\$42,180	\$37,820	Extensive issues identified early in the Financial Year will necessitate a request for an increase in funding for these purposes at budget review.

	Project Title	FY23 Budget	FY23 YTD + Commitments	Remaining Budget*	Latest Update
✓	Water Emergent Capital Works Program	\$120,000	\$54,772	\$65,228	Extensive issues identified early in the Financial Year will necessitate a request for an increase in funding for these purposes at budget review.
✓	Sewage Pump Station Gantry Refurbishment Program	\$120,000	\$18,943	\$101,057	Ongoing. Investigating requirements in Gayndah following recent Pump Station confined space entry incident. Gantry at Monto Water Treatment Plant has been upgraded and certified.
✓	Switchboard Upgrade Program	\$40,000	\$0	\$40,000	No anomalies to report at this time.
✓	Biggenden Water Treatment Plant (WTP) Upgrade	\$6,062,444	\$6,541,376	(478,932)	Procurement process concluded. Tender submissions evaluated with contract awarded to Water Treatment & Filtration Solution. Tendered price was within project budget and proposed works program met funding milestone requirements. Contractor commenced preliminary site works and control building improvements.
Civil Works					
✓	Gravel Pit Rehab - Preliminary Project	\$200,000	\$98,500	\$101,500	The project is on track for delivery this financial year. In addition, the remainder of Allan's pit rehab is on schedule with the removal of the emulsion tank and Reinforced Concrete Pipes (RCPs).
✓	Gravel Pit Rehab and Closure Program (Works for Queensland)	\$142,760	\$0	\$142,760	The project is on track.
✓	Bridge Refurb Program - Staatz Bridge (Works for Queensland)	\$86,425	\$87,973	(1,548)	Complete and on budget
✓	Eidsvold Airport Fencing	\$388,098	\$5,973	\$382,125	Complete and under budget
✓	Gayndah Airport Fencing	\$3,623	\$3,623	\$0	Complete and under budget
✓	Monto Airport Fencing	\$9,132	\$9,132	\$0	Complete and under budget
✓	Mundubbera Airport Fencing	\$3,501	\$3,501	\$0	Complete and under budget
✓	Gayndah Number 2 Cemetery Upgrade	\$84,250	\$76,577	\$7,673	In progress - No anomalies to report currently.
✓	Mundubbera Number 2 Cemetery Upgrade	\$144,652	\$7,276	\$137,376	In progress - No anomalies to report currently.
✓	Works Dept Engineering Design (Capital Improvements)	\$289,199	\$272,350	\$16,849	Designs complete, progressing with project delivery.
✓	Depot/Stores Upgrades	\$150,000	\$173,754	(23,754)	Project complete realising significant improvements to the Mundubbera depot operations.
✗	Remote Rural Roads Upgrade Pilot Program	\$3,948,000	\$0	\$3,948,000	On hold awaiting successful funding approval.
✓	Gravel Resheets 2022-2023	\$1,875,724	\$940,572	\$935,152	In progress - No anomalies to report currently.
✓	Footpath/Kerb & Channel Program - Mt Perry Stair Restoration	\$30,000	\$10,400	\$19,600	In progress - No anomalies to report currently.
✓	Footpath/Kerb & Channel Program - Footpath Replacement Bauer St Mundubbera	\$170,000	\$0	\$170,000	In progress - No anomalies to report currently.

