

# Final Quarterly Progress Report – FY23

## Q4 April 2023 – June 2023



Margot Stork  
**Chief Executive Officer**



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# 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 Council's Operational Plan for this financial year, 75% (47) of the activities are considered on track or completed, slightly below Council's target of 80%.

Notably, human resourcing constraints and supply chain delays are placing pressure on some areas of the organisation, and in turn, several timelines have been impacted. While some key staff vacancies are expected to be filled early in Q1 FY24, it is anticipated that human resourcing challenges will likely persist into the new financial year. The competitive job market coupled with tight housing supply in the region pose ongoing obstacles to attracting and retaining skilled candidates.

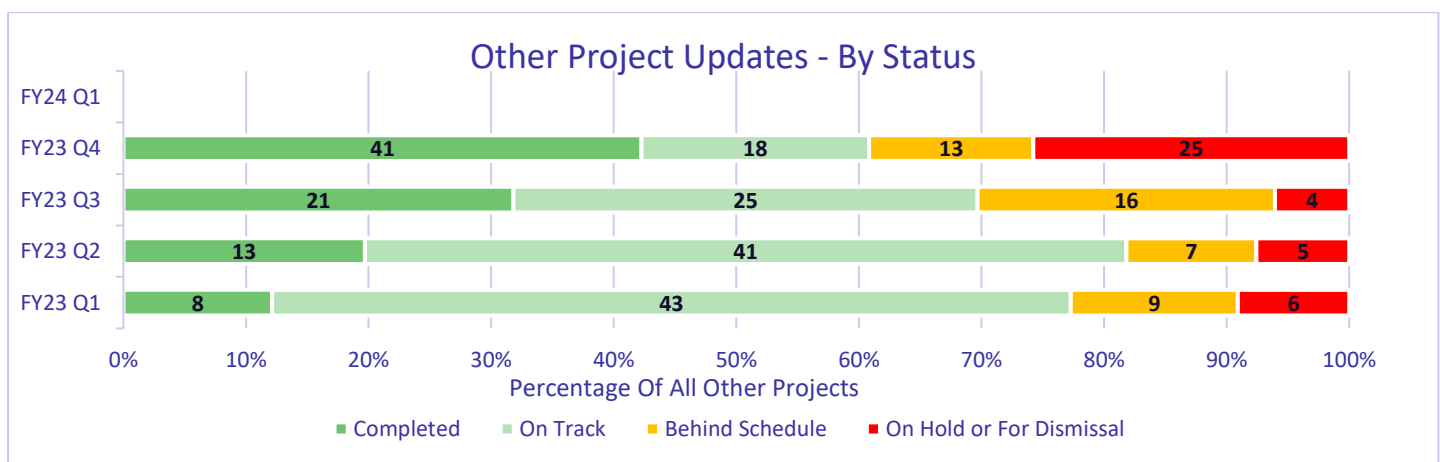
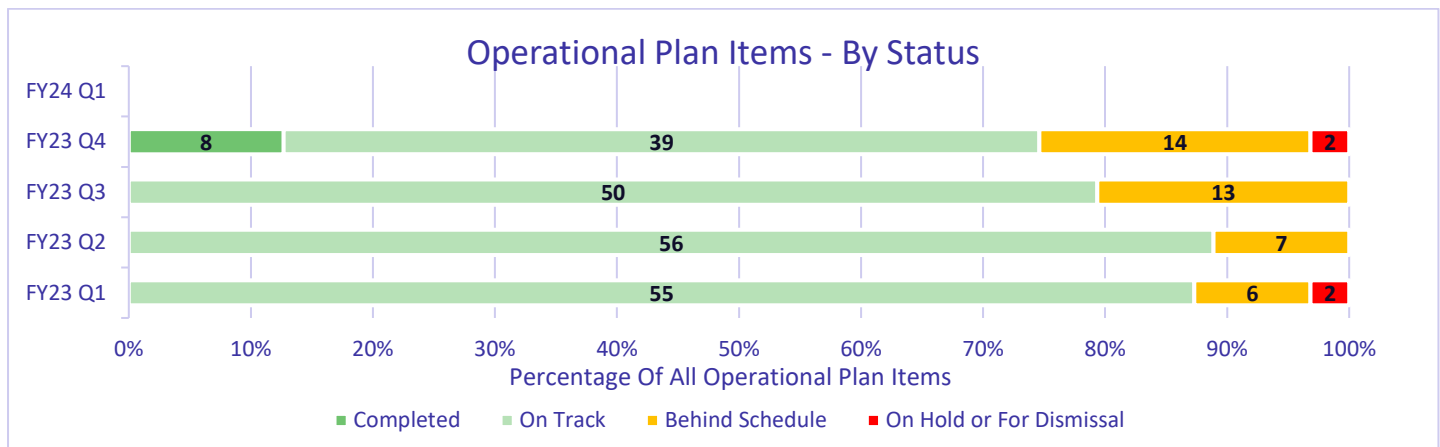
Despite the challenges outlined above, significant progress was made during the financial year, providing essential services and delivering several critical projects for the benefit of the community. The executive team firmly believes that the organisation is making substantial headway in implementing the strategies outlined in the Corporate Plan. The further momentum gained during this period is expected to carry over into the new financial year, setting a positive trajectory for continued progress.

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

- 75% (47) of Operational Plan activities are considered complete or on track for continuation in the new financial year.
  - 13% (8) of items previously on track have now progressed to complete.
  - 62% (39) remain on track for continuation into Q1 FY24, with most of these relating to ongoing service delivery.
  - 1 item that was previously on track has fallen behind schedule, bringing the total to 14 items (22%), with most attributed to human resourcing challenges coupled with competing priorities.
  - Of the 14 items considered behind schedule, 10 (71%) fall within the Assets, Facilities and Fleet, Community Engagement or Planning and Environment areas, with these areas experiencing prolonged key staff vacancies.
- FY23 Q4 saw the completion and close out of a further 20 “other” projects, with 10 being in the Civil Works area and others distributed across the organisation, bringing the total completed “other” projects to 41 (42%) of the 97.
  - 5 “other” projects completed in the Civil Works area were added in the December 2022 quarterly budget review, representing a very quick turnaround.
  - 5 “other” project that were previously behind schedule or on hold are now considered complete.
- 3 “other” projects moved from being on track to behind schedule (for continuation in FY24).
- 7 “other” projects moved from being behind schedule or on hold to on track (for continuation in FY24).
- In FY23 Q4, an additional 24 disaster management items were added to the “other” projects pipeline, accounting for 25% of the total “other” project pipeline.
  - Of these 24 items, 17 (71%) are currently on hold awaiting commencement, representing 68% of all “other” projects that are currently on hold.

## 2 OFFICE OF THE CEO

### 2.1 OFFICE OF THE CEO

#### 2.1.1 STRATEGIC PROJECTS

##### 2.1.1.1 Highlights

During the quarter, Strategic Projects turned most of their focus to getting the basics done, right and on time. While this is always a focus for the organisation, Q4 often requires a lot of forward planning as it is when the organisation develops the Budget and Operational Plan, setting the focus for the coming financial year. Strategic Projects worked with the broader management team to develop an appropriate FY24 Operational Plan, having regard to available budgets and capacity to deliver. The developed plan was included in the June budget meeting and was adopted with very minor adjustments.

The team was also able to dive into the regions tourism association, considering and liaising with elected members on two potential Destination Management Organisations (DMO's). Most regions in Queensland are represented by a DMO, whose primary responsibility is to promote the region and drive tourism to the area, but also to support tourism operators through capacity building and/or networking events. Changing state priorities and funding arrangements for DMOs prompted Council to consider its options in this regard, and further consideration will continue into Q1 FY24.

##### 2.1.1.2 Challenges

With several competing and emerging priorities, forward momentum has been a challenge this quarter. The team has managed to progress some key initiatives while also maintaining business as usual activities. In some areas, progress is not as advanced as initially hoped. As the pipeline begins to return to a more manageable level following budget adoption, the team will seek to expedite any initiatives that have been impacted, with a view to regain ground in the coming quarter.

#### 2.1.2 GOVERNANCE, POLICY & RISK

##### 2.1.2.1 Highlights

This quarter has seen the establishment of an Audit Committee that will provide oversight, monitoring, review, and advisory activities in the following areas:

- Risk management
- Internal controls
- Financial reporting
- Performance management framework
- Internal audit function
- External audit function
- Legislative and regulatory compliance

The operations of the Audit Committee do not diminish the statutory duties and responsibilities imposed on Councillors under the *Local Government Act 2009* and the *Local Government Regulation 2012*.

### **2.1.2.2 Challenges**

The Audit Committee will have a critical role in helping Council evolve and thrive in what is considered a challenging environment. To provide effective oversight, and help Councillors and management navigate these challenging times, the Audit Committees will need to ask direct, targeted questions of management to understand what alternatives were considered and chosen in addressing key issues. Council's Audit Committee must maintain an awareness of issues that are top of mind, trending, and ongoing within local government, as well as the tension points, challenges, and alternative solutions associated with those issues.

## **2.1.3 RESEARCH & ANALYSIS**

### **2.1.3.1 Highlights**

The focus for this quarter centred around the development of the necessary tools to enable the effective administration and coordination of the newly developed continuous improvement program. The tools will ensure simplicity in the underlying processes and maintain the filtered focus necessary to progress the underlying items, in priority order.

While still under development, the team is confident that the structured continuous improvement program will facilitate positive progress throughout the organisation, resulting in improved efficiencies, greater controls and better outcomes for the community.

## 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 <sup>1</sup>	7	4	5	11	
Number of documented procedures formally approved and consequently brought into effect <sup>1</sup>	2	1	8	4	
Number of documented processes (work instructions) formally approved and consequently brought into effect <sup>1</sup>	0	0	0	0	
Number of councillor requests actioned or otherwise closed requiring no further action	108	88	44	72	
Number of internal Media support tickets actioned	387	313	213	213	
Number of Local Disaster Management Group (LDMG) meetings	3	3	1	2	
Number of District Disaster Management Group (DDMG) meetings	0	1	0	1	
Number of Local Disaster Management Group (LDMG) stand-ups	1	1	0	0	

#### Notes on results:

- Council maintains 15 Statutory Policies i.e a mandatory requirement under a Local Government Act to adopt by resolution – Currency is maintained at 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.
- Number of media tickets is the same for both Q3 and Q4. This has been verified as being correct.

## 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*

Unfortunately, progress on this item has been impaired by dependencies, limited resources and competing priorities. The current focus remains on stores and procurement. Following completion of an all staff survey related to current stores operations, stakeholder engagement around a potential way forward remains ongoing.

A fit for purpose future model is sought, having regard to feedback received and taking into account observed bottlenecks.

With the development of the continuous improvement program, initiatives scoped as part of the LEAN process reviews will align strongly with the programs objectives, creating a sound channel for resourcing and delivery of these items as appropriate.



**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*

Councils service catalogue had minimal progress during the quarter due to a significant overarching dependency. With budget development drawing focus this quarter, capacity to progress the service catalogue was also impacted.

Some subject matter experts have begun looking at refining the drafts for their respective areas or developing further drafts where appropriate.

Council is in a reasonable position to recommence development of the catalogue and will continue to monitor the overarching dependency.

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

Integration of the developed community engagement framework continued during the quarter. A draft Administrative Directive has been developed to provide a greater level of detail to internal staff members on the application of the policy and broader framework tools. The draft document will undergo refinement before being distributed more widely.

Work will continue into the new financial year to ensure the framework is embedded into the operations of the organisation and the value of the framework is maximised.

**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*

Further work has continued in Q4 FY23 to manage risk and embed a culture of robust risk management.

During the quarter, council officers continued to add risks identified across the wider organisation into SkyTrust - A software platform to support the management and monitoring of both strategic and operational risks.

**Consult with relevant parties on Indigenous Land Use Agreements.**

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

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 FY24.

**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 monitor government and commercial grant opportunities and undertake proactive grant 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 strategy document is currently under development, and while progress has been made, it is not as advanced as was first hoped.

This item will be a priority for Q1 FY24.

**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). The terms of this arrangement are currently under negotiation.

**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 around 1 post 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.

Council officers are waiting on further details regarding the transition of SES to Queensland Police Services (QPS) and will continue to monitor information around the transition.

**2.1.6 OTHER PROJECT UPDATES**

Key:



Completed

In Progress –  
On TrackIn Progress –  
Behind ScheduleOn Hold or For  
Dismissal**Procurement of Software to manage Delegations and Authorised Person Powers**

The delegations module has now been implemented and is operational across the organisation. Training will continue with staff in how best to utilise the system.

**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.

Council officers became aware of the opening of the round 1 'Growing Regions' program very late in the quarter, with applications appearing to be open from early July to early August 2023. Due to differing co-contribution requirements (50:50) and the very short notice, officers sort the input of elected representatives at the June general meeting. Consequently, it was resolved to defer application until round 2 to allow greater time to consider the terms of the program, develop a solid application and, due to the co-contribution requirements, consider other suitable opportunities that may better align with Councils financial capacity.

This project will remain on hold until further information can be sought on round 2 of the 'Growing Regions' program including application dates. During this time incremental or investigative work may occur to prepare the project should it be considered well aligned to the program guidelines.



### **Disaster Management - Community Resilience & Recovery Officer (CRRO)**

Funding secured under the disaster recovery funding arrangements for a Community Resilience & Recovery Officer (CRRO) until 30 June 2024, following the 2021-22 rainfall and flooding events.

Recruitment and retention for this position has been a challenge and appointment will be a priority in Q1 FY24.

The activities undertaken during Q4 include assisting community groups to apply for Flexible Funding Grants, the development of a Disaster Proof Your Business publication, refining volunteer and donation management processes, partnering with the Red Cross to deliver disaster recovery workshops to community and volunteer organisations, and representation at community events to encourage disaster preparedness.



### **Disaster Management - Bushfire Hazard Management Strategy**

Funding secured under the Queensland Resilience and Risk Reduction Fund for delivery by 30 June 2024.

This strategy will identify bushfire risk to Council owned & managed properties, assets and the natural environment to protect our decentralised small communities. This project will include establishing effective operational procedures and implementation plans, risk assessment tools to identify key risk factors and prioritise mitigation activities, GIS mapping, and a 10-year bushfire hazard management schedule.

Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).



### **Disaster Management - Disaster Management Project Officer**

Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.

This project will see a Project Manager appointed to coordinate the delivery of all Disaster Management projects by 30 June 2024.

Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).



### **Disaster Management - Evacuation Centre Equipment and Supplies**

Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.

This project will review nominated and proposed evacuation centres for compliance and suitability, review equipment and supplies required to operate Evacuation centres more efficiently, and purchase supplies and the storage required.

Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).

**Disaster Management - Alternative Power Supply for Evacuation Centres & Critical Infrastructure**

Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.

This project will identify critical infrastructure locations (e.g. water and waste water facilities, evacuation centres) requiring alternative power supply, identify power requirements and the size of generator required, and purchase and install generators and/or fitting sites with generator connections.

Project yet to commence – waiting appointment of Project Manager (Disaster Management).

**Disaster Management - Emergency Management Dashboard Upgrades**

Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.

This project will upgrade to the Content Management Dashboard which enables council officers to customise dashboards to the disaster event. It includes the development of template dashboards for different types of disaster risks and a "Training" dashboard to test layouts and undertake training and education with the community outside of the live environment. It will also include additional locations for River Opt-Ins and development of a Community Impact Survey to collect impact area data during events.

Project awarded with delivery of upgrades expected during Q2 FY24.

**Disaster Management - Dashboard Community Education Roadshow**

Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.

This project will include the development of videos on how to use the Disaster Dashboard & Opt-in services, as well as material such as flyers, magnets and advertising boards.

This project will commence after the Emergency Management Dashboard Upgrades project is completed, with expected completion in FY24 Q3.

**Disaster Management - Community Capacity & Engagement Building**

Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.

This project will see the delivery of community capacity building programs as identified by the Community Resilience and Recovery Officer. It will cover the costs associated with presenters, accommodation, catering and venue hire.

Project yet to commence.

**Disaster Management - Community Information Boards**

Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.

This project will see disaster information boards created, which will be placed outside evacuation centres or Council Offices in times of disasters. These boards will be a central location for the community to find up to date information from the Local Disaster Management Group (LDMG), brochures from agencies that support the community and key data during disaster events.

Project yet to commence – expected completion FY24 Q2.

**Disaster Management - Local Disaster Management Plan Rewrite and Interactive LDMP Development**

Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.

This project will see a new Local Disaster Management Plan (LDMP) to incorporate more contemporary disaster management practices. It will include the development of an interactive LDMP which is user friendly and will encourage more community and individual engagement with disaster management planning.

Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).

**Disaster Management - Water Level Sensors**

Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.

This project will include installing water level sensors at key locations to provide the community and Council with water levels at low lying areas. This will improve rural evacuation route intelligence and the community's resilience.

Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).

**Disaster Management – Get Ready Queensland**

Funding secured under the Get Ready Queensland Fund for delivery by 30 June 2023.

This project included Emergency Management Dashboard advertising in newspapers, television, streaming services, and the development of notebooks and bags. It also saw the addition of the Get Ready Challenge and Disaster Proof Your Business Tasks Opt-in features of the Emergency Management Dashboard, as well as the production of a giant snakes and ladders Get Ready QLD boardgame.

Project completed during Q4.

**Disaster Management - Stakeholder Only - Burnett Catchment LiDAR and Floor Level Datasets**

Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.

This project is for the capture of LiDAR and floor level database within the Burnett River and major tributaries. This project will be delivered by the Department of Resources with North Burnett Regional Council as a key stakeholder.

Project has been awarded and scheduled to be completed in Q4 FY24.

**Disaster Management - Stakeholder Only - Burnett River Catchment Flood Study**

Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.

The project will see a whole of catchment Burnett River Flood Study be developed in consultation with the Bundaberg, North Burnett, South Burnett, Cherbourg and Gympie Councils. Bundaberg Regional Council will project manage this project with North Burnett Regional Council being a key stakeholder.

Project Scoping has commenced.



**Disaster Management - Burnett River Weir Survey**

Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.

