

Quarterly Progress Report – FY24

Q1 July 2023 – September 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.

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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 67 activities detailed in Council's Operational Plan for this financial year, 82% (55) of the activities are considered on track in line with their expected timelines. Councils target is to have 80% of all operational plan activities on track or completed and, with 82% of our current listing falling within these parameters, Council is currently just above target.

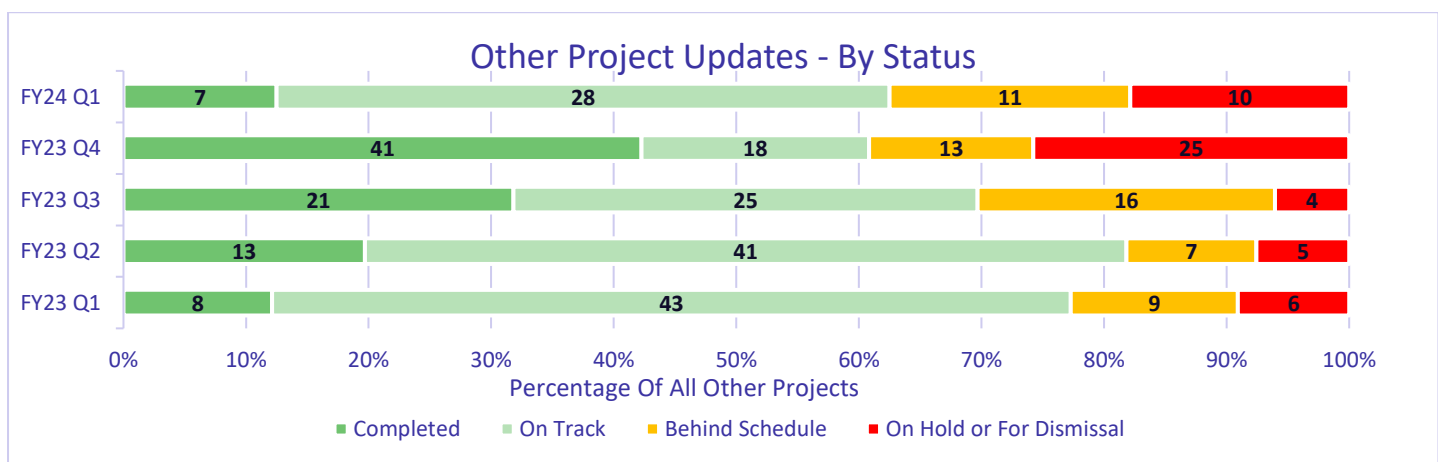
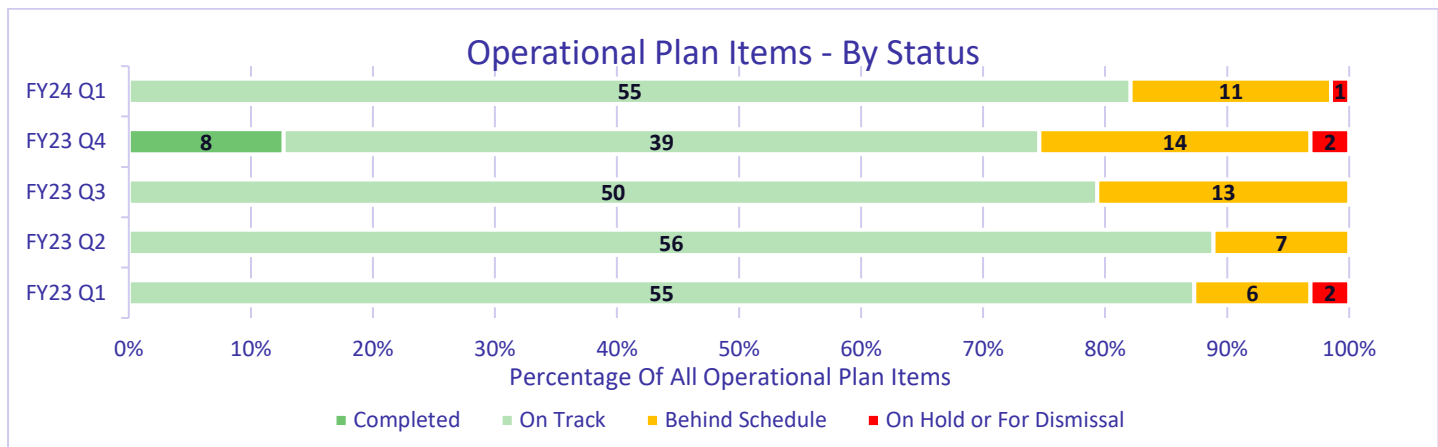
Notably, human resourcing constraints and supply chain delays are continuing to place pressure on some areas of the organisation, and in turn, several timelines continue to be impacted. While the organisation continues to undertake recruitment activities, it is anticipated that human resourcing challenges will likely persist into the coming quarters. 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 has been made during the quarter, providing essential services and delivering several projects for the benefit of the community.