	Project Title	FY23 Budget	FY23 YTD + Commitments	Remaining Budget*	Latest Update
✓	Roads Clearing for North Burnett HV Network - Glencoe Road	\$971,322	\$0	\$971,322	In progress, scheduled for commencement in January - No anomalies to report currently.
✓	Reseal Program - Rural Roads	\$1,587,280	\$475,002	\$1,112,278	In progress, scheduled for delivery in February - No anomalies to report currently.
✓	TIDS - Berries Road	\$644,169	\$580,691	\$63,478	Complete and under budget
✗	TIDS - Bon Accord-Wetheron Rd	\$350,358	\$0	\$350,358	The project is on hold pending the outcome of the Council's betterment application with Queensland Reconstruction Authority (QRA).
✓	TIDS - Abercorn Rd	\$1,005,799	\$85,876	\$919,923	Design complete, scheduled for commencement in February - No anomalies to report currently.
✓	TIDS - Hawkwood Rd	\$573,359	\$45,118	\$528,241	Design complete, scheduled for commencement in February - No anomalies to report currently.
✓	LRCIP 3 - Level 2 Bridge Maintenance Program	\$882,876	\$816,525	\$66,351	Deep Creek bridge on Pile Gully Road is complete and on budget. Works are in progress on Wilson Valley Road with no anomalies to report currently.
✓	LRCIP Footpath Program - Biggenden	\$78,391	\$78,391	\$0	In progress - No anomalies to report currently.
✓	LRCIP Footpath Program - Eidsvold	\$121,352	\$137,340	(\$15,988)	In progress - No anomalies to report currently.
Assets, Facilities & Fleet					
✓	Upgrade Mundubbera Mezzanine (WH&S)	\$25,000	\$0	\$25,000	Area has been cleaned out and project is awaiting shelf design.
✓	Plant Replacement Program – 2020-2021	\$127,000	\$126,131	\$869	Business as usual function. Program has been completed.
✓	Plant Replacement Program – 2021-2022	\$1,812,720	\$1,957,620	(\$144,900)	Business as usual function. Program has commenced.
✓	Plant Replacement Program – 2022-2023	\$2,972,000	\$245,174	\$2,726,826	Business as usual function. Program has commenced.
✓	Monto Administration Building	\$112,723	\$13,590	\$99,133	Awaiting final decision from Council.
✓	LRCIP 3 - Community Halls Roof Replacement	\$300,000	\$0	\$300,000	Work In Progress (WIP). Inspection of three hall roofs completed.
⚠	Regional Pools Renewal Program LRCIP3	\$200,000	\$0	\$200,000	Delayed due to Covid border restrictions, the actual GPR inspections have now been carried out. Swimming season has precluded any on-the-ground follow up. A structural engineer will analyse the data ready for any required actions on the ground when swimming season closes in 2023.
✗	Swimming Pool Upgrades	\$140,000	\$1,200	\$138,800	Not yet commenced. Will develop a scope of works to be activated at the close of season.
✓	Asbestos Removal Program - 10 Year (Years 1 & 2)	\$208,394	\$74,210	\$134,184	Work in Progress (WIP).
✗	Elevating Work Platform (Mobile Fleet) (WH&S)	\$20,000	\$0	\$20,000	Not yet commenced. Market research to be undertaken shortly.
✓	Replacement of Fuel Bowzers and Diesel Tanks (WH&S)	\$350,000	\$0	\$350,000	Preliminary research completed. Scope of works for supply, installation and decommissioning of existing systems are under development.

	Project Title	FY23 Budget	FY23 YTD + Commitments	Remaining Budget*	Latest Update
✓	Washdown Bay Upgrade	\$300,000	\$0	\$300,000	Funds were allocated to upgrade depot (Plant) washdown bays and public wash down facilities. Work has commenced to upgrade only the plant washdown bays. Fleet will commence to scope the works.
✓	Fleet Management Information System (FMIS)	\$80,000	\$0	\$80,000	Evaluation of a suitable system, in consultation with ICT, is progressing.

* Remaining budget is based on allocated budget less incurred expenses and provisioned commitments. Some commitments may not proceed and could subsequently be cancelled, as such, the remaining budget may both increase and decrease over time. This considered, any negative figures within the remaining budget column could be reflective of commitments pending cancelation and may not necessarily indicate an overspend.

5.3 APPENDIX 4 – AMALGAMATED WORKFLOW MEASURES

Workflow Measures – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Office of the CEO					
Number of policies and/or administration directives formally approved and consequently brought into effect ¹	7	4			
Number of documented procedures formally approved and consequently brought into effect ¹	2	1			
Number of documented processes (work instructions) formally approved and consequently brought into effect ¹	0	0			
Number of councillor requests actioned or otherwise closed requiring no further action	108	88			
Number of internal Media support tickets actioned	387	313			
Number of Local Disaster Management Group (LDMG) meetings	3	3			
Number of District Disaster Management Group (DDMG) meetings	0	1			
Number of Local Disaster Management Group (LDMG) stand-ups	1	1			
Information Management					
Number of internal ICT support tickets actioned	458	419			
Number of internal Records support tickets actioned	344	391			
Number of new records added to council's Electronic Document and Records Management System (EDRMS)	691	761			
Number of records destroyed in line with (and as required by) retention and disposal schedules	0	0			
Financial Services					
Number of internal Finance support tickets actioned	537	458			
Number of unique creditors having received at least one payment in the quarter	462	466			
Number of all purchase orders raised (created) within the quarter ²	2153	2043			
Number of purchase orders raised (created) with local suppliers within the quarter ^{2 3}	1039	961			
Number of purchase orders raised (created) by the finance or procurement teams within the quarter ²	286	257			
Community Engagement					
Number of phone interactions via customer contact centre	4201	3202			
Number of calls received by afterhours service	58	157			
Number of customers visiting Biggenden Customer Service & Library (CSL) centre ⁴	1232	814			
Number of customers visiting Gayndah Customer Service & Library (CSL) centre ⁴	3179	2220			
Number of customers visiting Mundubbera Customer Service & Library (CSL) centre ⁴	3539	2181			
Number of customers visiting Eidsvold Customer Service & Library (CSL) centre ⁴	1670	939			
Number of customers visiting Monto Customer Service & Library (CSL) centre ⁴	3405	3075			