This project will see the surveying of significant weirs across the region. This information will improve the quality and accuracy of data within the Burnett River Catchment Flood Study.

Project will commence once all survey requirements are identified during the data collection phase of the Burnett River Catchment Flood Study.

**Disaster Management - Flood Warning Intelligence System**

Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.

This project will develop a system that analyses flood forecasting and warning system intelligence to provide timely, useful, and actionable information to end users, including both the community and Local Disaster Management Group (LDMG) agencies.

Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).

**Disaster Management - Stakeholder Only - Local IFD Data**

Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.

This project will generate design rainfall frequency analyses to establish updated rainfall estimates, for rare to extreme events. This information will be used in the development of the Burnett River Catchment Flood Study. This project will be delivered by the Queensland Reconstruction Authority, with North Burnett Regional Council as a key stakeholder.

Project has been awarded and scheduled to be completed in Q4 FY24.

**Disaster Management - Stakeholder Only - Targeted Bathymetric and Survey Data**

Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.

This project will collect targeted bathymetric and survey data for significant bridges and/or weirs where required to support the Burnett River Catchment Flood Study. This project will be delivered by the Queensland Reconstruction Authority, with North Burnett Regional Council as a key stakeholder.

Project will commence once all survey requirements are identified during the data collection phase of the Burnett River Catchment Flood Study.

**Disaster Management - Flood Action Plans**

Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.

This project will develop Community Based Flood Action Plans to improve community preparedness and resilience by developing a trigger based action plan that the community can use before, during and after a flood event.

Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).

**Disaster Management - Total Flood Warning Review**

Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.

This project will review the monitoring and prediction, interpretation, message construction, communication and community response to flood warnings within the Burnett Catchment.

Project yet to commence – awaiting appointment of Project Manager (Disaster Management).

**Disaster Management - Stakeholder Only - Property Level Flood Information Portal**

Funding secured under the Resilient Homes Fund for delivery by 30 June 2024.

This project will assist impacted residents to understand, be better informed, and be better prepared for flood-related disasters by having access to up-to-date flood risk information. This project will be delivered by the Queensland Reconstruction Authority, with North Burnett Regional Council as a key stakeholder.

Project has been awarded. Awaiting further advise from Queensland Reconstruction Authority.

## 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
<b>Revenue</b>						
<b>Recurrent revenue</b>						
Rates, levies and charges	102	101	1	41	41	-
Fees and charges	1	1	-	-	1	(1)
Sales Revenue	-	-	-	37	-	37
Grants, subsidies, contributions and donations	290	161	129	81	42	40
<b>Total recurrent revenue</b>	393	263	130	159	84	76
<b>Capital revenue</b>						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
<b>Total Capital Income</b>	-	-	-	-	-	-
Interest received	-	-	-	-	-	-
Other income	-	-	-	(37)	-	37
<b>Total Income</b>	393	263	130	122	84	113
<b>Expenses</b>						
<b>Recurrent expenses</b>						
Employee benefits	1,590	1,781	191	1,382	1,505	122
Materials and services	752	1,173	421	757	1,100	343
Finance costs	-	-	-	-	-	-
Depreciation expense	246	148	(98)	226	148	(78)
<b>Total</b>	2,588	3,102	514	2,365	2,753	387
<b>Capital Expenses</b>						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-
<b>Total expenses</b>	2,588	3,102	514	2,365	2,753	387
<b>Net result</b>	(2,195)	(2,839)	644	(2,243)	(2,669)	500

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### 2.1.7.2 Financial Commentary

The Office of the CEO indicative net result for the year ended 30 June 2023 was (\$2,195,000) as compared to the budget of (\$2,839,000). This represents a favourable variance of \$644,000 or 22.68%.

This is represented by a favourable variance for total income of \$130,000, employee benefits of \$191,000, and materials and services of \$421,000, offset by an unfavourable variance for depreciation of (\$98,000), as compared to forecasts.

The Office of the CEO's indicative net results for the year ended 30 June 2023 was \$48,000 more favourable than the previous year, which represents a savings of 2.14%.

## 3 CORPORATE & COMMUNITY

### 3.1 INFORMATION MANAGEMENT

#### 3.1.1 INFORMATION, COMMUNICATIONS & TECHNOLOGY

##### 3.1.1.1 Highlights

###### ICT Strategic Plan

After many months of development, the ICT Strategic Plan 2023-2028 has now been adopted. The plan forms the basis of Council's ICT operations over the next five years and will guide the continuing maturation of systems and processes.

###### Branch server upgrades

Upgrades to servers across the region have been completed and the new servers are now providing staff with faster access to their data when and where they need it. Significant amounts of additional data are now replicated over our network to local caches for fast access.

###### Core server upgrades

Our core server upgrades have now been completed with minimal disruption to the organisation. The new servers offer a substantial performance boost and will see Council's ICT infrastructure well supported through the next few years.

###### Telephony modernisation project

Planning for the telephony modernisation project is well underway with rollout expected in before the end of 2023. This project will modernise and enhance communications both within the organisation and with the community.

#### 3.1.2 RECORDS

##### 3.1.2.1 Highlights

The focus of the last quarter has been on routine records management processes, improving staff record management practices and archive box destructions (as required).

###### Training

Monthly eLearning continued for staff on topics related to working with Council's Electronic Document and Records Management System (EDRMS) and routine records management procedures.

Records staff have been accessing training from the Office of the Information Commissioner on Right to Information (RTI) Decision Making and Information Privacy best practice.

The team also provided support and training to other internal teams to ensure that staff are following compliant records management processes.

###### Workspace Review

Consultation continued with staff for the EDRMS workspace Review.

###### Records Destruction

53 archive boxes were collected for destruction on the 29 June 2023, and processed in accordance with retention and disposal requirements. This was the first destruction of records following a process review.



### 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	476	510	
Number of internal Records support tickets actioned	344	391	460	349	
Number of new records added to council's Electronic Document and Records Management System (EDRMS)	691	761	5,261*	4,432	
Number of records destroyed in line with (and as required by) retention and disposal schedules	0	0	0	33,602	

\* Review of calculation process identified documents of certain types were excluded previously.

#### Notes on results:

A single network switch in the core stack had an issue which impacted some services. The issue occurred and was resolved on a Saturday, so there was limited impact on staff.

### 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*

ICT Strategy has been completed and is in use.



**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 has been completed and a budget request has been included in the FY24 budget to implement identified change opportunities.

NBRC ED (eLearning) is used to provide targeted, topical training to staff on processes or functionality within records management.

Internal records procedures continue to be developed and refined.



**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. A reduction of long-term tickets has been achieved alongside prompt actioning of incoming support tickets.

Regular maintenance and patching is performed to workstations, software, servers, networking and other supporting infrastructure and services.

Participation with groups such as the Australian Cyber Security Centre are assisting in increasing Council's cyber security.

**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](#)

The TV retransmission equipment has been decommissioned as per Council resolution 2023/16.

*That Council resolves to amend the resolution 2021/42 of 28 April 2021, item 7.1, bullet point 3 – to read as follows:*

1. *To decommission all digital television retransmission equipment at the Eidsvold tower with a view to effecting shutdown on the following date - 30 June 2023.*
2. *Should retransmission equipment fail at any time prior to 30 June 2023 that renders the retransmission inoperable, then retransmission shutdown will be from the date of the failure.*

**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, identifying and prioritising installation locations, and developing 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**

Council's software provider implemented an update which resolved functionality issue in the testing environment, however it is not functioning when implemented in the production environment. They have once again referred the issue to their development team to rectify.

**Core Servers (Gayndah)**

Core server have been upgraded along with related VMware infrastructure.

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

Servers have been replaced in Eidsvold, Monto, Mt Perry and Mundubbera.

The Biggenden server produces a low decibel, high-pitch sound that could impact on staff work areas. Soundproofing is being tested.

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

Computer replacements have been completed.

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

The equipment for the Cania/Monto and Archers/Mt Gayndah links have arrived and been configured ready for installation. Installation dates are being finalised.

**Digitisation**

Digitisation will form part of implementing the records management process improvements identified in the strategic review.

**SAN Storage**

New SAN has been purchased and has arrived. Installation by the supplier is scheduled for early July.

**CCTV**

The audit and scoping found that more significant work would be required to achieve a beneficial outcome. During FY24, a long-term plan for managing and upgrading our CCTV systems will be developed.

### 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
<b>Revenue</b>						
<b>Recurrent revenue</b>						
Rates, levies and charges		-	-	-	-	-
Fees and charges		-	-	-	-	-
Sales Revenue		-	-	-	-	-
Grants, subsidies, contributions and donations		-	-	-	-	-
<b>Total recurrent revenue</b>		-	-	-	-	-
<b>Capital revenue</b>						
Grants, subsidies, contributions and donations		-	-	-	-	-
<b>Total Capital Income</b>		-	-	-	-	-
Interest received		-	-	-	-	-
Other income		1	-	1	-	-
<b>Total Income</b>		1	-	1	-	-
<b>Expenses</b>						
<b>Recurrent expenses</b>						
Employee benefits		599	588	(11)	399	665
Materials and services		934	1,185	251	990	1,157
Finance costs		-	-	-	-	-
Depreciation expense		-	-	-	-	-
<b>Total</b>		1,533	1,773	240	1,389	1,822
<b>Capital Expenses</b>						
Loss on disposal of non-current assets		-	-	-	-	-
Provision for landfill and quarry restoration		-	-	-	-	-
<b>Total</b>		-	-	-	-	-
<b>Total expenses</b>		1,533	1,773	240	1,389	1,822
<b>Net result</b>		(1,532)	(1,773)	241	(1,389)	(1,822)

**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.

### 3.1.6.2 Financial Commentary

Information Management indicative net result for the year ended 30 June 2023 was (\$1,532,000) as compared to the budget of (\$1,773,000). This represents a favourable variance of \$241,000 or 13.59%.

This is represented by a favourable variance respectively for total income of \$1,000, materials and services of \$251,000 offset by an unfavourable variance for employee benefits of (\$11,000), as compared to forecasts.

In comparison the Information Management net results for the year ended 30 June 2022 was (\$1,389,000). This is representative of successful recruitment in the current year in line with the organisation chart as compared to the previous year for Information Management team.



## 3.2 FINANCIAL SERVICES

### 3.2.1 FINANCE

#### 3.2.1.1 Highlights

This quarter:

- General rates as at 30 June 2023 was \$11,268,351 which is favourable to budget by \$5,698. In June 2023 the overdue rates balance has decreased by 27.9% as compared to May 2023.
- Approximately 73.12% of overdue rates as at 30 June 2023 are less than one year past due.
- Discount take up for FY23 is 89.44% year to date compared to the discount take up in FY22 of 89.03%.

Interest received on investments for Council of \$1,016,000 is higher than the budget as of 30<sup>th</sup> June 2023 of \$382,000, representing a favourable variance of \$634,000. This is due to the improved investment interest rate environment as the official cash rate has increased.

Annual general insurance cost for FY23 was \$1,153,060.00 which represents an 8.27% increase on FY22.

Council has also progressed work on enabling the sale of the allotments at the Mundubbera subdivision. A public auction is scheduled for Saturday 29<sup>th</sup> July 2023.

#### 3.2.1.2 Challenges

Recruitment to fill current vacancies within the Financial Services Team remains a challenge.

### 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 recently purchased the training module which will be rolled out across the organisation.

Council commenced the tender process for the completion of the betterment and REPA works associated with the February 2022 rain event. Council has been working closely with the engineering consultants and project managers on these projects.

In addition, Council has completed the tender for pre-qualified panel listing and is at the evaluation stage. Further promotional work is underway to encourage local supplier participation. Council is also working towards completing a tender for construction design associated with the capping of discontinued landfill sites across the region.

Council is currently evaluating the kerbside garbage collection service tender, and a full report with recommendations will be provided to Council for their consideration.

#### 3.2.2.2 Challenges

Management is continuing to review the procedures required in the potential development of a centre-led procurement strategy. Management is also investigating the internal audit recommendations surrounding the developing a centre-led procurement model.

### 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	453	458	
Number of creditor accounts having received at least one payment in the period	462	466	434	450	
Number of all purchase orders raised (created) within the period <sup>2</sup>	2153	2043	1933	2013	
Number of purchase orders raised (created) with local suppliers within the period <sup>2 3</sup>	1039	961	959	942	
Number of purchase orders raised (created) by the finance or procurement teams within the period <sup>2</sup>	286	257	321	295	

#### Notes on results:

There were 458 finance support tickets actioned in Q4 with 81% 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.



#### 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. The Procurement policy was reviewed and adopted at the Budget meeting of 28 June 2023.



#### 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 have 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

In Q4, Council commenced the tender process for the completion of the betterment and REPA works associated with the February 2022 rain event. Council has been working closely with the engineering consultants and project managers on these projects.

In addition, Council has completed the tender for pre-qualified panel listing and is at the evaluation stage. Further promotional work is underway to encourage local supplier participation. Council is also working towards completing a tender for construction design associated with the capping of discontinued landfill sites across the region.

Council is currently evaluating the kerbside garbage collection service tender, and a full report with recommendations will be provided to Council for consideration.

## 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
<b>Revenue</b>						
<b>Recurrent revenue</b>						
Rates, levies and charges	10,683	10,290	393	9,668	9,807	(139)
Fees and charges	87	50	37	134	49	85
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	9,084	8,601	483	13,142	8,937	4,205
<b>Total recurrent revenue</b>	19,854	18,941	913	22,944	18,793	4,151
<b>Capital revenue</b>						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
<b>Total Capital Income</b>	-	-	-	-	-	-
Interest received	945	283	663	170	283	(113)
Other income	127	199	(72)	195	199	(4)
<b>Total Income</b>	20,926	19,423	1,504	23,309	19,275	4,034
<b>Expenses</b>						
<b>Recurrent expenses</b>						
Employee benefits	1,544	1,667	123	1,413	1,364	(49)
Materials and services	1,691	1,398	(293)	1,252	1,402	150
Finance costs	41	41	-	242	41	(201)
Depreciation expense	26	148	122	139	148	9
<b>Total</b>	3,302	3,254	(48)	3,046	2,955	(91)
<b>Capital Expenses</b>						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-
<b>Total expenses</b>	3,302	3,254	(48)	3,046	2,955	(91)
<b>Net result</b>	17,624	16,169	1,456	20,263	16,320	3,943

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### 3.2.6.2 Financial Commentary

Financial services indicative net result for the year ended 30 June 2023 was \$17,624,000 as compared to the budget of \$16,169,000. This represents a favourable variance of \$1,455,000 or 9.00%.

This is represented by a favourable variance respectively for total income of \$1,504,000, employee benefits of \$123,000 and depreciation of \$122,000 offset by an unfavourable variance in materials and services of (\$293,000) as compared to forecasts.

Total income has increased due to an increase in interest received which is \$663,000 above forecasts. Interest received is higher than anticipated mainly due to increased interest rates on our Queensland Treasury Corporation (QTC) cash funds, moving from an annual rate of 0.76% to 4.13%.

Council received 100% of the Financial Assistance (FA) grant for the roads component in June 2023 as compared to the 75% forecasted to be received. This increase of \$482,885 has led to a favourable variance for the recurrent revenue received from grants, subsidies, contributions and donations.

In comparison the Financial Services net results for the year ended 30 June 2022 was \$20,263,000.



## 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.

Over the past 12 months, the CSL team have been investing time into the development of our knowledge base system. This system will provide valuable information on Council processes to allow frontline customer services staff to deliver professional and efficient responses to customer enquiries. In FY23, 68 articles were created.

#### 3.3.1.2 Challenges

The CSL section previously restructured, with a loss of long term CSL Officers from the team. This created a gap in knowledge within this team.

A substantial recruitment process was undertaken to ensure sites were appropriately staffed. Team members are still relatively new in their local government careers. Time for training and access to accurate resources/information continues to be an opportunity.

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:

- Partnership with Monto Neighbourhood Centre to offer a Sports Fun Day in Monto and Eidsvold during the June/July School holidays. The events were successful with 30 youth in attendance at the Monto event and 20 in Eidsvold.
- Partnership with Bridges Health and Community Care to offer Flipside Circus workshops across the region during the June/July School holidays.
- Continued partnership with Ascend Learning to support Youth Week events across the region with 30 workshops offered and 369 children attending workshops.
- Delivered the Queensland Art Gallery and Gallery of Modern Art (QAGOMA) Superpowered on Tour program in the June/July School holidays. The art activities and resources are developed by QAGOMA and delivered locally by participating Libraries and Art Galleries.
- Engaged Lauren Corvino, Children's author, to deliver special Storytime sessions across the region in the June/July School holidays.

Additional highlights include:

- The team continued to focus on the delivery of the First 5 Forever program to deliver Storytime and outreach programs in all six communities. This is a small team consisting of our Library Programming Officer and Communities Officer, as well as two Customer Service and Library Officers. Internal cross training continued with three additional Officers joining the team throughout the quarter, building capacity and mitigating program delivery risks.

- A review of the RADF program was conducted which identified a range of outstanding project acquittals which are due to be submitted within eight weeks of project completion. Nine projects were identified as having outstanding project acquittals with 7 out of the 9 being recommended for successful acquittal and one project cancellation at the June 2023 Council General Meeting.

### **3.3.2.2 Challenges**

The Communities team is a small but dedicated team covering a broad range of functions. The team have continued to experience staffing challenges in Q4, FY23 due to unplanned extended leave periods by multiple team members. Consequently, some activities continue to be impacted including the delayed release of the Community event/project and Major Event grant program. The Stream Leader has continued to chair the Human, Social and Economic Disaster Recovery support group meetings. Staffing challenges are likely to continue in Q1, FY24.

## **3.3.3 REGINALD MURRAY WILLIAMS CENTRE**

### **3.3.3.1 Highlights**

Council recently completed a desktop audit for the Reginald Murray Williams Australian Bush Learning Centre. The purpose of the audit is to ensure Council is meeting essential criteria to continue the use of the trademarked Information 'i' symbol. Council successfully passed the audit.

During Q4 the centre hosted Val McGrath's 'Totems & Country' art exhibition from 01/05/2023 to 30/06/2023.