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

- 82% (55) of Operational Plan activities are considered on track for continuation in the following quarters.
 - Compared to the previous corresponding period (Q1 FY23), while the number of on track items remains the same (55), the percentage of on track items is unfavourable by 5%, with Q1 FY23 being 87% compared to Q1 FY24 at 82%.
 - The majority of the items considered on track relate to ongoing service delivery.
 - Of the 11 items considered behind schedule, 64% (7) fall within the Community Engagement or Planning and Environment areas, with these areas experiencing intermediate and/or prolonged key staff vacancies.
- Of the 56 "other" projects, 34% (19) fell within the Office of the CEO, with most relating to disaster management initiatives.
 - Quarter on Quarter (QoQ), 5 matters progressed from On Hold to Behind Schedule, with a further 2 progressing from On Hold to On Track, representative of progress.
- 7 "other" projects progressed to completed during the period, which is relatively in line with the previous corresponding period.
 - Of those "other" projects completed within the period, 57% (4) fell within the Information Management area, representing 57% of this areas total "other" projects (7).

2 OFFICE OF THE CEO

2.1 OFFICE OF THE CEO

2.1.1 STRATEGIC RELATIONSHIPS

2.1.1.1 Highlights

Strategic relationships progressed a number of initiatives during the period, most of which involved a layer of complexity, requiring a great deal of attention and care. Resolutions were sought from Council around two key partnerships relating to tourism and economic development. As a result, Council resolved to continue an agreement with Burnett Inland Economic Development Organisation (BIEDO) to support the local economy with business development events and other economic development support measures.

Significant progress was also made on Council's FY23 annual report, which is a collaborative piece of work seeking input from most areas of the organisation. This document allows officers to look back on the past year and, beyond the statutory and financial information, consider the key initiatives that have progressed. It is wonderful, but not surprising, to see the passion officers have for their work as well as the diversity and breadth of work Council performs for the benefit of the community, both on the ground and behind the scenes. Work on this document will continue into FY24 Q2, and it is anticipated that the final document will be available before the end of the year.

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 whilst 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, 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 a challenging environment. To provide effective oversight, and to help Councillors and management navigate these challenging times, the Audit Committee will ask direct, targeted questions of management to understand what alternatives have been considered in addressing key issues.

Achieving good governance takes time, along with concerted effort from within all levels of Council.

2.1.3 RESEARCH & ANALYSIS

2.1.3.1 Highlights

The team has reignited discussions with subject matter experts (SME's) related to service catalogue development, with this to be a priority action area in Q2 FY24. Work also continues around the effective implementation of the continuous improvement program, albeit in a somewhat limited capacity given competing priorities.

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 ¹	7	4	5	11	3
Number of documented procedures formally approved and consequently brought into effect ¹	2	1	8	4	1
Number of councillor requests actioned or otherwise closed requiring no further action	108	88	44	72	29
Number of internal Media support tickets actioned	387	313	213	213	282
Number of Local Disaster Management Group (LDMG) meetings	3	3	1	2	1
Number of District Disaster Management Group (DDMG) meetings	0	1	0	1	1
Number of Local Disaster Management Group (LDMG) stand-ups	1	1	0	0	0

Notes on results:

- Council maintains 15 Statutory Polices i.e a mandatory requirement under a Local Government Act to adopt by resolution – Currency is maintained at 100%

2.1.5 OPERATIONAL PLAN UPDATES

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



In collaboration with relevant stakeholders, develop an initial portfolio of service catalogues encompassing most of Council's services.