Workflow Measures – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Number of customers visiting Mt Perry Customer Service & Library (CSL) centre ⁵	505	374			
Number of customer interactions via Biggenden Customer Service & Library (CSL) centre	737	475			
Number of customer interactions via Gayndah Customer Service & Library (CSL) centre	1995	1072			
Number of customer interactions via Mundubbera Customer Service & Library (CSL) centre	705	484			
Number of customer interactions via Eidsvold Customer Service & Library (CSL) centre	416	426			
Number of customer interactions via Monto Customer Service & Library (CSL) centre	1948	1597			
Number of customer interactions via Mt Perry Customer Service & Library (CSL) centre	420	287			
Number of visitors to the Reginald Murray Williams Centre	1697	616			
Number of campers staying at the Reginald Murray Williams Campgrounds	243	42			
Number of total library borrowings (physical items) ⁶	7521	6890			
Number of total eResource borrowings (electronic items) ⁷	1448	TBA			
Number of First 5 Forever (F5F) sessions conducted (Library sessions only)	0	38			
Number of attendees at First 5 Forever (F5F) sessions (Library sessions only)	0	140			
Number of Library Program sessions conducted (excluding F5F Library sessions)	21	8			
Number of attendees at Library Programs (excluding F5F Library sessions)	379	87			
People & Performance					
Number of internal HR support tickets actioned	593	875			
Number of WHS inspections completed	104	98			
Worker initiated hazard reports assessed	30	56			
Number of job applications received (total within the quarter)	101	110			
Number of advertised staff vacancies as at the end of the quarter	20	24			
Planning & Environment					
Number of licenced food businesses as at the end of the quarter	86	86			
Number of Higher Risk Licence businesses as at the end of the quarter (personal appearance)	1	1			
Number of food business inspections completed	9	6			
Number of community food event notices received	15	30			
Number of staff attending external sustainability education events	2	0			
Tonnes of waste discarded into landfill site	1214	1140			

Workflow Measures – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Number of environmental authority (EA) compliance inspections completed by council	24	22			
Number of community event bins emptied (not fixed services) ⁸	280	167			
Number of applications received for new kerbside bin collection services	16	27			
Number of Illegal dumping investigations initiated	0	13			
Number of Illegal dumping compliance notices issued	0	0			
Number of Illegal dumping clean ups completed by Council	0	7			
Number of mosquito investigations commenced	0	3			
Number of mosquito traps serviced	30	60			
Number of mosquito treatments undertaken (public land and council facilities only)	1	0			
Number of environmental nuisance complaints received	20	16			
Number of swimming pool public health assessments completed (council pools only)	0	0			
Number of approval to burn applications received	4	11			
Number of active flying fox roosts as at the end of the quarter ⁹	1	1			
Number of noncompliance notices issued (local laws)	31	79			
Number of animals impounded	29	17			
Number of animals seized	0	4			
Number of local law permits assessed	8	1			
Number of infringement notices issued (Local Laws)	1	6			
Number of show cause and enforcement notices issued (building, planning and plumbing)	2	6			
Number of building applications received for assessment (EX Private certifier lodgements)	23	30			
Number of private certifier building approval lodgements received	19	20			
Number of planning applications received for assessment	14	21			
Number of plumbing applications received for assessment	15	12			
Number of pre lodgement meetings held – In person & online	6	5			
Number of pre lodgement advice(s) given regarding potential planning applications (Written advice)	27	38			