### **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.

The uncertainty of the Centre creates challenges for long term planning, staff arrangements and promotion of the centre. A significant reduction in patronage has occurred, which can be partly attributed to COVID and, more prominently, reduced social media presence and online activity. A clear direction and adequate staffing of the centre is required to improve 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	3733	3152	
Number of calls received by afterhours service	58	157	58	43	
Number of customers visiting Biggenden Customer Service & Library (CSL) centre <sup>4</sup>	1232	814	998	797	
Number of customers visiting Gayndah Customer Service & Library (CSL) centre <sup>4</sup>	3179	2220	2500	2070	
Number of customers visiting Mundubbera Customer Service & Library (CSL) centre <sup>4</sup>	3539	2181	1802	1484	
Number of customers visiting Eidsvold Customer Service & Library (CSL) centre <sup>4</sup>	1670	939	878	980	
Number of customers visiting Monto Customer Service & Library (CSL) centre <sup>4</sup>	3405	3075	3059	2525	
Number of customers visiting Mt Perry Customer Service & Library (CSL) centre <sup>5</sup>	505	374	484	551	
Number of customer interactions via Biggenden Customer Service & Library (CSL) centre	737	475	395	406	
Number of customer interactions via Gayndah Customer Service & Library (CSL) centre	1995	1072	1596	783	
Number of customer interactions via Mundubbera Customer Service & Library (CSL) centre	705	484	732	499	
Number of customer interactions via Eidsvold Customer Service & Library (CSL) centre	416	426	401	471	
Number of customer interactions via Monto Customer Service & Library (CSL) centre	1948	1597	1949	1487	
Number of customer interactions via Mt Perry Customer Service & Library (CSL) centre	420	287	376	350	
Number of visitors to the Reginald Murray Williams Centre	1697	616	467	1209	
Number of campers staying at the Reginald Murray Williams Campgrounds	243	42	20	162	
Number of total library borrowings (physical items) <sup>6</sup>	7521	6890	6639	6493	
Number of total eResource borrowings (electronic items) <sup>7</sup>	1448	1488	1229	TBA	
Number of First 5 Forever (F5F) sessions conducted (Library sessions only)	0	38	72	76	
Number of attendees at First 5 Forever (F5F) sessions (Library sessions only)	0	140	203	260	
Number of Library Program sessions conducted (excluding F5F Library sessions)	21	8	2	12	
Number of attendees at Library Programs (excluding F5F Library sessions)	379	87	4	95	

**Notes on results:**

- Q2 afterhours calls were higher than other quarters, primarily due to the influx of calls during the Christmas closure period and disaster events in the quarter.
- Q1 & Q3 are rating periods, therefore customer interactions and visitors to the Customer Service & Library (CSL) centres are typically higher than those in Q2 & Q4.
- Number of customers visiting Mundubbera Customer Service & Library (CSL) centre includes Council and Library customers as well as customers visiting the Mundubbera Art Gallery on weekdays. Art Gallery visitation statistics are unable to be separated.
- Borrowing of physical library items decreased from Q1 to Q4. This trend will continue to be monitored in FY24.
- eResource Data for Q1 and Q2 are similar, however, usage is different. Q1 had 1242 of downloaded items (e.g. eBooks) plus 206 views in Ancestry whilst Q2 had 1487 downloads and 1 login to Ancestry.
- eResource Data Ancestry usage in Q3 is not available at the time of drafting the report.
- eResource Data for Q4 is not available at the time of drafting the report.
- First 5 Forever (F5F) Storytime recommenced in all Libraries from 31 October 2022. F5F data only includes children attending sessions and excludes caregivers/adults.
- Programming figures in Q1 are higher than Q2, Q3 and Q4 due to School Holiday Science and Robotics workshops, which attract strong engagement by primary school aged children. Q4 programming has included Author Talk, QAGOMA art and craft program, National Simultaneous Storytime and Kindergarten visits to the library. Attendance statistics for Gayndah Under 8's Day are not included in the table; however, we estimate engaging with approximately 40 children of different age groups.

**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, however, work on the strategy fell behind in Q3 and Q4 FY23. The strategy will be a priority project for completion in FY24.

**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.

The first contract replacement vehicle, a Toyota Coaster, was delivered to the Mundubbera Depot on Wednesday, 28 June 2023. The Toyota Coaster has been modified to include wheelchair access and preparations are underway for the vehicle to be operational by the end of July 2023. The existing Mitsubishi Rosa will be decommissioned once the Toyota Coaster is operational.

Specifications have been developed to procure a second replacement contract vehicle (small bus) as part of our contract arrangements. A tender is targeted for release in July 2023.

**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.

Library programming has continued with a range of events including:

- First 5 Forever Storytime sessions continued at each library. The Mundubbera program continues to have strong engagement with more than 10 children attending each session.
- The Communities, Customer Service and Library Officers attended Under 8's Day in Gayndah, with plans to attend all under 8's days across the region in 2024.
- All six Libraries participated in National Simultaneous Storytime in May 2023 and incorporated a colouring in competition.
- Biggenden Kindergarten visits to the Library for Storytime.
- Offered Superpowered on Tour program art and craft program in four Libraries in June 2023 and two Libraries in July 2023 School holidays.
- Engaged Lauren Corvino, Children's author, to deliver special Storytime sessions across the region in the June/July School holidays with 24 children attending the session at Mundubbera Library.

In June 2023, two Customer Service and Library Officers attended First 5 Forever training in Townsville to learn practical skills to incorporate activities and play in sessions.

**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.

The Communities team successfully delivered the 2023 Youth Week program with 30 workshops offered and 369 children attending the various workshops. The program included active games, tennis skills sessions and Science and Robotics workshops. The Monto and Eidsvold events were supported by the Monto Neighbourhood centre.

The 2023 Australia Day Community Events grant acquittal was submitted in Q4 FY24. On the 6 June 2023, Council received confirmation from the National Australia Day Council that our acquittal was accepted with all grant funds (\$25,960 including GST) being utilised.

2024 Australia Day planning will commence in Q1 FY24.

**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 and in discussions with a consultant to deliver grants capacity building workshops specific to Arts and Cultural and Sporting grants. In-persons workshops are tentatively scheduled for February 2024 and an online workshop in September 2023, subject to FY24 budget confirmation.

A range of community groups have requested letters of support from Council to apply for grants for varied projects including infrastructure improvements. The Communities team worked with groups to understand their project scope and coordinated letters of support prior to funding rounds closing.

**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](#)

A business as usual (BAU) function.

Ongoing meetings and support provided to various groups across the region including the Monto 3 Moon Historical and Cultural Complex and Mundubbera Art Gallery.

**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) release has been delayed but will recommence shortly. due to resourcing within the Communities team.

Applications for Individual Development Grants have been processed.

The Communities team supported RSL Subgroups and Service groups across the region with ANZAC Day commemorative services and the various ways Council can support their service planning.

**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 between FY22 and FY23.

A review on gym viability (e.g. financial) is planned with an aim to complete the review in FY24.

**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, targeted at local businesses, in lieu of an economic development team. A small volume of applications continue to be submitted for this program.

**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. An Expression of Interest for sale or lease of the facility was completed in May 2022. Further work is required in FY24.

### 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 Q4 FY23, Human Social and Economic Recovery subgroup meetings continued with key stakeholders focused on discussing funding opportunities and potential projects that build capacity and resilience across our communities.

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### 3.3.7 FINANCIALS

#### 3.3.7.1 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	21	22	(1)	17	22	(5)
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	80	40	40	51	40	10
Total recurrent revenue	101	62	39	68	62	5
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total Capital Income	-	-	-	-	-	-
Interest received	-	-	-	-	-	-
Other income	629	653	(24)	630	598	32
Total Income	730	715	15	698	660	37
Expenses						
Recurrent expenses						
Employee benefits	1,770	1,949	179	1,831	1,761	(70)
Materials and services	758	1,077	319	808	1,384	576
Finance costs	-	-	-	-	-	-
Depreciation expense	214	197	(17)	195	197	3
Total	2,742	3,223	481	2,834	3,342	509
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	2,742	3,223	481	2,834	3,342	509
Net result	(2,012)	(2,508)	496	(2,136)	(2,682)	546

**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.

### 3.3.7.2 Financial Commentary

Community Engagement indicative net result for the year ended 30 June 2023 was (\$2,012,000) as compared to the budget of (\$2,508,000). This represents a favourable variance of \$496,000 or 19.78%.

This is represented by a favourable variance respectively for total income of \$15,000, employee benefits of \$179,000, and materials and services of \$319,000 offset by a minor unfavourable variance for depreciation of (\$17,000).

The Community Engagement indicative net results for the year ended 30 June 2023 was \$124,000 more favourable than the previous year, which represents a saving of 5.81%.

## 3.4 PEOPLE & PERFORMANCE

### 3.4.1 HUMAN RESOURCES

#### 3.4.1.1 Highlights

During Q4 FY23, a total of seven (7) new employees have been welcomed into the organisation. In relation to the development and progression of the existing workforce, four (4) existing employees have been successfully promoted into new roles following participation in the comprehensive, merit based, recruitment process. A total of fourteen (14) existing employees worked under higher duties or secondment arrangements throughout Q4, extending their skill sets and experience.

#### 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 throughout the quarter. Bargaining meetings between the parties were held in the North Burnett with progress made. Negotiations are anticipated to conclude in Q1 FY24.

### 3.4.2 PAYROLL

#### 3.4.2.1 Highlights

All scheduled payroll payments were transacted within the required timeframes.

#### 3.4.2.2 Challenges

Ongoing revision of payroll system compliance with the implementation of the Australian Tax Office's Single Touch Payroll (STP) Phase 2 requirements.

### 3.4.3 WORKPLACE HEALTH & SAFETY

#### 3.4.3.1 Highlights

The WHS Team continued to undertake worksite inspections to assess compliance with Council's Work Health and Safety requirements which resulted in an increase to over a 95% compliance rating.

Council continues to review, modify and implement revised WHS system documents, with the release of new WHS procedures, and revised Safe Operating Procedures for the whole organisation. These documents ensure workers are compliant with legislative requirements and are inducted to the changes using Council's online Learning Management System 'NBRC Ed' or via Toolbox Talks.

Council facilitated its annual worker Influenza Vaccination Program.

An external Workplace Health and Safety Management Systems Audit was conducted on Council between April 18th and 20th, 2023. This audit was one of many Council audits undertaken as part of the Mutual Risk Obligations (MRO) requirement for regular ongoing monitoring of local governments against the requirements of the National Self Insurance Audit Tool. The Audit examined select sites and locations throughout Council's worksites. The audit involved extensive consultation with staff working in the audited facilities and included an inspection of the selected facilities/sites.

The Auditor acknowledged the large amount of work undertaken in the past 18 months by the new safety management team. This work has included the reinvigoration of the safety culture across Council, and the redevelopment of many management system documents in line with the new LGW safety management system framework, with many more still in draft and awaiting finalisation and approval by Council. The Auditor was instilled with confidence by the commitment to health and safety culture improvement demonstrated by the CEO, Leadership Team and employees who exhibited a keen desire to conform to requirements and to improve health and safety performance in their roles.

### **3.4.3.2 Challenges**

The external Work Health and Safety Management Systems Audit identified 44 key opportunities for improvement for the safety programme. The opportunities have been categorised by criticality rating from high urgency, to be resolved in 3 months, medium urgency, to be resolved within 6 months, and low urgency to be resolved within 12-24 months.

While the majority of opportunities for improvement are administrative actions, it has been identified a number of the high urgency to medium urgency rated improvements are directly related to the aged and not fit for purpose infrastructure at worksites throughout the region. Corrective actions to address these non-conformances will require budget allocations.

## **3.4.4 TRAINING & DEVELOPMENT**

### **3.4.4.1 Highlights**

The People and Performance Team continues to work with external training suppliers to deliver training in compliance with its legislative requirements and internal work group needs.

The Team continued to consult with internal stakeholders to identify and revise training and professional development opportunities for workers and support training initiatives sought via training and development applications, employee performance and development reviews and skilled worker programs such as the Water Industry Worker training program.

The Team coordinated the externally sourced training for Enter and Work in Confined Spaces, Chainsaw – Fell Small Trees and Test and Tag competencies for relevant workers, which was undertaken during Q4. In addition, multiple internal training sessions were available for workers to attain their Verification of Competency for plant and equipment operations (e.g. excavator, skid steer, backhoe, roller, tractor and slasher, quick cut saw) as well as Tool Box Talks and focused work health and safety related training ('Take 5's').

### 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	743	707	
Number of WHS inspections completed	104	98	121	53	
Worker initiated hazard reports assessed	30	56	11	116	
Number of job applications received	101	110	156	296	
Number of advertised staff vacancies as at the end of the period	20	24	14	22	

#### Notes on results:

- The People & Performance Team actioned 707 tickets for the quarter, with 85% being completed within 10 business days.

### 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. Worksite inspections continued to show improvements in WHS compliance for work/ projects undertaken by both employees and contractors.



#### **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*

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 Q4 FY23, People and Performance have continued to deliver recruitment services across the organisation. A total of 7 new employees were welcomed into the organisation during the quarter. Enterprise Bargaining negotiations continue with substantial progress achieved this quarter.

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 finalised and endorsed 3-year WHS Strategic Plan for Council’s Work Health and Safety Management System was activated.

## 3.4.8 FINANCIALS

## 3.4.8.1 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
<b>Revenue</b>						
<b>Recurrent revenue</b>						
Rates, levies and charges	-	-	-	-	-	-
Fees and charges	-	-	-	-	-	-
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	67	90	(23)	112	-	112
<b>Total recurrent revenue</b>	67	90	(23)	112	-	112
<b>Capital revenue</b>						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
<b>Total Capital Income</b>	-	-	-	-	-	-
Interest received	-	-	-	-	-	-
Other income	-	(12)	12	-	-	-
<b>Total Income</b>	67	78	(11)	112	-	112
<b>Expenses</b>						
<b>Recurrent expenses</b>						
Employee benefits	337	429	92	440	709	269
Materials and services	503	618	115	517	405	(112)
Finance costs	-	-	-	-	-	-
Depreciation expense	-	-	-	-	-	-
<b>Total</b>	840	1,047	207	957	1,114	157
<b>Capital Expenses</b>						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-
<b>Total expenses</b>	840	1,047	207	957	1,114	157
<b>Net result</b>	(773)	(969)	196	(845)	(1,114)	269

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### 3.4.8.2 Financial Commentary

People and Performance indicative net result for the year ended 30 June 2023 was (\$773,000) as compared to the budget of (\$969,000). This represents a favourable variance of \$196,000 or 20.24% when compared to forecast.

This is represented by a favourable variance respectively for employee benefits of \$92,000 and materials and services of \$115,000, offset by an unfavourable variance for total income of (\$11,000).

The People and Performance indicative net results for the year ended 30 June 2022 was \$72,000 more favourable than the previous year which represents a savings of 8.52%.

## 3.5 PLANNING & ENVIRONMENT

### 3.5.1 ENVIRONMENT

#### 3.5.1.1 Highlights

During the quarter, Council:

- Continued to maintain a working partnership with state government agencies in the trapping and surveillance regarding Japanese Encephalitis.
- Participated in the Rapid Surveillance of Vector Presence Program. Ongoing trapping, mosquito egg counts and preparation for further analysis by Queensland Health.
- Commenced stage 1 of the North Burnett Flying Fox Roost Management Plan project, externally funded through the Local Government Flying-fox Roost Management Grants Program Round 4.
- Attended and participated at the Burnett Koala Workshop, held by Burnett Catchment Care Association.
- Collaborated with state and local government agencies in the way of attendance, participation and networking in Compliance and Waste Village Exchange Workshops held by Local Government Managers Australia.
- Attended a local field day to promote waste education within the agricultural and farming sector.
- Continued the Mundubbera Landfill Expansion project, with funding received under the 2022-2024 Local Government Grants and Subsidies Program
- Continued the Waste Management security fencing project, funded under 2021-2024 Works for Queensland funding.
- Successfully received an extension to funding for Round 2A of the Local Government Illegal Dumping Partnership Program. This funding agreement allows Council to employ a Waste Compliance Officer within the North Burnett, upskill staff with the Environment Team and obtain resources specific to the field.
- Provided environment representative on the Local Disaster Management Group Meeting and chaired the Environment Recovery Group, focusing on the areas of Environment, Public Health and Waste Management.
- Commenced the Landfill Rehabilitation Project across the North Burnett. Detailed designs, tender development and evaluation was awarded within the Quarter.
- Council's Environmental Health Officers participated in the review of the Food Act 2006.
- Provided assistance to Queensland Fire and Emergency Services in relation to bushfire prone area mapping.
- Formed the Washdown Bay Working Group to investigate, identify and report on Council owned and operated Washdown Facilities.
- Commenced a review of procedures within the Public Health, Food, Environment and Waste areas that will result in initial education followed by increased enforcement, rather than previous focuses being based around multiple education opportunities and follow up inspections.

#### 3.5.1.2 Challenges

Our challenges included:

- Resource and equipment constraints
- The ongoing non-compliance investigations relating to General Environmental Duty under the Environmental Protection Act 1994.
- Education on behaviour change relating to sustainability and waste reduction.
- Time delays in the ability to respond to enquiries or requests due to the reliance on multiple agencies to be in attendance (internal and external).

## 3.5.2 COMPLIANCE/LOCAL LAWS

### 3.5.2.1 Highlights

This quarter, Councils Compliance and Land Protection teams:

- Continued work and networking with several adjoining councils regarding animal related issues.
- Facilitated Pest Animal Workshops, with the workshops providing residents with information and tools on how to manage wild dogs and feral pigs within the area.
- Continued to trial GPS/mapping devices and programs to assist Land Protection Officers within their role, and map target areas and the actions taken in relation to infestations.
- Continued to undertake community education in relation to pest animals and plants at local field days.
- Attended the Grass Masterclass, with the workshop covering the identification of different grass species and management of pest grasses.
- Provided assistance to the Environment Team in relation to the preparation of the finalisation of the Gurgeena Offset Site.
- Delivered the bi-annual 1080 baiting program within the North Burnett Region and continued to work with landowners to manage wild dogs and feral pigs.
- Undertook ongoing training and upskilling of staff to meet regulatory compliance.
- Continued to provide trap hire to landholders to assist with management of feral pigs.
- Successfully sought adoption of the Wandering Livestock Policy and Procedure.