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

With the previous overarching dependency now addressed, discussions regarding Council's service catalogue have recommenced. It is hoped stakeholders and subject matter experts (SME's) will continue the creation, development and refinement of an initial portfolio of services into the coming quarter.



Refine the organisation's continuous improvement program and support the implementation of underlying initiatives, while also seeking out additional opportunities for efficiencies and controls.

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

Work continues to refine the tools necessary to effectively manage the organisations continuous improvement program however, progress is not as advanced as first hoped. Items remain prioritised and further progress is anticipated over the coming quarters.



Following initial draft development, continue ongoing refinement of Council's service catalogue, defining sustainable, consistent and measurable levels of service across the region.

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

This item is on hold pending the initial draft development as set out in item 7 of the Operational Plan. It is expected this item will commence from January 2024.

**Implement and further embed the developed Community Engagement Framework, with a focus on staff training and undertaking engagement activities in accordance with the framework.**

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

At least one successful engagement was undertaken during the quarter, applying the tools and taking the necessary steps as set out in the engagement framework. Several other engagements are anticipated in the coming quarter, which will provide a greater level of experience for those that apply the framework when undertaking engagement.

Work will continue in coming quarters to ensure the framework is embedded into the operations of the organisation and the value of the framework is maximised.

**Maintain the enterprise risk register to support Councillors and the organisation to discharge duties, report as appropriate, and address key strategic organisational risks.**

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

Further work has continued in Q1 FY24 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 as required.**

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 have recently been determined, whilst others remain before the Courts for determination. Further work will be undertaken with regard to Indigenous Land Use Agreements (ILUA) in FY24, where required.

**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 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 the SES, pursuant to Council's mandate, and facilitate the transition to Queensland Police Services (QPS) as required.**

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

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

This quarter the North Burnett SES Unit were presented with an ATV and Trailer (funded by Ampol) and the Gayndah SES Unit were presented with a new vehicle (jointly funded by Queensland Fire and Emergency Services (QFES) and Council).

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

**Prepare for and enact disaster management plans, when and as required.**

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

The North Burnett Disaster Management Plan was reviewed and updated during Q1, FY24.

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

**Complete community resilience projects in line with available funding and within the necessary completion timelines.**Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

Officers are in the final stages of developing a “Disaster-Proof Your Business” resource tailored for local businesses. This resource will be actively promoted and distributed to the community in Q2, FY24.

Teams continue to work closely with community groups and organisations to deliver community resilience projects across the region.

**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, however progress was slower than anticipated due to emerging priorities.

This item will be a priority for Q2 and Q3 FY24.

**In partnership with relevant agencies, provide economic development support for the community, including supporting small businesses and local contractors to upskill.**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.

2.1.6 OTHER PROJECT UPDATES

Key:



Completed

In Progress –
On TrackIn Progress –
Behind ScheduleOn Hold or For
Dismissal**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 and 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 Management Plan developed.



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.

Initial project planning has commenced.



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 wastewater 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.



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 and 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 Q3, FY24.



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 Q3, FY24.



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 Management Plan developed.



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.

Locations for water level sensors determined. Solutions for water level sensors currently being investigated.



Disaster Management – Get Ready Queensland

Funding secured under the Get Ready Queensland Fund for delivery by 30 June 2024.

2023-24 projects identified include:

Development of a new television advertisement promoting the Emergency Management Dashboard (joint project with Wide Bay Burnett Councils), work with Volunteering Queensland and GIVIT to embed services within Community Groups and develop a volunteering plan for the Local Disaster Management Plan and advertising of Get Ready Week in the local newspaper to target those who don't use technology/social media.

Expected completion during Q4, FY24.

**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.

Data capture has occurred. Analysis and delivery of datasets expected during 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 with Burnett Catchment Council representatives meeting regularly.

**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.

Contract awarded. Development of system to commence during Q2, FY24.

**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.

Initial project scoping commenced.

**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.

Initial project scoping commenced.