Workflow Measures – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Water & Wastewater					
Number of Water & Wastewater related service requests determined and responded to, with any identified work either scheduled or completed	131	145			
Number of afterhours callouts	11	17			
Number of water main brakes repaired	3	1			
Number of sewer main breaks and chokes repaired	11	16			
Civil Works					
Number of Civil Works related service requests determined and responded to, with any identified work either scheduled or completed	768	624			
Number of Parks & Open Spaces related service requests determined and responded to, with any identified work either scheduled or completed	79	94			
KM of gravel resheeting completed ¹⁰	18	0			
KM of sealed roads resealed (Spray seal only)	0	1			
KM of unsealed roads graded – Zone 1 ¹⁰	83	25			
KM of unsealed roads graded – Zone 2 ¹⁰	103	83			
KM of unsealed roads graded – Zone 3 ¹⁰	118	27			
KM of unsealed roads graded – Zone 4 ¹⁰	47	20			
KM of unsealed roads graded – Zone 5 ¹⁰	112	86			
KM of unsealed roads graded – Zone 6 ¹⁰	120	52			
KM of unsealed roads graded – Zone 7 ¹⁰	258	180			
KM of unsealed roads graded – Zone 8 ¹⁰	140	147			
KM of unsealed roads graded – Region Total ¹⁰	981	620			
Hours spent grading unsealed roads (Machine hours) – Zone 1	242	57			
Hours spent grading unsealed roads (Machine hours) – Zone 2	264	128			
Hours spent grading unsealed roads (Machine hours) – Zone 3	262	76			
Hours spent grading unsealed roads (Machine hours) – Zone 4	200	63			
Hours spent grading unsealed roads (Machine hours) – Zone 5	262	117			
Hours spent grading unsealed roads (Machine hours) – Zone 6	196	50			
Hours spent grading unsealed roads (Machine hours) – Zone 7	212	286			
Hours spent grading unsealed roads (Machine hours) – Zone 8	261	259			
Hours spent grading unsealed roads (Machine hours) – Region Total	1899	1036			

Workflow Measures – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Assets, Facilities & Fleet					
Number of internal Facilities support tickets actioned	202	196			
Number of internal Fleet support tickets actioned	502	415			
Number of fleet services or other related fleet maintenance completed (by both internal and external providers)	60	96			
Number of Facilities related community requests determined and responded to with any identified work either scheduled or completed.	122	107			
Total Number of fleet items as at end of quarter ¹¹	709	489			

5.4 APPENDIX 5 – AMALGAMATED SECTIONAL FINANCIAL DOCUMENTS

	OFFICE OF THE CEO	CORPORATE & COMMUNITY					WORKS			NORTH BURNETT REGIONAL COUNCIL (UNAUDITED)					
	Office of the CEO	ICT & Records	Financial Services	Community Engagement	People & Performance	Planning & Environment	Water & Wastewater	Civil Works	Assets, Facilities & Fleet	Current FYTD			Previous FYTD (PCP)		
	Note	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000
Revenue															
Recurrent revenue															
Rates, levies and charges	51	-	5,371	-	-	1,669	2,342	-	-	9,433	9,440	(7)	8483	8,564	-81
Fees and charges	-	-	47	11	-	282	26	140	335	841	611	230	814	605	209
Sales Revenue	-	-	-	-	-	-	-	1,670	-	1,670	835	835	1745	1,593	152
Grants, subsidies, contributions and donations	65	-	714	75	64	-	-	1,271	16	2,205	2,094	111	3643	3,678	-35
Total recurrent revenue	116	-	6,132	86	64	1,951	2,368	3,081	351	14,149	12,980	1,169	14,685	14,440	245
Capital revenue															
Grants, subsidies, contributions and donations	4	-	-	-	-	234	52	366	737	1,393	893	500	2346	2,346	0
Total Capital Income	4	-	-	-	-	234	52	366	737	1,393	893	500	2,346	2,346	-
Interest received	-	-	405	-	-	16	22	-	-	443	206	237	137	176	-39
Other income	-	-	127	276	-	64	1	-	-	468	504	(37)	564	538	26
Total Income	120	-	6,664	362	64	2,265	2,443	3,447	1,088	16,453	14,583	1,870	17,732	17,500	232
Expenses															
Recurrent expenses															
Employee benefits	749	284	812	918	407	846	831	1,863	763	7,473	8,218	(745)	7,880	8,093	-213
Materials and services	405	446	1,494	412	192	1,316	1,193	3,229	282	8,405	7,211	1,194	8,021	7,608	413
Finance costs	-	-	21	-	-	-	18	15	-	54	62	(8)	52	57	-5
Depreciation expense	124	-	14	108	-	116	1,124	5,151	1,544	8,181	7,725	456	7,403	7,047	356
Total	1,278	730	2,341	1,438	599	2,278	3,166	10,258	2,025	24,113	23,216	897	23,356	22,805	551
Capital Expenses															
Loss on disposal of non-current assets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Provision for landfill and quarry restoration	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total expenses	1,278	730	2,341	1,438	599	2,278	3,166	10,258	2,025	24,113	23,216	897	23,356	22,805	551
Net result	(1,158)	(730)	4,323	(1,076)	(535)	(13)	(724)	(6,811)	(937)	(7,661)	(8,633)	973	(5,624)	(5,305)	(319)