### 3.5.2.2 Challenges

- Human Resources to cover the entire Local Government Area (LGA) remain a challenge, impacting on capacity to deal with issues falling under the Compliance / Local Laws responsibility in a timely manner.
- The ability for compliance officers to follow up on compliance notices once served, is limited by resources, travel times and competing tasks.
- Limited resource availability to manage afterhours call outs.
- Procedure around the management of afterhours calls related to wondering livestock needs to be reviewed.
- Community education around biosecurity remains challenging.
- Dog registration database requires full review to assist in yearly dog registration renewal program.

## 3.5.3 DEVELOPMENT SERVICES

### 3.5.3.1 Highlights

This quarter:

- New planning information sheets have been released to Council's website for public use covering subjects such as historic lots, rural workers accommodation, home based business, development tips for new projects (all up 13 new information sheets).
- Council staff met with the State Development Team for the Draft Wide Bay Regional Plan to discuss potential policy option changes for inclusion in the final draft of the Plan which is expected to be approved in the next few months.
- An update presentation for the proposed Planning Scheme amendments was provided to Council seeking approval to make the major amendment and give it to the Minister for a State interest review.

### 3.5.3.2 Challenges

- The process of amending the Planning Scheme could be affected by the 2024 Local Government elections, depending on when Council adopts the major amendment and sends it to the Minister for a State Interest review, as well as the State's response timeframe for the review. To enable early community consultation before entering caretaker period for the next Council election, it is necessary to receive a response from the State by the end of October 2023. If the response is not received by then, the community consultation may have to be postponed until after the election.
- Staffing replacement for the role of plumbing inspector upon retirement of the contract plumbing inspector later this year is likely to be difficult given the shortage of skilled plumbing inspectors, accordingly early consideration of options to fill the role is necessary.

### 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 period	86	86	88	86	
Number of Higher Risk Licence businesses as at the end of the period (personal appearance)	1	1	1	1	
Number of food business inspections completed	9	6	59	49	
Number of community food event notices received	15	30	34	40	
Number of staff attending external sustainability education events	2	0	5	3	
Tonnes of waste discarded into landfill site	1214	1140	1061	1056	
Number of environmental authority (EA) compliance inspections completed by council	24	22	15	15	
Number of community event bins emptied (not fixed services) <sup>8</sup>	280	167	157	447	
Number of applications received for new kerbside bin collection services	16	27	27	11	
Number of Illegal dumping investigations initiated	0	13	30	34	
Number of Illegal dumping compliance notices issued	0	0	0	1	
Number of Illegal dumping clean ups completed by Council	0	7	14	25	
Number of mosquito investigations commenced	0	3	1	1	
Number of mosquito traps serviced	30	60	100	120	
Number of mosquito treatments undertaken (public land and council facilities only)	1	0	0	0	
Number of environmental nuisance complaints received	20	16	11	8	
Number of swimming pool public health assessments completed (council pools only)	0	0	3	0	
Number of approval to burn applications received	4	11	0	1	
Number of active flying fox roosts as at the end of the period <sup>9</sup>	1	1	3	0	
Number of noncompliance notices issued (local laws)	31	79	28	43	
Number of animals impounded	29	17	29	13	
Number of animals seized	0	4	0	0	
Number of local law permits assessed	8	1	17	3	
Number of infringement notices issued (Local Laws)	1	6	6	1	
Number of show cause and enforcement notices issued (building, planning and plumbing)	2	6	1	9	
Number of building applications received for assessment (EX Private certifier lodgements)	23	30	23	14	
Number of private certifier building approval lodgements received	19	20	22	39	

Number of planning applications received for assessment	14	21	18	14	
Number of plumbing applications received for assessment	15	12	13	10	
Number of pre lodgement meetings held – In person & online	6	5	8	5	
Number of pre lodgement advice(s) given regarding potential planning applications (Written advice)	27	38	17	25	

**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



**[Mundubbera Landfill Expansion] 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*

Technical specification has been finalised. Consultant to finalise contractual documentation for tender process. Documentation to be received by Council in mid-June 2023. Recent delay due to partial redesign of landfill cell to allow for better management of leachate.



**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 are undertaken by an external consultant on an as needed basis.



**Fit for purpose local laws are maintained and enforced as appropriate.**

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

A review of all Local Laws to ensure they are operationally suitable has been completed by an external legal team with current State legislation updates inserted, obsolete legislation removed and minor amendments such as signatures included as an update.

The Local Laws are enforced as required.



**Operate waste collection and resource recovery operations in accordance with adopted strategies and legislation.**

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

Kerbside waste collection 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.

Council has recently tendered for the Kerbside and Bulk Waste Collection. Further update will be provided in the Q1 reporting.

**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's Environment Team have developed a Washdown Bay working group to investigate, and action required tasks to ensure compliance with relevant legislation. Following the work undertaken by the working group, Council Land Protection Team will monitor and manage the facilities across the region.

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

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

Council's Environment Team members continue to undertake vector trapping exercises, monitoring, investigations and assessments in relation to environment, public health and food safety throughout the region. Council Officers have been trapping mosquitoes for a number of months as part of the Rapid Surveillance of Vector Presence (RSVP) Program, funded through Queensland Health.

**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. Minor safety improvements continue to be undertaken at the site. Council plan to undertake further assessment over the coming months.

**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 Officers have received regular updates on the progression of the Wide Bay Burnett Regional Waste Management Plan. Through this, opportunity has been provided to staff, executives, and elected representatives to provide feedback on the final draft document.

**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*

During the quarter, an update presentation was provided to Elected Members regarding the proposed Planning Scheme amendments, seeking approval to make the major amendment and give the amended document to the Minister for a State interest review.

To enable early community consultation before entering caretaker period for the next Council election, it is necessary to receive a response from the State by the end of October 2023. If the response is not received by then, the community consultation may be postponed until after the Local Government election.

**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 and time requirements.



### 3.5.6 OTHER PROJECT UPDATES

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



#### Gayndah Animal Pound Upgrade

This project has been completed.



#### Eidsvold Waste Management Facility Office and Fencing

The site office has been installed at the facility. New fencing has been installed at the site. Further upgrades have occurred to existing fencing while equipment and resources were onsite. These works have resulted in improved security and safety at the site.



#### Gayndah Waste Management Facility Fencing

Gayndah Waste Facility fencing is 90% complete, with plans for 100% completion following the Monto Waste Facility project.



#### Monto Waste Management Facility Fencing

Fencing to commence upon completion of fencing works at Eidsvold facility. Works expected to be completed in August 2023.



#### Mundubbera Waste Management Facility Fencing

Works completed December 2022.



#### Mundubbera Landfill, Regional Expansion

Technical specification has been finalised. Consultant to finalise contractual documentation for tender process. Documentation to be received by Council in mid-June 2023. Recent delay due to partial redesign of landfill cell to allow for better management of leachate.



#### Mt Perry Landfill Transfer Station

Council has allocated funds in the FY23 budget to address access to the site and improve waste disposal practices for users. Minor safety improvements continue to be undertaken at the site. Council plan to undertake further assessment over the coming months.

## 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
<b>Revenue</b>						
<b>Recurrent revenue</b>						
Rates, levies and charges	3,347	3,391	(44)	2,980	3,019	(39)
Fees and charges	612	489	124	498	279	220
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	(24)	(96)	72	(2)	-	(2)
<b>Total recurrent revenue</b>	3,935	3,784	152	3,476	3,298	179
<b>Capital revenue</b>						
Grants, subsidies, contributions and donations	234	234	-	292	-	292
<b>Total Capital Income</b>	234	234	-	292	-	292
Interest received	31	20	11	37	20	17
Other income	473	392	82	549	381	168
<b>Total Income</b>	4,673	4,430	245	4,354	3,699	656
<b>Expenses</b>						
<b>Recurrent expenses</b>						
Employee benefits	1,599	1,936	338	1,640	1,671	31
Materials and services	3,237	3,290	53	2,814	3,177	363
Finance costs	-	100	100	36	100	64
Depreciation expense	231	247	16	66	247	180
<b>Total</b>	5,067	5,573	507	4,556	5,195	638
<b>Capital Expenses</b>						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	17	-	(17)
<b>Total</b>	-	-	-	17	-	(17)
<b>Total expenses</b>	5,067	5,573	507	4,573	5,195	621
<b>Net result</b>	(394)	(1,143)	752	(219)	(1,496)	1,277

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### 3.5.7.2 Financial Commentary

Planning and Environment indicative net result for the year ended 30 June 2023 was (\$394,000) as compared to the budget of (\$1,143,000).

This is represented by a favourable variance respectively for total income of \$245,000, employee benefits of \$338,000, materials and services of \$53,000, finance costs of \$100,000 and depreciation of \$16,000.

In comparison the Planning and Environment net results for the year ended 30 June 2022 was (\$219,000). This increase in the Council contribution to Planning and Environment is in relation to the additional contractor arrangements for the Mundubbera Landfill Waste Facility.

## 4 WORKS

### 4.1 WATER & WASTEWATER

#### 4.1.1 WATER & WASTEWATER

##### 4.1.1.1 Highlights

NBRC hosted a visit from the qldwater Connections Tour in May with representatives from all relevant regulatory areas of State Government meeting with Councillors and staff in Biggenden to engage in discussions around industry and local issues and opportunities. Representatives from LGAQ and qldwater were also in attendance. Visitors were given a tour of the construction site for the Biggenden Water Treatment Plant and Raw Water Reservoir replacement project as well as the Biggenden Sewage Treatment Plant and the treatment facilities at the Mingo Crossing Caravan Park.

Construction is now well underway on the Biggenden Water Treatment Plant Replacement and New Raw Water Reservoir Project. Construction of stage 1 of the Mulgildie Dedicated Pumping Main is completed as the first part of the Drinking Water Safety and Reliability Program, funded under the Building Our Regions grant program. Other requests for Tender will be issued for the Drinking Water Safety and Reliability Program in the new Financial Year.

Most of the asbestos roofs have been replaced on Water and Wastewater facility buildings in Monto as part of the asbestos management program. Good progress was also made this quarter on the other WHS based programs including switchboard upgrades, pumpstation lifting upgrades and well lid upgrades. Further, the Leak Detection program is laying a sound foundation for updated asset lives in water network asset management assessments. It is hoped that will lower depreciation costs related to water assets considerably, supporting Council's sustainability.

##### 4.1.1.2 Challenges

Council is currently facing an ongoing issue regarding the fulfilment of licence conditions for Total Dissolved Salts (TDS) in sewage effluent releases from the Biggenden Sewage Treatment Plant. This problem arises due to the specific characteristics of the soils in the region, particularly in the Biggenden catchment area. The regulator has requested that Council take action to address these non-conformances at the Biggenden facility.

In the Biggenden area, the raw water obtained from the environment often exceeds the permissible salt content for effluent release, as stipulated in Council's licence conditions. In an effort to address this issue, Council has engaged in a pre-lodgement meeting with Department of Environment and Science officials. The objective of this meeting was to negotiate a modification to the licence conditions, better aligning them with the actual salinity in the catchment area. As a result of the meeting, Council has been provided with a prescribed process to follow in order to advance this matter. Council staff are currently working on providing answers to a set of questions and conducting the necessary research as part of this process.

Furthermore, Council is conducting trials of different treatment technologies at the Mundubbera Water Treatment Plant, as recommended in a recent study conducted in collaboration with the South Burnett Regional Council. The study aimed to address the management of THMs in our water sources during rain events.

Council is also exploring various options to control algae growth in the ponds of the Sewerage Treatment Plants (STPs) at Biggenden and Eidsvold. The primary objective is to maintain dissolved oxygen and pH levels within the permissible limits defined in the licence conditions. The investigations being carried out also involve considering potential replacement, modification, or rejuvenation of the final rock filters at these plants, as these filters have been identified as the source of the algal build-up.

## 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	203	158	
Number of water main brakes repaired	11	17	13	12	
Number of sewer main breaks and chokes repaired	3	1	3	7	
Number of afterhours callouts	11	16	9	8	

#### Notes on results:

This quarter saw a normal business as usual result with the section meeting its overarching goals of providing safe and reliable potable water and sewerage services.

## 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](#)

Construction is progressing well with major elements including the Raw Water Reservoir, Backwash Ponds, Sewer Pump Station, Backwash Return Pump Station, general pipework and site profiling complete. Construction of the clarifier is well advanced. Design issues have resulted in delays to the start of the remaining elements. The design issues are being addressed and all process elements of the plant have been ordered. There are extensive lead times on some of the parts for these processes, and this may result in delays.

FY23 budget revised during December 2022 quarterly budget review – Project carried over to FY24.



### 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. The open THMs incident was closed by the Regulator as THMs returned to acceptable levels in Mundubbera after initially spiking due to rains washing organic matter into source waters. Investigations will continue into the possible implementation of infrastructure upgrades to assist in managing these sorts of changes in raw water in the future.



### 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 relation to environmentally contributed salts is compromising efforts to meet effluent licence levels as discussed elsewhere. Ongoing investigations are being carried out to address Regulator questions in relation to Council's request for a licence variation.

#### 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)**

Signing of funding agreement occurred in May (originally planned for August '22). Project start was moved to 20 February 2023 and completion will be delayed. As a result, the second half of the project will roll over into FY24.

Stage I of the Mulgildie Dedicated Pumping Main Project has been completed as part of this overall BoR funded project.

Part of FY23 budget was reallocated during December 2022 during quarterly budget review – Project carried over to FY24 (Grant has been approved)



##### **Pump Station Well Lid Upgrade Program**

Materials purchased this year and will be installed next year to maximise efficiencies. No anomalies to report.



##### **Asset Condition Inspection Program**

Sewer Inspection program will now be carried out as capital works in the following Financial Years. NBRC staff have been trained in the new leak detection equipment. Staff have surveyed Mundubbera and Eidsvold finding no infrastructure leaks. Monto, and Mulgildie survey is complete with some minor leaks found. Mount Perry is currently underway. Results generally confirm good asset condition of water networks, which could see a potential reduction in depreciation costs related to water and sewerage assets.



##### **Sewerage Emergent Capital Works Program**

Program was completed for the Financial Year within the applicable budget.



##### **Water Emergent Capital Works Program**

Program was completed for the Financial Year within the applicable budget.



##### **Sewage Pump Station Gantry Refurbishment Program**

Program was largely completed however, issues in the last few weeks in obtaining some parts meant a small carry over to the next financial year was necessary. This will allow the parts to be received and fitted, completing the work.

**Switchboard Upgrade Program**

Program completed on time and budget.

**Biggenden Water Treatment Plant (WTP) Upgrade**

Construction is progressing well with major elements including the Raw Water Reservoir, Backwash Ponds, Sewer Pump Station, Backwash Return Pump Station, general pipework and site profiling complete. Construction of the clarifier is well advanced. Design issues have resulted in delays to the start of the remaining elements. The design issues are being addressed and all process elements of the plant have been ordered. There are extensive lead times on some of the parts for these processes, and this may result in delays.

FY23 budget revised during December 2022 quarterly budget review – Project carried over to FY24.



## 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
<b>Revenue</b>						
<b>Recurrent revenue</b>						
Rates, levies and charges	6,129	6,582	(453)	5,774	6,175	(401)
Fees and charges	69	58	11	99	32	67
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	-	-	-	-	-	-
<b>Total recurrent revenue</b>	6,198	6,640	(442)	5,873	6,207	(334)
<b>Capital revenue</b>						
Grants, subsidies, contributions and donations	52	52	-	196	-	196
<b>Total Capital Income</b>	52	52	-	196	-	196
Interest received	40	79	(39)	65	52	12
Other income	15	24	(9)	18	14	4
<b>Total Income</b>	6,305	6,795	(490)	6,152	6,273	(122)
<b>Expenses</b>						
<b>Recurrent expenses</b>						
Employee benefits	1,693	1,826	133	1,378	1,760	382
Materials and services	2,592	2,626	34	2,261	2,472	212
Finance costs	34	41	7	38	41	3
Depreciation expense	2,237	2,075	(162)	2,171	1,392	(779)
<b>Total</b>	6,556	6,568	12	5,848	5,665	(182)
<b>Capital Expenses</b>						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-
<b>Total expenses</b>	6,556	6,568	12	5,848	5,665	(182)
<b>Net result</b>	(251)	227	(478)	304	608	(304)

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#### 4.1.5.2 Financial Commentary

Water and Wastewater indicative net result for the year ended 30 June 2023 was (\$251,000) as compared to the budget of \$227,000. This represents an un-favourable variance of \$478,000 when compared to forecast. This result has been affected by significantly lower than forecast water consumption charges as per the meter reading of December 2022. This is due to seasonal conditions and having a higher level of rainfall financial year-to-date.

This is represented by an unfavourable variance respectively for total income of (\$490,000), and depreciation of (\$162,000) offset by a favourable variance for employee benefits of \$133,000, materials and services of \$34,000 and finance costs of \$7,000.

Council was unable to attract suitable staff to two temporary positions targeted at asset assessment programs and this resulted in lower-than-expected wage expenses overall.

Some capital project budgets are underspent due to delays outside of Council's control.

Some operational budgets are under pressure due to increased availability of staff to do work that had been previously deferred due to low workforce fill rates.

## 4.2 CIVIL WORKS

### 4.2.1 CIVIL CONSTRUCTION & MAINTENANCE

#### 4.2.1.1 Highlights

Council's Civil crews have been focused on delivering Capital Projects across the region. These projects include:

- Safety improvements and culverts on Abercorn Road
- Floodway repair and heavy formation grade on Dakiel Road
- Footpath replacement in Stuart Russel St, Mundubbera
- Storm damage repairs on the Mundubbera Durong Road and shoulder repairs on Gooroolba Biggenden Road under the Main Roads maintenance contract.

Tenders have closed for betterment of the Bon Accord Bridge and works will commence in Q1 next financial year.