**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. Stakeholder engagement and project concept scoping commenced.

2.1.7 FINANCIALS

2.1.7.1 Divisional statement (Unaudited)

Financial Year To Date						
Note	Current FYTD			Previous FYTD (PCP)		
	FYTD	FYTD	FYTD	FYTD	FYTD	FYTD
	Actual \$'000	Budget \$'000	Variance \$'000	Actual \$'000	Budget \$'000	Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	68	53	15	51	50	-
Fees and charges	-	-	-	-	-	-
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	30	10	20	40	10	30
Total recurrent revenue	98	63	35	91	60	30
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total Capital Income	-	-	-	-	-	-
Interest received	-	-	-	-	-	-
Other income	-	-	-	-	-	-
Total Income	98	63	35	91	60	30
Expenses						
Recurrent expenses						
Employee benefits	376	462	86	357	368	11
Materials and services	215	271	56	70	67	(3)
Finance costs	-	-	-	-	-	-
Depreciation expense	65	50	(15)	62	37	(25)
Total	656	783	127	489	472	(17)
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	656	783	127	489	472	(17)
Net result	(558)	(720)	162	(398)	(412)	13

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2.1.7.2 Financial Commentary

The Office of the CEO indicative net result for the quarter ended 30 September 2023 was (\$558,000) as compared to the budget of (\$720,000). This represents a favourable variance of \$162,000 or 22.50%.

This is represented by a favourable variance for total income of \$35,000, employee benefits of \$86,000, and materials and services of \$56,000, offset by an unfavourable variance for depreciation of (\$15,000), as compared to forecasts.

3 CORPORATE & COMMUNITY

3.1 INFORMATION MANAGEMENT

3.1.1 INFORMATION, COMMUNICATIONS & TECHNOLOGY

3.1.1.1 Highlights

Computer Replacements

Computers replacements for FY24 have now been largely completed, bringing to an end our migration to a “laptop first” model. Feedback from staff has been positive and with our increasing cloud presence and VPN service, most staff can now work from anywhere there is an Internet connection.

Server 2022 Upgrades

Beginning at the end of last quarter and continuing this quarter, the team has upgraded a significant number of servers from Windows Server 2012 R2, 2016 and 2019 to Windows Server 2022. In addition to this, consolidation has taken place for a number of server machines that do not require a separate operating system footprint.

Citrix

After 15 years, the organisation has discontinued use of Council's Citrix environment. Citrix was a necessary tool for NBRC from amalgamation onwards, however with the arrival of lower cost, higher bandwidth NBN services in recent years, the organisation has been able to move to a more traditional workstation model – providing better performance and better supporting Council staff.

3.1.2 RECORDS

3.1.2.1 Highlights

The focus of the quarter has remained on routine records management processes, improving records management practices, facilitating the roll out of compliant shredders, and destructions of records or the removal of permanent records offsite.

Improving Staff Records Management

Monthly NBRC ED training continued for staff on topics relating to working with Council's Electronic Document and Records Management System (EDRMS) and routine records management procedures. The team worked with the Procurement team regarding tenders and quotes to ensure appropriate records management surrounding the VendorPanel system.

Roll out of compliant shredders.

There was an initial survey of towns to determine most appropriate security compliant and size of shredders given office space constraints and likely shredder usage. Two shredders have been purchased and being trialled prior to the roll out of new shredders and copy stamps across council offices.

Destructions and Removals Offsite

51 archive boxes were collected for destruction on 20 September 2023. Discussions have been had with Queensland State Archives to move historical books and other permanent retention records to Queensland State Archives. Destructions and removals offsite free up space meaning Records from other offices can be moved to Gayndah.

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	495
Number of internal Records support tickets actioned	344	391	460	349	489
Number of new records added to council's Electronic Document and Records Management System (EDRMS)	691	761	5261*	4432	5079
Number of records destroyed in line with (and as required by) retention and disposal schedules	0	0	0	33602	32334

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

Notes on results:

An NBN outage impacted connectivity at the Eidsvold offices. Services were moved to the backup network.

A power outage at Mundubbera impacted connectivity at the Mundubbera offices. Power was moved to backup generator for the duration of the outage.

3.1.4 OPERATIONAL PLAN UPDATES

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



Undertake routine hardware replacement where ICT infrastructure has reached or surpassed the end of its useful life, giving regard to available budget and resources.

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

A business as usual (BAU) activity. Council's Computer Replacement Strategy and similar documents provide guidance as to what equipment is to be periodically replaced.