DISCLAIMER: The financial statements contained within this document are unaudited and, while prepared with due care, may ultimately differ to the final audited financial statements within council's annual report. Any figures included in this report are indicative only, are subject to revision and are not to be taken as a definitive representation of council's financial performance. Audited financial results will not be retrospectively updated into this report and all figures contained within are static at the time of the reports preparation.

5.5 APPENDIX 6 – NOTES TO THE FINANCIAL STATEMENTS

Overall, the council reported a YTD actual net operating loss before capital grants and contributions as at 31 December 2022 which is currently \$477,000 lower than predicted. The net difference is comprised of revenue higher than budget by \$1,372,000 and operating expenses above budget of \$895,000.

Operating Revenue

- Rates, levies, and charges revenue is below budget by \$6,637. *Discounts* have been favourable to budget by \$173,717, *Natural Resource Management Levy* is higher than budget by \$17,545 and *Water Consumption* has increased by \$2,104 to budget. Whereas, *Waste Management* has decreased to budget by \$115,374, *Sewerage* has decreased by \$32,519 to budget, *Water* has decreased to budget by \$30,929 *General Rates* is lower than budget by \$19,384, and *Other Levies* - including Local Disaster Management Levy is lower than budget by \$1,797.
- Fees and Charges have increased to budget in November by \$231,681 due to additional *Building and Development Fees* of \$56,162, *Other Fees and Charges* have increased by \$80,907 mainly due to aviation fuel sales and rates search fees, *Caravan Park Takings* are above budget by \$73,449 mainly due to increases at Mt Perry but also includes Eidsvold, & Biggenden parks & Paradise Dam Fees received, *Trade Waste & Recycling* revenue has increased by \$75,293 which is mainly relating to the Mundubbera waste site. Whereas *Community Service Fees* are below budget by \$27,548, *Licences and Registrations* have decreased by \$25,609 and *Water and Sewer Fees* have decreased by \$973.
- Interest received is higher than anticipated mainly due to increased interested rates on our Queensland Treasury Corporation (QTC) cash funds, moving from an annual rate of 0.76% to 3.30%.
- Other Income is slightly above budget by \$40,311 as *Waste - Regionwide Income* being above budget by \$4,986, which mainly relates to income for road litter signage and wheelie bin hire and *Lands Protection revenue* is above budget by \$51,559 due to a Rubber Vine & Hymenachne Project. whereas *Bus Revenue* is below budget by \$5,905, Reginald Murray Williams Centre is below budget by \$2,296, *Stock Route Permits Revenue* is below budget by \$7,084 mainly due to the favourable weather conditions & increasing grass supplies; other varying small amounts make up the difference.
- Recurrent Grants, subsidies, contributions, and donations is above budget by \$111,286, which mainly relates to the receipt of \$100,000 from the State under the Department of Transport & Main Roads Walking Local Grants program to improve walking access in Council.
- Rental Income has decreased from budget by \$76,295 which relates to Council rental facilities being below budget by \$65,283 and Council housing being below budget by \$11,012. The reduction has arisen as properties are sold to previous lessee's and some leases are not being renewed.
- Sales revenue has increased from budget by \$834,940 which relates to Roadworks Performance Contract (RPC) and Road Maintenance Performance Contract (RMPC) received being higher than budget forecasts. This includes the emergent works associated with the repairs to road infrastructure following the damage caused by recent rain events.