#### 4.2.1.2 Challenges

Rising cost of materials, fuel and contractors required to complete operational activities and capital works programs has remained a challenge.

### 4.2.2 PARKS & OPEN SPACES

#### 4.2.2.1 Highlights

The rollout of a minor organisational change, along with the employment of staff in key positions across the region, should see an improvement in services.

Another highlight included the replacement of critical parks and open spaces equipment, which will allow Council to maintain cemeteries more efficiently across the region.

## 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	593	344	
Number of Parks & Open Spaces related service requests determined and responded to, with any identified work either scheduled or completed	79	94	91	64	
KM of gravel resheeting completed <sup>10</sup>	18	0	21.5	9.57	
KM of sealed roads resealed (Spray seal only)	0	1	32	0	
KM of unsealed roads graded – Zone 1 <sup>10</sup>	83	25	0	93	
KM of unsealed roads graded – Zone 2 <sup>10</sup>	103	83	15	100	
KM of unsealed roads graded – Zone 3 <sup>10</sup>	118	27	0	97	
KM of unsealed roads graded – Zone 4 <sup>10</sup>	47	20	50	86	
KM of unsealed roads graded – Zone 5 <sup>10</sup>	112	86	118	84	
KM of unsealed roads graded – Zone 6 <sup>10</sup>	120	52	0	0	
KM of unsealed roads graded – Zone 7 <sup>10</sup>	258	180	291	282	
KM of unsealed roads graded – Zone 8 <sup>10</sup>	140	147	112	85	
KM of unsealed roads graded – Region Total <sup>10</sup>	981	620	586	827	
Hours spent grading unsealed roads (Machine hours) – Zone 1	242	57	0	211	
Hours spent grading unsealed roads (Machine hours) – Zone 2	264	128	23	266	
Hours spent grading unsealed roads (Machine hours) – Zone 3	262	76	0	228	
Hours spent grading unsealed roads (Machine hours) – Zone 4	200	63	147	237	
Hours spent grading unsealed roads (Machine hours) – Zone 5	262	117	329	207	
Hours spent grading unsealed roads (Machine hours) – Zone 6	196	50	0	0	
Hours spent grading unsealed roads (Machine hours) – Zone 7	212	286	175	281	
Hours spent grading unsealed roads (Machine hours) – Zone 8	261	259	216	103	
Hours spent grading unsealed roads (Machine hours) – Region Total	1899	1036	890	1533	

#### Notes on results:

- Operational grading numbers have been impacted by the number of public holidays in the quarter. Our current systems do not allow data to be collected for works outside of our operational programs.
- Zone 6 has been made redundant due to operator vacancy. Zone 6 will now be incorporated into zone 7.

## 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*

The FY23 capital works budget was completed.

Projects delivered this quarter include the resheeting of Beeron Rd, Abercorn Rd culverts, Dakiel Road floodway repair and heavy formation grade and footpath replacement in Stuart Russel St, Mundubbera.

Mundubbera Durong Rd storm damage repairs and Gooroolba Biggenden Rd shoulder repair were also completed under the Road Maintenance Performance Contract.



**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*

The review of our road register is underway with recommendations to Councillor Workshop in Q1 next financial year.



**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. Completed for the applicable financial year.



**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. Delivered in line with expectations for the year.



**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*

Maintenance grading completed in accordance with Council's adopted procedures.



**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*

Wuruma Dam Bridge and Grosvenor Bridge refurbishments completed.

**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*

Council remains ready to enact disaster management plans as required. Recent dry weather has heightened our focus on the bush fire risk for the region.

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

Work and inspections are undertaken according to a planned schedule and the CASA standards.

**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*

Council's operational team have moved away from Council operated pits and are currently sourcing gravel from commercial quarries.

**4.2.5 OTHER PROJECT UPDATES**

Key:



Completed

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

Complete and on budget.

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

Complete and on budget.

**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**

Complete and on budget.

**Mundubbera Number 2 Cemetery Upgrade**

Original scope requires additional review.

**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**

Project carried over to FY24. Project is dependent on grant funding and is on hold awaiting successful funding approval.

**Gravel Resheets 2022-2023**

Project complete.

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

The design is complete, a report will be taken to Council to select and endorse a resolution.

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

Complete and under budget.

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

Project complete.

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

Project complete.

**Reseal Program - Rural Roads**

Project complete.

**TIDS - Berries Road**

Complete and under budget.



**TIDS - Bon Accord-Wetheron Rd**

The tender for this project has closed and construction will commence in the next quarter. Note that this project is a Queensland Reconstruction Authority (QRA) funded betterment project.

**TIDS - Abercorn Rd (2021/22)**

Project complete.

**TIDS - Hawkwood Rd**

Project complete.

**TIDS - Abercorn Road (Road Safety Audit)**

Project complete.

**TIDS - Hawkwood Road (Road Safety Audit)**

Project complete.

**Wuruma Dam Bridge Refurbishments – 25t Load Limited**

Project complete.

**Grosvenor Bridge Refurbishments – 15t Load Limited**

Project completed.

**Disaster Recovery Betterment Rain Event Feb 2022**

Council have engaged McMurtrie Consulting Engineers to manage the submission to the QRA. The Bon Accord Bridge has been submitted as a betterment project and has been approved.

**Disaster Recovery REPA Rain Event Feb 2022**

Council have engaged McMurtrie Consulting Engineers to manage the submission to the QRA. The submission for this event is with the QRA at the Pre-approvals phase.

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

Complete and on budget.

**LRCIP Footpath Program - Biggenden**

Complete and on budget.

**LRCIP Footpath Program - Eidsvold**

Complete and on budget.

**Disaster Management - Water Depth Indicator Upgrade**

Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.

This project will increase community safety and resilience by installing additional water depth indicators at flood prone crossings.

Project yet to commence – Awaiting appointment of Project Manager (Disaster Management)

**Disaster Management - Dallarnil Drainage (LRRG)**

Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.

This project will improve drainage in the Dallarnil township to ensure water discharges into Tawah Creek and not adjoining properties in minor flood events.

Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).  
Expected completion during FY24 Q2.

**Disaster Management - Dallarnil Drainage (ERF)**

Funding secured under the Emergency Response Fund for delivery by 30 June 2024.

This project will improve drainage in the Dallarnil township to ensure water discharges into Tawah Creek and not adjoining properties in minor flood events.

Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).  
Expected completion during FY24 Q2.

## 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
<b>Revenue</b>						
<b>Recurrent revenue</b>						
Rates, levies and charges	-	-	-	-	-	-
Fees and charges	302	171	131	289	166	122
Sales Revenue	3,913	3,096	817	7,104	2,846	4,258
Grants, subsidies, contributions and donations	8,448	4,831	3,617	3,704	3,487	217
<b>Total recurrent revenue</b>	<b>12,663</b>	<b>8,098</b>	<b>4,565</b>	<b>11,097</b>	<b>6,499</b>	<b>4,597</b>
<b>Capital revenue</b>						
Grants, subsidies, contributions and donations	1,382	1,382	-	6,046	1,236	4,810
<b>Total Capital Income</b>	<b>1,382</b>	<b>1,382</b>	<b>-</b>	<b>6,046</b>	<b>1,236</b>	<b>4,810</b>
Interest received	-	-	-	-	-	-
Other income	-	1	(1)	-	1	(1)
<b>Total Income</b>	<b>14,045</b>	<b>9,481</b>	<b>4,564</b>	<b>17,143</b>	<b>7,736</b>	<b>9,406</b>
<b>Expenses</b>						
<b>Recurrent expenses</b>						
Employee benefits	4,488	4,201	(287)	4,555	5,160	604
Materials and services	7,735	7,054	(681)	11,516	5,988	(5,528)
Finance costs	29	34	5	31	34	2
Depreciation expense	10,185	9,776	(409)	8,639	8,334	(304)
<b>Total</b>	<b>22,437</b>	<b>21,065</b>	<b>(1,372)</b>	<b>24,741</b>	<b>19,516</b>	<b>(5,226)</b>
<b>Capital Expenses</b>						
Loss on disposal of non-current assets	-	-	-	1,821	-	(1,821)
Provision for landfill and quarry restoration	-	-	-	112	-	(112)
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,933</b>	<b>-</b>	<b>(1,933)</b>
<b>Total expenses</b>	<b>22,437</b>	<b>21,065</b>	<b>(1,372)</b>	<b>26,674</b>	<b>19,516</b>	<b>(7,159)</b>
<b>Net result</b>	<b>(8,392)</b>	<b>(11,584)</b>	<b>3,192</b>	<b>(9,531)</b>	<b>(11,780)</b>	<b>2,247</b>

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#### 4.2.6.2 Financial Commentary

Civil Works indicative net result for the year ended 30 June 2023 was (\$8,392,000) as compared to the budget of (\$11,584,000). This represents a favourable variance of \$3,192,000 or 27.56% when compared to forecast.

This is represented by an unfavourable variance for employee benefits (\$287,000), materials and services (\$681,000) and depreciation (\$409,000), offset by a favourable variance in total income of \$4,564,000 and finance costs of \$5,000.

The increase in materials and services costs are primarily associated with the Roadworks Performance Contract (RPC) and Road Maintenance Performance Contract (RMPC) works received being higher than budget forecasts, due to emergent works. There has also been \$1,000,000 incurred for grading and maintenance of rural roads funded through the Local Roads and Community Infrastructure Program and \$1,851,438 from Roads to Recovery program. Council received 100% of the Financial Assistance (FA) grant for the roads component in June 2023 as compared to the 75% forecasted to be received. This increase of \$2,912,566 has led to a favourable variance for the recurrent revenue received from grants, subsidies, contributions and donations.

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

Efficiency gains have been made through the introduction of an automated Dial Before You Dig (DBYD) process. Council has taken advantage of the DBYD Automate product which means that developers and contractors can now obtain relevant information about Council's assets automatically without any officer intervention. This means that the community is no longer constrained by officer availability to respond to requests.

A new mapping platform has been identified and is currently being implemented. The new platform will not only reduce our costs, but will also provide for an improved interface for internal and external users.

Additionally, transfer of knowledge from consultants to officers will see a reduction in costs associated with capitalisation treatments of assets.

#### 4.3.1.2 Challenges

Asset data maintenance, whilst a business as usual activity, does require significant input from the asset team as well as other teams across the business at this time of the year. Assistance is sought as required from asset consulting contractors.

### 4.3.2 FLEET MANAGEMENT

#### 4.3.2.1 Highlights

Fleet replacement programs for FY22 and FY23 have been reviewed and consolidated into an achievable and affordable program for FY24.

Training has been provided to the fleet team on Council's asset management program. Capabilities within the program are being realised, which will allow the team to move towards a more sustainable preventative maintenance regime. In addition, a review of data capture and analysis will ensure valuable fleet information is available to internal customers and allow internal customers to make more informed operational decisions. Finally, this has negated the need for Council to purchase a more expensive fleet management system.

#### 4.3.2.2 Challenges

Delays in the supply chain are continuing to impact delivery of new plant.

The workshop continues to operate under its optimal resourcing target, with continued recruitment processes failing to identify suitable candidates for mechanic roles.

### 4.3.3 FACILITIES

#### 4.3.3.1 Highlights

Internal processes have been reviewed and improvements identified and implemented to improve customer service and reduce service costs.

New caretakers have been appointed to look after the Mingo Crossing Caravan Park, which has seen an increase in bookings, particularly for the new glamping tents.

Scopes of works have been released to the market to address issues at our swimming pools prior to the next swimming season.

#### 4.3.3.2 Challenges

Our ageing facilities assets continue to present challenges to the relatively small team. Unnecessary vandalism to Council's assets is also diverting resources and funding away from planned work.

#### 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	157	279	
Number of Internal Fleet support tickets actioned	502	415	316	376	
Number of fleet services or other related fleet maintenance completed (by both internal and external providers)	60	96	65	102	
Number of Facilities related community requests determined and responded to with any identified work either scheduled or completed.	122	107	189	151	
Total number of fleet items as at end of the period <sup>11</sup>	709	487	506	473	

##### Notes on results:

The number of facilities tickets have increased reflecting an increased confidence in the new facilities team to track and close out issues.

#### 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*

During the quarter, consultation occurred with works supervisors to develop the proposed FY24 fleet replacement program.



##### 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*

The journey towards lower cost preventative maintenance commenced in Q4 FY23. A number of projects have been scoped to address safety improvements at a number of facilities.



##### 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*

New caretakers have been appointed to operate Mingo Crossing Caravan Park. A draft report has been received to help inform future decisions around caravan park operations.



##### Provide Council housing as required.

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

A business as usual (BAU) function. Shortage in the region's rental market has identified the need for additional Council housing in key centres to improve attraction and retention rates.



**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 review has been carried out on the Mundubbera swimming pool and a scope of works has been created to address water loss concerns. Works continue to implement solutions at the Monto swimming pool.

#### 4.3.6 OTHER PROJECT UPDATES

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



##### **Upgrade Mundubbera Mezzanine (WH&S)**

On hold pending appointment of key fleet personnel.



##### **Plant Replacement Program**

Outstanding items from the FY22 and FY23 plant replacement programs have been fully reviewed and a consolidated new program has been developed for implementation in FY24 that is realistic, affordable and achievable, having regard to staffing levels and workplace health and safety obligations.



##### **Monto Administration Building**

Based on a review of the building history and previous investigations, a number of outstanding checks are still required. A second opinion on the solution is required and being procured.



##### **LRCIP 3 - Community Halls Roof Replacement**

Condition inspections on the rooves of six halls has been completed and informed a high level scope of works. Further detailed investigations are required prior to commencing procurement activities.



##### **Regional Pools Renewal Program LRCIP3**

Structural reviews have been completed at each pool and no significant issues have been identified.



**Swimming Pool Upgrades – GPR Inspection**

Structural reviews have been completed at each pool and no significant issues have been identified.

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

Works have continued on addressing asbestos material in water and wastewater assets.

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

No works have occurred on this project this quarter.

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

A procurement process was followed, which returned prices in excess of budget. The scope of works will need to be reviewed to identify opportunities for savings.

**Washdown Bay Upgrade**

Preliminary investigations have occurred into the scope of works required for the internal washdown facilities.

**Fleet Management Information System (FMIS)**

Training has been provided in MyData which has identified additional capability that has not been effectively used over the last 2 years. This has confirmed that a new fleet management system is not required.

**Plant Replacement Program – 2020-2021**

Business as usual function. Program has been completed.

**Plant Replacement Program – 2021-2022**

A review of the outstanding program has occurred and relevant plant replacements have been consolidated into a new FY24 program.

## 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
<b>Revenue</b>						
<b>Recurrent revenue</b>						
Rates, levies and charges	-	-	-	-	-	-
Fees and charges	740	472	268	616	595	22
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	93	150	(57)	127	150	(23)
<b>Total recurrent revenue</b>	833	622	211	743	745	(1)
<b>Capital revenue</b>						
Grants, subsidies, contributions and donations	149	80	69	127	-	127
<b>Total Capital Income</b>	149	80	69	127	-	127
Interest received	-	-	-	-	-	-
Other income	145	175	(30)	200	170	30
<b>Total Income</b>	1,127	877	250	1,070	915	156
<b>Expenses</b>						
<b>Recurrent expenses</b>						
Employee benefits	1,331	1,491	160	1,435	1,604	168
Materials and services	741	(1,744)	(2,485)	389	(1,938)	(2,327)
Finance costs	-	4	4	2	4	2
Depreciation expense	3,033	2,615	(418)	3,516	2,912	(604)
<b>Total</b>	5,105	2,366	(2,739)	5,342	2,582	(2,761)
<b>Capital Expenses</b>						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-
<b>Total expenses</b>	5,105	2,366	(2,739)	5,342	2,582	(2,761)
<b>Net result</b>	(3,978)	(1,489)	(2,489)	(4,272)	(1,667)	(2,605)

**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.

#### 4.3.7.2 Financial Commentary

Assets, Facilities and Fleet indicative net result for the year ended 30 June 2023 was (\$3,978,000) as compared to the budget of (\$1,489,000). This represents an unfavourable variance of (\$2,489,000) or 167.16% when compared to forecast.

This is represented by an unfavourable variance respectively for material and services of (\$2,485,000) and depreciation of (\$418,000), offset by a favourable variance of total income of \$250,000, employee benefits of \$160,000 and finance costs of \$4,000.

Electricity costs have increased by 8.62%, and fuel costs have increased by 10.57% for the year ended 30<sup>th</sup> June 2023.

In comparison the Assets, Facilities and Fleet net results for the year ended 30 June 2022 was (\$4,272,000). The Assets, Facilities and Fleet indicative net results for the year ended 30 June 2023 was \$294,000 more favourable than the previous year which represents a savings of 6.88%.

## 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	Ongoing reviews and updates of key WHS management system documentation (in consultation with workers and management) remained on track. Worksite inspections continued to show improvements in WHS compliance for work/ projects undertaken by both employees and contractors.
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.
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	Technical specification has been finalised. Consultant to finalise contractual documentation for tender process. Documentation to be received by Council in mid-June 2023. Recent delay due to partial redesign of landfill cell to allow for better management of leachate.
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	ICT Strategy has been completed and is in use.
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, however, work on the strategy fell behind in Q3 and Q4 FY23. The strategy will be a priority project for completion in FY24.
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	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.

## ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
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	<p>Unfortunately, progress on this item has been impaired by dependencies, limited resources and competing priorities. The current focus remains on stores and procurement. Following completion of an all staff survey related to current stores operations, stakeholder engagement around a potential way forward remains ongoing.</p> <p>A fit for purpose future model is sought, having regard to feedback received and taking into account observed bottlenecks.</p> <p>With the development of the continuous improvement program, initiatives scoped as part of the LEAN process reviews will align strongly with the programs objectives, creating a sound channel for resourcing and delivery of these items as appropriate.</p>
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	<p>The FY23 capital works budget was completed.</p> <p>Projects delivered this quarter include the resheeting of Beeron Rd, Abercorn Rd culverts, Dakiel Road floodway repair and heavy formation grade and footpath replacement in Stuart Russel St, Mundubbera.</p> <p>Mundubbera Durong Rd storm damage repairs and Gooroolba Biggenden Rd shoulder repair were also completed under the Road Maintenance Performance Contract.</p>
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	<p>Construction is progressing well with major elements including the Raw Water Reservoir, Backwash Ponds, Sewer Pump Station, Backwash Return Pump Station, general pipework and site profiling complete. Construction of the clarifier is well advanced. Design issues have resulted in delays to the start of the remaining elements. The design issues are being addressed and all process elements of the plant have been ordered. There are extensive lead times on some of the parts for these processes, and this may result in delays.</p> <p>FY23 budget revised during December 2022 quarterly budget review – Project carried over to FY24.</p>
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	<p>The review of our road register is underway with recommendations to Councillor Workshop in Q1 next financial year.</p>

## ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
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>Councils service catalogue had minimal progress during the quarter due to a significant overarching dependency. With budget development drawing focus this quarter, capacity to progress the service catalogue was also impacted.</p> <p>Some subject matter experts have begun looking at refining the drafts for their respective areas or developing further drafts where appropriate.</p> <p>Council is in a reasonable position to recommence development of the catalogue and will continue to monitor the overarching dependency.</p>
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>Integration of the developed community engagement framework continued during the quarter. A draft Administrative Directive has been developed to provide a greater level of detail to internal staff members on the application of the policy and broader framework tools. The draft document will undergo refinement before being distributed more widely.</p> <p>Work will continue into the new financial year to ensure the framework is embedded into the operations of the organisation and the value of the framework is maximised.</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>Further work has continued in Q4 FY23 to manage risk and embed a culture of robust risk management.</p> <p>During the quarter, council officers continued to add risks identified across the wider organisation into SkyTrust - A software platform to support the management and monitoring of both strategic and operational risks.</p>
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>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 FY24.</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	<p>Council continued to actively monitor government and commercial grant opportunities and undertake proactive grant management to complement essential services as well as bespoke and value added Council activities.</p>
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	<p>During Q4 FY23, People and Performance have continued to deliver recruitment services across the organisation. A total of 7 new employees were welcomed into the organisation during the quarter. Enterprise Bargaining negotiations continue with substantial progress achieved this quarter.</p>

## 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	<p>A business as usual (BAU) activity. A strategic review has been completed and a budget request has been included in the FY24 budget to implement identified change opportunities.</p> <p>NBRC ED (eLearning) is used to provide targeted, topical training to staff on processes or functionality within records management.</p> <p>Internal records procedures continue to be developed and refined.</p>
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	<p>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. The Procurement policy was reviewed and adopted at the Budget meeting of 28 June 2023.</p>
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	<p>A business as usual (BAU) activity. A reduction of long-term tickets has been achieved alongside prompt actioning of incoming support tickets.</p> <p>Regular maintenance and patching is performed to workstations, software, servers, networking and other supporting infrastructure and services.</p> <p>Participation with groups such as the Australian Cyber Security Centre are assisting in increasing Council's cyber security.</p>
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	<p>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 are undertaken by an external consultant on an as needed basis.</p>
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	<p>A review of all Local Laws to ensure they are operationally suitable has been completed by an external legal team with current State legislation updates inserted, obsolete legislation removed and minor amendments such as signatures included as an update.</p> <p>The Local Laws are enforced as required.</p>
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	<p>Kerbside waste collection 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.</p> <p>Council has recently tendered for the Kerbside and Bulk Waste Collection. Further update will be provided in the Q1 reporting.</p>
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	<p>Ongoing liaison and support occurs for SES personnel, plant, equipment, activity program, review and improvement.</p> <p>Council officers are waiting on further details regarding the transition of SES to Queensland Police Services (QPS) and will continue to monitor information around the transition.</p>



## ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
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. Completed for the applicable financial year.
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. Delivered in line with expectations for the year.
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	Maintenance grading completed in accordance with Council's adopted procedures.
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	Wuruma Dam Bridge and Grosvenor Bridge refurbishments completed.
29	Fleet	Safe and fit for purpose fleet is maintained by the organisation.	Work towards delivering fit for purpose fleet management and maintenance.	Ongoing	During the quarter, consultation occurred with works supervisors to develop the proposed FY24 fleet replacement program.
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. The open THMs incident was closed by the Regulator as THMs returned to acceptable levels in Mundubbera after initially spiking due to rains washing organic matter into source waters. Investigations will continue into the possible implementation of infrastructure upgrades to assist in managing these sorts of changes in raw water in the future.
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 relation to environmentally contributed salts is compromising efforts to meet effluent licence levels as discussed elsewhere. Ongoing investigations are being carried out to address Regulator questions in relation to Council's request for a licence variation.
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 have continued, for Council owned facilities and land, with community groups and/or commercial entity tenants.
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's Environment Team have developed a Washdown Bay working group to investigate, and action required tasks to ensure compliance with relevant legislation. Following the work undertaken by the working group, Council Land Protection Team will monitor and manage the facilities across the region.



## ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
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's Environment Team members continue to undertake vector trapping exercises, monitoring, investigations and assessments in relation to environment, public health and food safety throughout the region. Council Officers have been trapping mosquitoes for a number of months as part of the Rapid Surveillance of Vector Presence (RSVP) Program, funded through Queensland Health.
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>The first contract replacement vehicle, a Toyota Coaster, was delivered to the Mundubbera Depot on Wednesday, 28 June 2023. The Toyota Coaster has been modified to include wheelchair access and preparations are underway for the vehicle to be operational by the end of July 2023. The existing Mitsubishi Rosa will be decommissioned once the Toyota Coaster is operational.</p> <p>Specifications have been developed to procure a second replacement contract vehicle (small bus) as part of our contract arrangements. A tender is targeted for release in July 2023.</p>

## SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

ID#	Service	Outcome	Action	End Date	Comments
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.</p> <p>Library programming has continued with a range of events including:</p> <ul style="list-style-type: none"> <li>First 5 Forever Storytime sessions continued at each library. The Mundubbera program continues to have strong engagement with more than 10 children attending each session.</li> <li>The Communities, Customer Service and Library Officers attended Under 8's Day in Gayndah, with plans to attend all under 8's days across the region in 2024.</li> <li>All six Libraries participated in National Simultaneous Storytime in May 2023 and incorporated a colouring in competition.</li> <li>Biggenden Kindergarten visits to the Library for Storytime.</li> <li>Offered Superpowered on Tour program art and craft program in four Libraries in June 2023 and two Libraries in July 2023 School holidays.</li> <li>Engaged Lauren Corvino, Children's author, to deliver special Storytime sessions across the region in the June/July School holidays with 24 children attending the session at Mundubbera Library.</li> </ul> <p>In June 2023, two Customer Service and Library Officers attended First 5 Forever training in Townsville to learn practical skills to incorporate activities and play in sessions.</p>
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.</p> <p>The Communities team successfully delivered the 2023 Youth Week program with 30 workshops offered and 369 children attending the various workshops. The program included active games, tennis skills sessions and Science and Robotics workshops. The Monto and Eidsvold events were supported by the Monto Neighbourhood centre.</p> <p>The 2023 Australia Day Community Events grant acquittal was submitted in Q4 FY24. On the 6 June 2023, Council received confirmation from the National Australia Day Council that our acquittal was accepted with all grant funds (\$25,960 including GST) being utilised.</p> <p>2024 Australia Day planning will commence in Q1 FY24.</p>

## SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

ID#	Service	Outcome	Action	End Date	Comments
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 and in discussions with a consultant to deliver grants capacity building workshops specific to Arts and Cultural and Sporting grants. In-persons workshops are tentatively scheduled for February 2024 and an online workshop in September 2023, subject to FY24 budget confirmation.</p> <p>A range of community groups have requested letters of support from Council to apply for grants for varied projects including infrastructure improvements. The Communities team worked with groups to understand their project scope and coordinated letters of support prior to funding rounds closing.</p>
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	<p>A business as usual (BAU) function.</p> <p>Ongoing meetings and support provided to various groups across the region including the Monto 3 Moon Historical and Cultural Complex and Mundubbera Art Gallery.</p>
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	<p>In-kind support applications continue to be assessed on a regular basis.</p> <p>Community grants (Major events, small events and projects) release has been delayed but will recommence shortly.</p> <p>Applications for Individual Development Grants have been processed.</p>
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	<p>Both Gyms are operating and with stable membership base between FY22 and FY23.</p> <p>A review on gym viability (e.g. financial) is planned with an aim to complete the review in FY24.</p>
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	<p>The TV retransmission equipment has been decommissioned as per Council resolution 2023/16.</p> <p><i>That Council resolves to amend the resolution 2021/42 of 28 April 2021, item 7.1, bullet point 3 – to read as follows:</i></p> <ol style="list-style-type: none"> <li><i>To decommission all digital television retransmission equipment at the Eidsvold tower with a view to effecting shutdown on the following date - 30 June 2023.</i></li> <li><i>Should retransmission equipment fail at any time prior to 30 June 2023 that renders the retransmission inoperable, then retransmission shutdown will be from the date of the failure.</i></li> </ol>
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, identifying and prioritising installation locations, and developing 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	Council remains ready to enact disaster management plans as required. Recent dry weather has heightened our focus on the bush fire risk for the region.

## SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

ID#	Service	Outcome	Action	End Date	Comments
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	The journey towards lower cost preventative maintenance commenced in Q4 FY23. A number of projects have been scoped to address safety improvements at a number of facilities.
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 FY23 budget to address access to the site and improve waste disposal practices for users. Minor safety improvements continue to be undertaken at the site. Council plan to undertake further assessment over the coming months.
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 Officers have received regular updates on the progression of the Wide Bay Burnett Regional Waste Management Plan. Through this, opportunity has been provided to staff, executives, and elected representatives to provide feedback on the final draft document.
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	New caretakers have been appointed to operate Mingo Crossing Caravan Park. A draft report has been received to help inform future decisions around caravan park operations.
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. Shortage in the region's rental market has identified the need for additional Council housing in key centres to improve attraction and retention rates.
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	Work and inspections are undertaken according to a planned schedule and the CASA standards.
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	Council's operational team have moved away from Council operated pits and are currently sourcing gravel from commercial quarries.
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 review has been carried out on the Mundubbera swimming pool and a scope of works has been created to address water loss concerns. Works continue, to implement solutions at the Monto swimming pool.

## 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	<p>During the quarter, an update presentation was provided to Elected Members regarding the proposed Planning Scheme amendments, seeking approval to make the major amendment and give the amended document to the Minister for a State interest review.</p> <p>To enable early community consultation before entering caretaker period for the next Council election, it is necessary to receive a response from the State by the end of October 2023. If the response is not received by then, the community consultation may be postponed until after the Local Government election.</p>
58	Elected Members	Advocacy campaigns are planned and effectively delivered for maximum impact.	Support Councillors with a well-documented, targeted advocacy strategy.	Ongoing	<p>Predominantly, advocacy has related to Federal Assistance Grants and improving Council's allocation. A strategy document is currently under development, and while progress has been made, it is not as advanced as was first hoped.</p> <p>This item will be a priority for Q1 FY24.</p>
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 and time 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 (BIEO). The terms of this arrangement are currently under negotiation.
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, targeted at local businesses, in lieu of an economic development team. A small volume of applications continue to be submitted for this program.
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 around 1 post 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. An Expression of Interest for sale or lease of the facility was completed in May 2022. Further work is required in FY24.

## 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	\$13,650	(\$491)	The delegations module has now been implemented and is operational across the organisation. Training will continue with staff in how best to utilise the system.
✗	Biggenden Streetscape Upgrade	\$0	\$0	\$0	<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>Council officers became aware of the opening of the round 1 'Growing Regions' program very late in the quarter, with applications appearing to be open from early July to early August 2023. Due to differing co-contribution requirements (50:50) and the very short notice, officers sort the input of elected representatives at the June general meeting. Consequently, it was resolved to defer application until round 2 to allow greater time to consider the terms of the program, develop a solid application and, due to the co-contribution requirements, consider other suitable opportunities that may better align with Councils financial capacity.</p> <p>This project will remain on hold until further information can be sought on round 2 of the 'Growing Regions' program including application dates. During this time incremental or investigative work may occur to prepare the project should it be considered well aligned to the program guidelines.</p>
✓	Disaster Management - Community Resilience & Recovery Officer (CRRO)	\$550,001	\$53,686	\$496,315	<p>Funding secured under the disaster recovery funding arrangements for a Community Resilience &amp; Recovery Officer (CRRO) until 30 June 2024, following the 2021-22 rainfall and flooding events.</p> <p>Recruitment and retention for this position has been a challenge and appointment will be a priority in Q1 FY24.</p> <p>The activities undertaken during Q4 include assisting community groups to apply for Flexible Funding Grants, the development of a Disaster Proof Your Business publication, refining volunteer and donation management processes, partnering with the Red Cross to deliver disaster recovery workshops to community and volunteer organisations, and representation at community events to encourage disaster preparedness.</p>

**COURAGEOUS LEADERSHIP**
**COMMUNITY EMPOWERMENT**
**CONTINUOUS IMPROVEMENT**

	Project Title	FY23 Budget*	FY23 YTD + Commitments	Remaining Budget**	Latest Update
⊖	Disaster Management - Bushfire Hazard Management Strategy	\$94,000	\$0	\$94,000	<p>Funding secured under the Queensland Resilience and Risk Reduction Fund for delivery by 30 June 2024.</p> <p>This strategy will identify bushfire risk to Council owned &amp; managed properties, assets and the natural environment to protect our decentralised small communities. This project will include establishing effective operational procedures and implementation plans, risk assessment tools to identify key risk factors and prioritise mitigation activities, GIS mapping, and a 10-year bushfire hazard management schedule.</p> <p>Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).</p>
⊖	Disaster Management - Disaster Management Project Officer	\$300,000	\$0	\$300,000	<p>Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.</p> <p>This project will see a Project Manager appointed to coordinate the delivery of all Disaster Management projects by 30 June 2024.</p> <p>Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).</p>
⊖	Disaster Management - Evacuation Centre Equipment and Supplies	\$80,000	\$0	\$80,000	<p>Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.</p> <p>This project will review nominated and proposed evacuation centres for compliance and suitability, review equipment and supplies required to operate Evacuation centres more efficiently, and purchase supplies and the storage required.</p> <p>Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).</p>
⊖	Disaster Management - Alternative Power Supply for Evacuation Centres & Critical Infrastructure	\$200,000	\$0	\$200,000	<p>Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.</p> <p>This project will identify critical infrastructure locations (e.g. water and waste water facilities, evacuation centres) requiring alternative power supply, identify power requirements and the size of generator required, and purchase and install generators and/or fitting sites with generator connections.</p> <p>Project yet to commence – waiting appointment of Project Manager (Disaster Management).</p>
✓	Disaster Management - Emergency Management Dashboard Upgrades	\$20,000	\$0	\$20,000	<p>Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.</p> <p>This project will upgrade to the Content Management Dashboard which enables council officers to customise dashboards to the disaster event. It includes the development of template dashboards for different types of disaster risks and a "Training" dashboard to test layouts and undertake training and education with the community outside of the live environment. It will also include additional locations for River Opt-Ins and development of a Community Impact Survey to collect impact area data during events.</p> <p>Project awarded with delivery of upgrades expected during Q2 FY24.</p>



**COURAGEOUS LEADERSHIP**
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**CONTINUOUS IMPROVEMENT**

	Project Title	FY23 Budget*	FY23 YTD + Commitments	Remaining Budget**	Latest Update
–	Disaster Management - Dashboard Community Education Roadshow	\$15,000	\$0	\$15,000	<p>Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.</p> <p>This project will include the development of videos on how to use the Disaster Dashboard &amp; Opt-in services, as well as material such as flyers, magnets and advertising boards.</p> <p>This project will commence after the Emergency Management Dashboard Upgrades project is completed, with expected completion in FY24 Q3.</p>
–	Disaster Management - Community Capacity & Engagement Building	\$25,000	\$0	\$25,000	<p>Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.</p> <p>This project will see the delivery of community capacity building programs as identified by the Community Resilience and Recovery Officer. It will cover the costs associated with presenters, accommodation, catering and venue hire.</p> <p>Project yet to commence.</p>
–	Disaster Management - Community Information Boards	\$10,000	\$0	\$10,000	<p>Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.</p> <p>This project will see disaster information boards created, which will be placed outside evacuation centres or Council Offices in times of disasters. These boards will be a central location for the community to find up to date information from the Local Disaster Management Group (LDMG), brochures from agencies that support the community and key data during disaster events.</p> <p>Project yet to commence – expected completion FY24 Q2.</p>
–	Disaster Management - Local Disaster Management Plan Rewrite and Interactive LDMP Development	\$100,000	\$0	\$100,000	<p>Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.</p> <p>This project will see a new Local Disaster Management Plan (LDMP) to incorporate more contemporary disaster management practices. It will include the development of an interactive LDMP which is user friendly and will encourage more community and individual engagement with disaster management planning.</p> <p>Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).</p>
–	Disaster Management - Water Level Sensors	\$50,000	\$0	\$50,000	<p>Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.</p> <p>This project will include installing water level sensors at key locations to provide the community and Council with water levels at low lying areas. This will improve rural evacuation route intelligence and the community's resilience.</p> <p>Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).</p>