Operating Expenditure

- The increase in Materials & Services costs relate to additional recoverable works which were above budget by \$1,192,923. These are increased materials and services costs associated with relate to Roadworks Performance Contract (RPC) and Road Maintenance Performance Contract (RMPC) received being higher than budget forecasts, due to emergent works. This has been funded by an increase in sales revenue identified above. There has also been \$768,704 incurred for grading and maintenance of rural roads funded through the Local Roads and Community Infrastructure Program.
- General Insurance costs have increased to \$994,967 in this financial year which represents an increase by 8.82%. There have been additional repairs and maintenance costs totalling \$42,893 incurred with public conveniences with current position vacancies, this has led to an increase in contractor costs which are required to maintain operations to required levels of service.
- Depreciation has increased due to comprehensive review done as part of the asset revaluation for roads, bridges and drainage completed as at 30th June 2022.

Capital revenue and expenses

- Capital Revenue includes gain on sale for the disposal of non-current assets.

Assets

- YTD Cash and cash equivalents has decreased from 30 November 2022 to 31 December 2022 by \$3,555,000. The decrease is due to lower than expected receipt of Financial Assistance Grants in this quarter, which had previously been received.
- Trade and other receivables have increased from 30 November 2022 to 31 December by \$709,000. The increase is mainly due to a large claim to the Department of Main Roads for routine road maintenance, before the Christmas closure.
- Contract assets represents predominantly works carried out for flood recoveries to date and payable through Disaster Recovery Funding Arrangements (DRFA) totalling \$1,774,785.
- Approximately 58.14% of rates overdue as at 31 December 2022 are less than one year overdue.
- Discount take up for 22/23 year to date is 90.08% compared to the discount take up in 21/22 year of 89.03%.

Liabilities

- Current Liabilities have decreased 30 November 2022 to 31 December 2022 by \$251,000. Contract liabilities of \$2,663,364 relates to capital grants received in advance and as respective projects are completed, the revenue is therefore able to be recognised for these grants.
- Other non-current liabilities of \$1,314,000 relate to the prepayment of the state government waste levy charges for the years 2023-2024 to 2025-2026. These payments will be brought to account in their respective future years.

5.6 APPENDIX 7 – PERFORMANCE AND VOLUME MEASURE NOTES

5.6.1 GENERAL NOTES

- Unless otherwise specified, all references to business days are calculated assuming a standard Monday to Friday work week and **do not** cater for public holidays.

5.6.2 ITEM NOTES

1. This extends to initial development, amendments or currency reviews that effectively set (new documents) or extend (existing documents) the currency period of the document. The specified documentation is considered approved when it receives final approval from the required approving authority and is subsequently brought into effect.
2. Figure includes Purchase Orders (PO's) created in councils purchase order system within the quarter and may include orders not yet submitted for approval and orders that were subsequently cancelled. Resubmission for subsequent approval/s are not included in this figure.
3. Local suppliers are those that have nominated a primary address with a postcode equal to 4621, 4625, 4626, 4627, 4630 or 4671 as of the end of the quarter. As some of these postcodes overlap with other regions, there is a chance that some suppliers included in this figure are outside of the North Burnett Regional Council area.
4. This data is provided as an indication only, is based on door counter information and is intended to portray customer traffic through a centre. Figure assumes two door opens equates to the entry and exit of one customer with the provided figures reflective of this assumption. Figures could be over or understated due to customer behaviour (E.G. repeated entries and exits by one customer and/or children in a single visit, multiple customers entering or exiting in the same door open, False opens, etc.) as well as staff entries or exits.
5. Mt Perry statistics are not subject to door count assumptions. Due to low customer traffic volumes in Mt Perry, Customer Service & Libraries staff record traffic manually.
6. Library loan data includes all physical items borrowed as well as renewals. Loan data reflects the total number of individual items loaned during the period, not customer transactions. It is recommended that this data is read in-conjunction with Customer Service and Library interaction statistics.
7. eResource data is provided by State Library of Queensland and includes the following transactions: eBook loans, eAudiobook loans and electronic service download, Ancestry access, and electronic magazines. Data is not available immediately following the quarters end and, as such, the measure will always be one quarter behind. This is outside of council's control.
8. This extends to bins provided by council, in a temporary capacity, to support community events. Where a bin is emptied multiple times during its dispatched period, this will be counted as multiple bin empties.
9. This extends only to those roosts that fall within the urban flying fox management area and are known to council.
10. As this figure is drawn from live accomplishment data, results may not reconcile to data seeming to cover the same time period due to ongoing amendments, additions and removals in the underlying data. As such, this measure is considered a snapshot as at the time of preparation, may not be repeatable and, while it should be relatively close, ultimately may not reconcile with other similar data points.
11. Figure does not include small plant items below the capitalisation threshold.