**COURAGEOUS LEADERSHIP**
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**CONTINUOUS IMPROVEMENT**

	Project Title	FY23 Budget*	FY23 YTD + Commitments	Remaining Budget**	Latest Update
✓	Disaster Management - Get Ready Queensland	\$2,250	\$0	\$2,250	<p>Funding secured under the Get Ready Queensland Fund for delivery by 30 June 2023.</p> <p>This project included Emergency Management Dashboard advertising in newspapers, television, streaming services, and the development of notebooks and bags. It also saw the addition of the Get Ready Challenge and Disaster Proof Your Business Tasks Opt-in features of the Emergency Management Dashboard, as well as the production of a giant snakes and ladders Get Ready QLD boardgame.</p> <p>Project completed during Q4.</p>
✓	Disaster Management - Stakeholder Only - Burnett Catchment LiDAR and Floor Level Datasets	-	-	-	<p>Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.</p> <p>This project is for the capture of LiDAR and floor level database within the Burnett River and major tributaries. This project will be delivered by the Department of Resources with North Burnett Regional Council as a key stakeholder.</p> <p>Project has been awarded and scheduled to be completed in Q4 FY24.</p>
✓	Disaster Management - Stakeholder Only - Burnett River Catchment Flood Study	-	-	-	<p>Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.</p> <p>The project will see a whole of catchment Burnett River Flood Study be developed in consultation with the Bundaberg, North Burnett, South Burnett, Cherbourg and Gympie Councils. Bundaberg Regional Council will project manage this project with North Burnett Regional Council being a key stakeholder.</p> <p>Project Scoping has commenced.</p>
✗	Disaster Management - Burnett River Weir Survey	\$11,500	\$0	\$11,500	<p>Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.</p> <p>This project will see the surveying of significant weirs across the region. This information will improve the quality and accuracy of data within the Burnett River Catchment Flood Study.</p> <p>Project will commence once all survey requirements are identified during the data collection phase of the Burnett River Catchment Flood Study.</p>
✗	Disaster Management - Flood Warning Intelligence System	\$80,500	\$0	\$80,500	<p>Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.</p> <p>This project will develop a system that analyses flood forecasting and warning system intelligence to provide timely, useful, and actionable information to end users, including both the community and Local Disaster Management Group (LDMG) agencies.</p> <p>Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).</p>

**COURAGEOUS LEADERSHIP**
**COMMUNITY EMPOWERMENT**
**CONTINUOUS IMPROVEMENT**

	Project Title	FY23 Budget*	FY23 YTD + Commitments	Remaining Budget**	Latest Update
✓	Disaster Management - Stakeholder Only - Local IFD Data	\$150,000	\$0	\$150,000	<p>Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.</p> <p>This project will generate design rainfall frequency analyses to establish updated rainfall estimates, for rare to extreme events. This information will be used in the development of the Burnett River Catchment Flood Study. This project will be delivered by the Queensland Reconstruction Authority, with North Burnett Regional Council as a key stakeholder.</p> <p>Project has been awarded and scheduled to be completed in Q4 FY24.</p>
✗	Disaster Management - Stakeholder Only - Targeted Bathymetric and Survey Data	\$150,000	\$0	\$150,000	<p>Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.</p> <p>This project will collect targeted bathymetric and survey data for significant bridges and/or weirs where required to support the Burnett River Catchment Flood Study. This project will be delivered by the Queensland Reconstruction Authority, with North Burnett Regional Council as a key stakeholder.</p> <p>Project will commence once all survey requirements are identified during the data collection phase of the Burnett River Catchment Flood Study.</p>
✗	Disaster Management - Flood Action Plans	\$57,000	\$0	\$57,000	<p>Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.</p> <p>This project will develop Community Based Flood Action Plans to improve community preparedness and resilience by developing a trigger based action plan that the community can use before, during and after a flood event.</p> <p>Project yet to commence – Awaiting appointment of Project Manager (Disaster Management).</p>
✗	Disaster Management - Total Flood Warning Review	\$115,000	\$0	\$115,000	<p>Funding secured under the Flood Risk Management Program for delivery by 30 June 2024.</p> <p>This project will review the monitoring and prediction, interpretation, message construction, communication and community response to flood warnings within the Burnett Catchment.</p> <p>Project yet to commence – awaiting appointment of Project Manager (Disaster Management).</p>
✓	Disaster Management - Stakeholder Only - Property Level Flood Information Portal	-	-	-	<p>Funding secured under the Resilient Homes Fund for delivery by 30 June 2024.</p> <p>This project will assist impacted residents to understand, be better informed, and be better prepared for flood-related disasters by having access to up-to-date flood risk information. This project will be delivered by the Queensland Reconstruction Authority, with North Burnett Regional Council as a key stakeholder.</p> <p>Project has been awarded. Awaiting further advise from Queensland Reconstruction Authority.</p>

	Project Title	FY23 Budget*	FY23 YTD + Commitments	Remaining Budget**	Latest Update
Information Management					
⚠	Online Payments	-		-	Council's software provider implemented an update which resolved functionality issue in the testing environment, however it is not functioning when implemented in the production environment. They have once again referred the issue to their development team to rectify.
✓	Core Servers (Gayndah)	-	-	-	Core server have been upgraded along with related VMware infrastructure.
✓	Branch Servers (Biggenden, Eidsvold, Mt Perry, Monto, Mundubbera)	\$54,000	\$48,478	\$5,522	Servers have been replaced in Eidsvold, Monto, Mt Perry and Mundubbera.  The Biggenden server produces a low decibel, high-pitch sound that could impact on staff work areas. Soundproofing is being tested.
✓	PC Laptop Replacement (MUN,PER)	\$83,600	\$76,267	\$7,333	Computer replacements have been completed.
✓	Wireless WAN (EID Hackwood) (Cania – Monto & Mt. Archers – Gayndah)	\$44,000	\$43,561	\$439	The equipment for the Cania/Monto and Archers/Mt Gayndah links have arrived and been configured ready for installation. Installation dates are being finalised.
⚠	Digitisation	-	-	-	Digitisation will form part of implementing the records management process improvements identified in the strategic review.
✓	SAN Storage	\$100,000	\$83,090	\$16,910	New SAN has been purchased and has arrived. Installation by the supplier is schedule for early July.
✓	CCTV	\$100,000	\$330	\$99,670	The audit and scoping found that more significant work would be required to achieve a beneficial outcome. During FY24, a long-term plan for managing and upgrading our CCTV systems will be developed.
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	\$22,000	\$24,000	(\$2,000)	In Q4, Council commenced the tender process for the completion of the betterment and REPA works associated with the February 2022 rain event. Council has been working closely with the engineering consultants and project managers on these projects.  In addition, Council has completed the tender for pre-qualified panel listing and is at the evaluation stage. Further promotional work is underway to encourage local supplier participation. Council is also working towards completing a tender for construction design associated with the capping of discontinued landfill sites across the region.  Council is currently evaluating the kerbside garbage collection service tender, and a full report with recommendations will be provided to Council for consideration.

**COURAGEOUS LEADERSHIP**
**COMMUNITY EMPOWERMENT**
**CONTINUOUS IMPROVEMENT**

	Project Title	FY23 Budget*	FY23 YTD + Commitments	Remaining Budget**	Latest Update
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.</p> <p>In Q4 FY23, Human Social and Economic Recovery subgroup meetings continued with key stakeholders focused on discussing funding opportunities and potential projects that build capacity and resilience across our communities.</p>
People & Performance					
✓	WHS Management Strategic Plan	-		-	The finalised and endorsed 3-year WHS Strategic Plan for Council's Work Health and Safety Management System was activated.
Planning & Environment					
✓	Gayndah Animal Pound Upgrade	\$0	\$0	\$0	This project has been completed.
✓	Eidsvold Waste Management Facility Office and Fencing	\$25,000	\$23,410	\$1,590	The site office has been installed at the facility. New fencing has been installed at the site. Further upgrades have occurred to existing fencing while equipment and resources were onsite. These works have resulted in improved security and safety at the site.
✓	Gayndah Waste Management Facility Fencing	\$30,196	\$46,078	(\$15,882)	Gayndah Waste Facility fencing is 90% complete, with plans for 100% completion following the Monto Waste Facility project.
✓	Monto Waste Management Facility Fencing	\$23,369	\$23,369	\$0	Fencing to commence upon completion of fencing works at Eidsvold facility. Works expected to be completed in August 2023.
✓	Mundubbera Waste Management Facility Fencing	\$48,691	\$60,009	(\$11,318)	Works completed December 2022.
⚠	Mundubbera Landfill, Regional Expansion	\$3,718,945	\$154,084	\$3,564,861	Technical specification has been finalised. Consultant to finalise contractual documentation for tender process. Documentation to be received by Council in mid-June 2023. Recent delay due to partial redesign of landfill cell to allow for better management of leachate.
⚠	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. Minor safety improvements continue to be undertaken at the site. Council plan to undertake further assessment over the coming months.
Water & Wastewater					
✓	Regional Drinking Water Safety and Reliability Project (BOR Funding Application)	\$1,250,000	\$0	\$1,250,000	<p>Signing of funding agreement occurred in May (originally planned for August '22). Project start was moved to 20 February 2023 and completion will be delayed. As a result, the second half of the project will roll over into FY24.</p> <p>Stage I of the Mulgildie Dedicated Pumping Main Project has been completed as part of this overall BoR funded project.</p> <p>Part of FY23 budget was reallocated during December 2022 during quarterly budget review – Project carried over to FY24 (Grant has been approved).</p>
✓	Pump Station Well Lid Upgrade Program	\$30,000	\$29,095	\$905	Materials purchased this year and will be installed next year to maximise efficiencies. No anomalies to report.

**COURAGEOUS LEADERSHIP**
**COMMUNITY EMPOWERMENT**
**CONTINUOUS IMPROVEMENT**

	Project Title	FY23 Budget*	FY23 YTD + Commitments	Remaining Budget**	Latest Update
✓	Asset Condition Inspection Program	-	-	-	Sewer Inspection program will now be carried out as capital works in the following Financial Years. NBRC staff have been trained in the new leak detection equipment. Staff have surveyed Mundubbera and Eidsvold finding no infrastructure leaks. Monto, and Mulgildie survey is complete with some minor leaks found. Mount Perry is currently underway. Results generally confirm good asset condition of water networks, which could see a potential reduction in depreciation costs related to water and sewerage assets.
✓	Sewerage Emergent Capital Works Program	\$80,000	\$71,374	\$8,626	Program was completed for the Financial Year within the applicable budget.
✓	Water Emergent Capital Works Program	\$120,000	\$114,121	\$5,879	Program was completed for the Financial Year within the applicable budget.
⚠	Sewage Pump Station Gantry Refurbishment Program	\$120,000	\$49,859	\$70,141	Program was largely completed however, issues in the last few weeks in obtaining some parts meant a small carry over to the next financial year was necessary. This will allow the parts to be received and fitted, completing the work.
✓	Switchboard Upgrade Program	\$40,000	\$86,540	(\$46,540)	Program completed on time and budget. FY24 commitments not drawn inflating the remaining budget figure. FY23 actuals of \$21,808.79, well below FY23 budget of \$40,000.00.
⚠	Biggenden Water Treatment Plant (WTP) Upgrade	\$2,901,197	\$2,901,197	\$0	Construction is progressing well with major elements including the Raw Water Reservoir, Backwash Ponds, Sewer Pump Station, Backwash Return Pump Station, general pipework and site profiling complete. Construction of the clarifier is well advanced. Design issues have resulted in delays to the start of the remaining elements. The design issues are being addressed and all process elements of the plant have been ordered. There are extensive lead times on some of the parts for these processes, and this may result in delays.  FY23 budget revised during December 2022 quarterly budget review – Project carried over to FY24.
Civil Works					
✓	Gravel Pit Rehab - Preliminary Project	\$200,000	\$93,487	\$106,513	Complete and on budget.
✓	Gravel Pit Rehab and Closure Program (Works for Queensland)	\$142,760	\$157,240	(\$14,480)	Complete and on budget.
✓	Bridge Refurb Program - Staatz Bridge (Works for Queensland)	\$86,425	\$87,973	(\$1,548)	Complete and on budget.
✓	Eidsvold Airport Fencing	\$388,098	\$239,286	\$149,712	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	\$84,837	(\$587)	Complete and on budget.
⚠	Mundubbera Number 2 Cemetery Upgrade	\$144,652	\$0	\$144,652	Original scope requires additional review.
✓	Works Dept Engineering Design (Capital Improvements)	\$289,199	\$210,652	\$78,547	Designs complete, progressing with project delivery.

**COURAGEOUS LEADERSHIP**
**COMMUNITY EMPOWERMENT**
**CONTINUOUS IMPROVEMENT**

	Project Title	FY23 Budget*	FY23 YTD + Commitments	Remaining Budget**	Latest Update
✓	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	\$0	\$0	\$0	Project carried over to FY24. Project is dependent on grant funding and is on hold awaiting successful funding approval.
✓	Gravel Re-sheets 2022-2023	\$1,875,724	\$1,694,394	\$181,330	Project complete.
⚠	Footpath/Kerb & Channel Program - Mt Perry Stair Restoration	\$30,000	\$12,528	\$17,472	The design is complete, a report will be taken to Council to select and endorse a resolution.
✓	Footpath/Kerb & Channel Program - Footpath Replacement Bauer St Mundubbera	\$70,000	\$58,556	\$11,444	Complete and under budget.
✓	Footpath/Kerb & Channel Program - Footpath Replacement Russel St Mundubbera	\$100,000	\$53,166	\$46,834	Project complete.
✓	Roads Clearing for North Burnett HV Network - Glencoe Road	\$971,322	\$971,202	\$120	Project complete.
✓	Reseal Program - Rural Roads	\$1,688,024	\$1,683,655	\$4,369	Project complete.
✓	TIDS - Berries Road	\$644,169	\$643,776	\$393	Complete and under budget.
✓	TIDS - Bon Accord-Wetheron Rd	\$350,358	\$0	\$350,358	The tender for this project has closed and construction will commence in the next quarter. Note that this project is a Queensland Reconstruction Authority (QRA) funded betterment project.
✓	TIDS - Abercorn Rd (2021/22)	\$1,380,874	\$1,903,665	(\$522,791)	Project complete.
✓	TIDS - Hawkwood Rd	\$378,779	\$377,581	\$1,198	Project complete.
✓	TIDS – Abercorn Road (Road Safety Audit)	\$574,114	\$642,543	(\$68,429)	Project complete.
✓	TIDS – Hawkwood Road (Road Safety Audit)	\$378,779	\$377,581	\$1,198	Project complete.
✓	Wuruma Dam Bridge Refurbishments – 25t Load Limited	\$400,000	\$404,944	(\$4,944)	Project complete.
✓	Grosvenor Bridge Refurbishments- 15t Load Limited	\$370,000	\$369,833	\$167	Project complete.
✓	Disaster Recovery Betterment Rain Event Feb 2022	\$2,794,923	\$445,250	\$2,349,763	Council have engaged McMurtrie Consulting Engineers to manage the submission to the QRA. The Bon Accord Bridge has been submitted as a betterment project and has been approved.
✓	Disaster Recovery REPA Rain Event Feb 2022	\$3,152,656	\$635,665	\$2,516,991	Council have engaged McMurtrie Consulting Engineers to manage the submission to the QRA. The submission for this event is with the QRA at the Pre-approvals phase.
✓	LRCIP 3 - Level 2 Bridge Maintenance Program	\$882,876	\$888,986	(\$6,110)	Complete and on budget.
✓	LRCIP Footpath Program - Biggenden	\$78,391	\$78,391	\$0	Complete and on budget.
✓	LRCIP Footpath Program - Eidsvold	\$121,352	\$137,341	(\$15,989)	Complete and on budget.

**COURAGEOUS LEADERSHIP**
**COMMUNITY EMPOWERMENT**
**CONTINUOUS IMPROVEMENT**

	Project Title	FY23 Budget*	FY23 YTD + Commitments	Remaining Budget**	Latest Update
⊖	Disaster Management - Water Depth Indicator Upgrade	\$100,000	\$0	\$100,000	<p>Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.</p> <p>This project will increase community safety and resilience by installing additional water depth indicators at flood prone crossings.</p> <p>Project yet to commence – Awaiting appointment of Project Manager (Disaster Management)</p>
⊖	Disaster Management - Dallarnil Drainage (LRRG)	\$100,000	\$0	\$100,000	<p>Funding secured under the Local Recovery and Resilience Grant for delivery by 30 June 2024.</p> <p>This project will improve drainage in the Dallarnil township to ensure water discharges into Tawah Creek and not adjoining properties in minor flood events.</p> <p>Project yet to commence – Awaiting appointment of Project Manager (Disaster Management). Expected completion during FY24 Q2.</p>
⊖	Disaster Management - Dallarnil Drainage (ERF)	\$43,800	\$0	\$43,800	<p>Funding secured under the Emergency Response Fund for delivery by 30 June 2024.</p> <p>This project will improve drainage in the Dallarnil township to ensure water discharges into Tawah Creek and not adjoining properties in minor flood events.</p> <p>Project yet to commence – Awaiting appointment of Project Manager (Disaster Management). Expected completion during FY24 Q2.</p>
<b>Assets, Facilities &amp; Fleet</b>					
⊖	Upgrade Mundubbera Mezzanine (WH&S)	\$25,000	\$0	\$25,000	On hold pending appointment of key fleet personnel.
✓	Plant Replacement Program – 2020-2021	\$127,000	\$119,625	\$7,375	Business as usual function. Program has been completed.
⊖	Plant Replacement Program – 2021-2022	\$1,853,826	\$1,747,833	\$105,993	A review of the outstanding program has occurred and relevant plant replacements have been consolidated into a new FY24 program.
⊖	Plant Replacement Program – 2022-2023	\$2,972,000	\$806,524	\$2,165,476	Outstanding items from the FY22 and FY23 plant replacement programs have been fully reviewed and a consolidated new program has been developed for implementation in FY24 that is realistic, affordable and achievable, having regard to staffing levels and workplace health and safety obligations.
⚠	Monto Administration Building	\$249,723	\$25,357	\$224,366	Based on a review of the building history and previous investigations, a number of outstanding checks are still required. A second opinion on the solution is required and being procured.
⚠	LRCIP 3 - Community Halls Roof Replacement	\$300,000	\$0	\$300,000	Condition inspections on the rooves of six halls has been completed and informed a high level scope of works. Further detailed investigations are required prior to commencing procurement activities.
✓	Regional Pools Renewal Program LRCIP3	\$200,000	\$0	\$200,000	Structural reviews have been completed at each pool and no significant issues have been identified.
✓	Swimming Pool Upgrades – GPR Inspection	\$140,000	\$64,913	\$75,087	Structural reviews have been completed at each pool and no significant issues have been identified.



**COURAGEOUS LEADERSHIP**
**COMMUNITY EMPOWERMENT**
**CONTINUOUS IMPROVEMENT**

	Project Title	FY23 Budget*	FY23 YTD + Commitments	Remaining Budget**	Latest Update
⚠	Asbestos Removal Program - 10 Year (Years 1 & 2)	\$208,394	\$200,208	\$8,186	Works have continued on addressing asbestos material in water and wastewater assets.
⊖	Elevating Work Platform (Mobile Fleet) (WH&S)	\$20,000	\$0	\$20,000	No works have occurred on this project this quarter.
⚠	Replacement of Fuel Bowsers and Diesel Tanks (WH&S)	\$350,000	\$28,396	\$321,605	A procurement process was followed, which returned prices in excess of budget. The scope of works will need to be reviewed to identify opportunities for savings.
✓	Washdown Bay Upgrade	\$300,000	\$0	\$300,000	Preliminary investigations have occurred into the scope of works required for the internal washdown facilities.
⊖	Fleet Management Information System (FMIS)	\$80,000	\$0	\$80,000	Training has been provided in MyData which has identified additional capability that has not been effectively used over the last 2 years. This has confirmed that a new fleet management system is not required.

\* Budgets may vary from period to period due to quarterly budget reviews or approved project variations.

\*\* 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
<b>Office of the CEO</b>					
Number of policies and/or administration directives formally approved and consequently brought into effect <sup>1</sup>	7	4	5	11	
Number of documented procedures formally approved and consequently brought into effect <sup>1</sup>	2	1	8	4	
Number of documented processes (work instructions) formally approved and consequently brought into effect <sup>1</sup>	0	0	0	0	
Number of councillor requests actioned or otherwise closed requiring no further action	108	88	44	72	
Number of internal Media support tickets actioned	387	313	213	213	
Number of Local Disaster Management Group (LDMG) meetings	3	3	1	2	
Number of District Disaster Management Group (DDMG) meetings	0	1	0	1	
Number of Local Disaster Management Group (LDMG) stand-ups	1	1	0	0	
<b>Information Management</b>					
Number of internal ICT support tickets actioned	458	419	476	510	
Number of internal Records support tickets actioned	344	391	460	349	
Number of new records added to council's Electronic Document and Records Management System (EDRMS)	691	761	5261	4432	
Number of records destroyed in line with (and as required by) retention and disposal schedules	0	0	0	33602	
<b>Financial Services</b>					
Number of internal Finance support tickets actioned	537	458	453	458	
Number of creditor accounts having received at least one payment in the period	462	466	434	450	
Number of all purchase orders raised (created) within the period <sup>2</sup>	2153	2043	1933	2013	
Number of purchase orders raised (created) with local suppliers within the period <sup>2,3</sup>	1039	961	959	942	
Number of purchase orders raised (created) by the finance or procurement teams within the period <sup>2</sup>	286	257	321	295	
<b>Community Engagement</b>					
Number of phone interactions via customer contact centre	4201	3202	3733	3152	
Number of calls received by afterhours service	58	157	58	43	
Number of customers visiting Biggenden Customer Service & Library (CSL) centre <sup>4</sup>	1232	814	998	797	
Number of customers visiting Gayndah Customer Service & Library (CSL) centre <sup>4</sup>	3179	2220	2500	2070	
Number of customers visiting Mundubbera Customer Service & Library (CSL) centre <sup>4</sup>	3539	2181	1802	1484	
Number of customers visiting Eidsvold Customer Service & Library (CSL) centre <sup>4</sup>	1670	939	878	980	
Number of customers visiting Monto Customer Service & Library (CSL) centre <sup>4</sup>	3405	3075	3059	2525	

## 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 <sup>5</sup>	505	374	484	551	
Number of customer interactions via Biggenden Customer Service & Library (CSL) centre	737	475	395	406	
Number of customer interactions via Gayndah Customer Service & Library (CSL) centre	1995	1072	1596	783	
Number of customer interactions via Mundubbera Customer Service & Library (CSL) centre	705	484	732	499	
Number of customer interactions via Eidsvold Customer Service & Library (CSL) centre	416	426	401	471	
Number of customer interactions via Monto Customer Service & Library (CSL) centre	1948	1597	1949	1487	
Number of customer interactions via Mt Perry Customer Service & Library (CSL) centre	420	287	376	350	
Number of visitors to the Reginald Murray Williams Centre	1697	616	467	1209	
Number of campers staying at the Reginald Murray Williams Campgrounds	243	42	20	162	
Number of total library borrowings (physical items) <sup>6</sup>	7521	6890	6639	6493	
Number of total eResource borrowings (electronic items) <sup>7</sup>	1448	1488	1229	TBA	
Number of First 5 Forever (F5F) sessions conducted (Library sessions only)	0	38	72	76	
Number of attendees at First 5 Forever (F5F) sessions (Library sessions only)	0	140	203	260	
Number of Library Program sessions conducted (excluding F5F Library sessions)	21	8	2	12	
Number of attendees at Library Programs (excluding F5F Library sessions)	379	87	4	95	
People & Performance					
Number of internal HR support tickets actioned	593	875	743	707	
Number of WHS inspections completed	104	98	121	53	
Worker initiated hazard reports assessed	30	56	11	116	
Number of job applications received	101	110	156	296	
Number of advertised staff vacancies as at the end of the period	20	24	14	22	
Planning & Environment					
Number of licenced food businesses as at the end of the period	86	86	88	86	
Number of Higher Risk Licence businesses as at the end of the period (personal appearance)	1	1	1	1	
Number of food business inspections completed	9	6	59	49	
Number of community food event notices received	15	30	34	40	
Number of staff attending external sustainability education events	2	0	5	3	
Tonnes of waste discarded into landfill site	1214	1140	1061	1056	
Number of environmental authority (EA) compliance inspections completed by council	24	22	15	15	

Workflow Measures – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Number of community event bins emptied (not fixed services) <sup>8</sup>	280	167	157	447	
Number of applications received for new kerbside bin collection services	16	27	27	11	
Number of Illegal dumping investigations initiated	0	13	30	34	
Number of Illegal dumping compliance notices issued	0	0	0	1	
Number of Illegal dumping clean ups completed by Council	0	7	14	25	
Number of mosquito investigations commenced	0	3	1	1	
Number of mosquito traps serviced	30	60	100	120	
Number of mosquito treatments undertaken (public land and council facilities only)	1	0	0	0	
Number of environmental nuisance complaints received	20	16	11	8	
Number of swimming pool public health assessments completed (council pools only)	0	0	3	0	
Number of approval to burn applications received	4	11	0	1	
Number of active flying fox roosts as at the end of the period <sup>9</sup>	1	1	3	0	
Number of noncompliance notices issued (local laws)	31	79	28	43	
Number of animals impounded	29	17	29	13	
Number of animals seized	0	4	0	0	
Number of local law permits assessed	8	1	17	3	
Number of infringement notices issued (Local Laws)	1	6	6	1	
Number of show cause and enforcement notices issued (building, planning and plumbing)	2	6	1	9	
Number of building applications received for assessment (EX Private certifier lodgements)	23	30	23	14	
Number of private certifier building approval lodgements received	19	20	22	39	
Number of planning applications received for assessment	14	21	18	14	
Number of plumbing applications received for assessment	15	12	13	10	
Number of pre lodgement meetings held – In person & online	6	5	8	5	
Number of pre lodgement advice(s) given regarding potential planning applications (Written advice)	27	38	17	25	

## Workflow Measures – QOQ to End of Reporting Quarter

Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
<b>Water &amp; Wastewater</b>					
Number of Water & Wastewater related service requests determined and responded to, with any identified work either scheduled or completed	131	145	203	158	
Number of afterhours callouts	11	17	13	12	
Number of water main brakes repaired	3	1	3	7	
Number of sewer main breaks and chokes repaired	11	16	9	8	
<b>Civil Works</b>					
Number of Civil Works related service requests determined and responded to, with any identified work either scheduled or completed	768	624	593	344	
Number of Parks & Open Spaces related service requests determined and responded to, with any identified work either scheduled or completed	79	94	91	64	
KM of gravel resheeting completed <sup>10</sup>	18	0	21.5	9.57	
KM of sealed roads resealed (Spray seal only)	0	1	32	0	
KM of unsealed roads graded – Zone 1 <sup>10</sup>	83	25	0	93	
KM of unsealed roads graded – Zone 2 <sup>10</sup>	103	83	15	100	
KM of unsealed roads graded – Zone 3 <sup>10</sup>	118	27	0	97	
KM of unsealed roads graded – Zone 4 <sup>10</sup>	47	20	50	86	
KM of unsealed roads graded – Zone 5 <sup>10</sup>	112	86	118	84	
KM of unsealed roads graded – Zone 6 <sup>10</sup>	120	52	0	0	
KM of unsealed roads graded – Zone 7 <sup>10</sup>	258	180	291	282	
KM of unsealed roads graded – Zone 8 <sup>10</sup>	140	147	112	85	
KM of unsealed roads graded – Region Total <sup>10</sup>	981	620	586	827	
Hours spent grading unsealed roads (Machine hours) – Zone 1	242	57	0	211	
Hours spent grading unsealed roads (Machine hours) – Zone 2	264	128	23	266	
Hours spent grading unsealed roads (Machine hours) – Zone 3	262	76	0	228	
Hours spent grading unsealed roads (Machine hours) – Zone 4	200	63	147	237	
Hours spent grading unsealed roads (Machine hours) – Zone 5	262	117	329	207	
Hours spent grading unsealed roads (Machine hours) – Zone 6	196	50	0	0	
Hours spent grading unsealed roads (Machine hours) – Zone 7	212	286	175	281	
Hours spent grading unsealed roads (Machine hours) – Zone 8	261	259	216	103	
Hours spent grading unsealed roads (Machine hours) – Region Total	1899	1036	890	1533	

## 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	157	279	
Number of internal Fleet support tickets actioned	502	415	316	276	
Number of fleet services or other related fleet maintenance completed (by both internal and external providers)	60	96	65	102	
Number of Facilities related community requests determined and responded to with any identified work either scheduled or completed.	122	107	189	151	
Total number of fleet items as at end of the period <sup>11</sup>	709	489	506	473	

## 5.4 APPENDIX 5 – AMALGAMATED SECTIONAL FINANCIAL DOCUMENTS

	OFFICE OF THE CEO	CORPORATE & COMMUNITY					WORKS			NORTH BURNETT REGIONAL COUNCIL (UNAUDITED)					
		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
<b>Revenue</b>															
<b>Recurrent revenue</b>															
Rates, levies and charges	102	-	10,683	-	-	3,347	6,129	-	-	20,261	20,365	(104)	18,463	19,042	(579)
Fees and charges	1	-	87	21	-	612	69	302	740	1,832	1,262	570	1,627	1,172	455
Sales Revenue	-	-	-	-	-	-	-	3,913	-	3,913	3,096	817	7,104	2,846	4,258
Grants, subsidies, contributions and donations	290	-	9,084	80	67	(24)	-	8,448	93	18,038	13,777	4,261	16,858	13,156	3702
<b>Total recurrent revenue</b>	393	-	19,854	101	67	3,935	6,198	12,663	833	44,044	38,500	5,544	44,052	36,216	7,836
<b>Capital revenue</b>															
Grants, subsidies, contributions and donations	-	-	-	-	-	234	52	1,382	149	1,817	1,747	70	10,229	10,838	(609)
<b>Total Capital Income</b>	-	-	-	-	-	234	52	1,382	149	1,817	1,747	70	10,229	10,838	(609)
Interest received	-	-	945	-	-	31	40	-	-	1,016	382	634	272	355	(83)
Other income	-	1	127	629	-	473	15	-	145	1,390	1,431	(41)	1,654	1,671	-17
<b>Total Income</b>	393	1	20,926	730	67	4,673	6,305	14,045	1,127	48,267	42,060	6,207	56,207	49,080	7,127
<b>Expenses</b>															
<b>Recurrent expenses</b>															
Employee benefits	1,590	599	1,544	1,770	337	1,599	1,693	4,488	1,331	14,951	15,868	(917)	14,478	15,353	(875)
Materials and services	752	934	1,691	758	503	3,237	2,592	7,735	741	18,943	16,677	2,266	21,637	15,250	6,387
Finance costs	-	-	41	-	-	-	34	29	-	104	219	(115)	349	213	136
Depreciation expense	246	-	26	214	-	231	2,237	10,185	3,033	16,172	15,207	965	14,952	13,379	1573
<b>Total</b>	2,588	1,533	3,302	2,742	840	5,067	6,556	22,437	5,105	50,170	47,971	2,199	51,416	44,195	7,221
<b>Capital Expenses</b>															
Loss on disposal of non-current assets	-	-	-	-	-	-	-	-	-	-	-	-	1,821	-	1,821
Provision for landfill and quarry restoration	-	-	-	-	-	-	-	-	-	-	-	-	129	-	129
<b>Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	1,950	-	1,950
<b>Total expenses</b>	2,588	1,533	3,302	2,742	840	5,067	6,556	22,437	5,105	50,170	47,971	2,199	53,366	44,195	9,171
<b>Net result</b>	(2,195)	(1,532)	17,624	(2,012)	(773)	(394)	(251)	(8,392)	(3,978)	(1,903)	(5,911)	4,008	2,841	4,885	(2,044)

**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

- Rates, levies, and charges revenue is below budget by \$103,370, *Natural Resource Management Levy* is higher than budget by \$34,399 and *Discounts* have decreased to budget by \$225,479. Whereas, *Water Consumption* has decreased to budget by \$60,103, *Waste Management* has decreased to budget by \$111,282, *General Rates* are lower than budget by \$96,199, *Sewerage* has decreased by \$25,838 to budget, *Water* has decreased to budget by \$58,406 and *Other Levies* - including Local Disaster Management Levy is lower than budget by \$11,420.
- Fees and Charges have increased to budget in June by \$569,845 due to additional *Caravan Park Takings* that are above budget by \$260,897 mainly due to increases in Mt Perry but also Eidsvold & Mingo Crossing, *Other Fees and Charges* have increased by \$154,644 mainly due to aviation fuel sales and rates search fees, *Trade Waste & Recycling* revenue has increased by \$84,531 which is mainly relating to the Mundubbera and includes slight increases in Biggenden and Gayndah waste facilities, *Building and Development Fees* have increase by \$96,722, *Community Service Fees* are above budget by \$22,185 and *Water and Sewer Fees* have increased by \$10,180 Whereas, *Licences and Registrations* have decreased to budget by \$59,314.
- 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 4.13%.
- Other Income is above budget by \$97,167 as *Lands Protection revenue* is above budget by \$50,500 due to a Rubber Vine & Hymenachne Project, *State Waste Levy* is above budget by \$24,580, *Waste - Regionwide Income* being above budget by \$7,956, which mainly relates to income for road litter signage and wheelie bin hire, *Other Plant Revenue* is above budget by \$14,094 which relates to sales of unallocated minor plant. *Insurance recovery* is above budget by \$3,766, Whereas *Reginald Murray Williams Centre* is below budget by \$5,993, other varying small amounts make up the difference.
- Recurrent Grants, subsidies, contributions, and donations is above budget by \$4,261,000 which 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 and operational grant funding for road works of \$450,000 and \$250,000 has been provided from Department of Communities, Housing and Digital Economy for community resilience as a result of rain events between December 2021 and May 2022. The Financial Assistance Grants for 2023-2024 was 100% prepaid in June 2024, and there was \$3,275,451 additional received than 75% forecasted, other varying small amounts make up the difference.
- Rental Income has decreased from budget by \$119,589, which relates to Council rental facilities being below budget by \$71,767 and Council housing being below budget by \$47,822. The reduction has arisen as properties are sold to previous lessee's and some leases are not being renewed.
- Sales revenue is above budget by \$817,144 which is mainly due to Roadworks Performance Contract (RPC) with The Department of Transport.
- The increase in Materials & Services costs relate to additional recoverable works which were above budget by \$887,531. These are increased materials and services costs associated with Roadworks Performance Contract (RPC) and Road Maintenance Performance Contract (RMPC) received being higher than budget forecasts, due to emergent works. This is also reflected in Sales revenue above.



- General Insurance costs have increased to \$994,967 in this financial year which represents an increase by 8.82%. Electricity costs have increased by 8.62% this financial year, and fuel prices have increased by 10.57%.
- 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 includes gain on sale for the disposal of non-current assets.
- YTD Cash and cash equivalents has increased from 31 May 2023 to 30 June 2023 by \$6,697,00. This is mainly due to the receipt of the Financial Assistance Grants on 29 June 2023
- - Trade and other receivables have increased from 31 May 2023 to 30 June 2023 by \$2,648,000, which is mainly as a result of progress claims for roads performance contracts and water rates not yet levied.
- - Contract assets represent predominantly works carried out for flood recoveries to date and payable through Disaster Recovery Funding Arrangements (DRFA) totalling \$548,889.
- - Current Liabilities have decreased 31 May 2023 to 30 June 2023 by \$416,000 in line with recognition of revenue received and work completed for grant funded projects. Contract liabilities of \$4,613,000 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 \$891,535 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.
- Approximately 73.12% of rates overdue as at 30 June 2023 are less than one year overdue.
- Discount take up for 22/23 year to date is 89.44% compared to the discount take up in 21/22 year of 89.03%.
- The expense coverage ratio has been included as recommended by the Queensland Audit Office as an indicator of Council's short-term liquidity. A target range is between three (3) and six (6) months. The ratio needs to be monitored as cost control measures would need to increase to maintain the ratio at acceptable levels. The ratio currently is at a cash management level of four (4) months, which is within the target range. This has been calculated allowing for externally restricted funds such as unspent capital government grants and subsidies of \$4,613,000, landfill management levy of \$7,448,644, and state government prepaid waste management levy of \$1,314,085.
- The current ratio is a liquidity ratio that measures an organisation's ability to pay short-term obligations, or those due within one (1) year. A current ratio above 1 is considered a minimum. It is anticipated that the current ratio will decrease in the latter half of the year as Council draws down on the operational assistance grants received. Council's current ratio, at 30 June 2023 is 2.88:1.
- Cash and investments as at 30 June 2023 totals \$33,113,000. After consideration of funds held for external restrictions (as above), the total unrestricted cash balance available for operational purposes is currently \$19,738,000.



## 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.