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

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

A business as usual (BAU) activity. Opportunities identified following a strategic review are currently in the process of being implemented.

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.

**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**

Technical issues have been resolved and testing has proven successful. A review of system security is being undertaken.

**Computer Replacement Program – Eidsvold & Monto**

Computer replacements have been completed.

**SAN Storage**

New SAN has been installed, and workload migrated.

**Disaster Recovery Server**

The disaster recovery server was replaced with an appropriate new server.

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

Installation of links has been completed at the network sites. The links have been tested and are now operational.

**Wireless WAN (Mt. Gayndah – AC Rock) (AC Rock - Mundubbera)**

The equipment for the Mt Gayndah/AC Rock and AC Rock/Mundubbera links has arrived and been configured ready for installation. Installation dates are being finalised.

**Records Management - Shredding Machines**

Conformation of compliance make/model completed. Quotes have been requested and received for shredders. Finalising the purchase. The new shredders will be installed as soon as they arrive.

3.1.6 FINANCIALS

3.1.6.1 Divisional statement (Unaudited)

	Financial Year To Date					
	Current FYTD			Previous FYTD (PCP)		
	Note	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000 Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges		-	-	-	-	-
Fees and charges		-	-	-	-	-
Sales Revenue		-	-	-	-	-
Grants, subsidies, contributions and donations		-	-	-	-	-
Total recurrent revenue		-	-	-	-	-
Capital revenue						
Grants, subsidies, contributions and donations		-	-	-	-	-
Total Capital Income		-	-	-	-	-
Interest received		-	-	-	-	-
Other income		-	-	-	-	-
Total Income		-	-	-	-	-
Expenses						
Recurrent expenses						
Employee benefits		147	152	5	107	147
Materials and services		212	212	-	335	578
Finance costs		-	-	-	-	-
Depreciation expense		-	-	-	-	-
Total		359	364	5	442	725
Capital Expenses						
Loss on disposal of non-current assets		-	-	-	-	-
Provision for landfill and quarry restoration		-	-	-	-	-
Total		-	-	-	-	-
Total expenses		359	364	5	442	725
Net result		(359)	(364)	5	(442)	(725)

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 quarter ended 30 September 2023 was (\$359,000) as compared to the budget of (\$364,000). This represents a favourable variance of \$5,000 or 1.37%.

This is represented by a favourable variance for employee benefits of \$5,000, as compared to forecasts.

In comparison, the Information Management net results for the quarter ended 30 September 2022 was (\$442,000). The current indicative period to date figure represents a favourable variance of 18.78% as compared to the previous corresponding period (PCP).

3.2 FINANCIAL SERVICES

3.2.1 FINANCE

3.2.1.1 Highlights

This quarter:

- Rates, levies, and charges revenue as at 30 September 2023 was \$10,003,385 which is unfavourable to budget by \$10,455. In September 2023, the rates overdue has increased as rates for the period 1 July 2023 to 31 December 2023 became due.
- When comparing outstanding rates balance at the close of discount period in September 2023 (\$1,747,412) to the previous close of discount period in March 2023 (\$2,074,684) overdue rates have decreased by 15.77%.
- Approximately 82.61% of rates overdue as at 30 September are less than one year overdue.
- Discount take up for 2023-2024 year to date is 86.41% compared to discount take up in the 2022-2023 year of 89.44%.

Interest received on investments for Council of \$320,000 is higher than the budget as of 30 September 2023 of \$158,000, representing a favourable variance of \$162,000. This is due to the improved level of average investments.

Annual general insurance cost for FY24 was \$1,211,530 which represents a 22.6% increase on FY23. This is predominantly due to increases in building costs associated with property protection (ISR), due to a revaluation of buildings (including contents). This revaluation has been completed to ensure insurance coverage is reflective of replacement market value. Similarly costs of motor vehicle insurance have increased by 14.6%. Council has reviewed and evaluated alternative arrangements such as increases to excess, and values of insurance levels.

Council held a public auction on Saturday 29th July 2023 for the sale of the allotments at the Mundubbera subdivision. Whilst all property allotments were passed-in on the day, Council has subsequently entered into contracts to sell two properties. The remaining properties are available for sale through local real estate agents.

3.2.1.2 Challenges

Additional staff training has been identified as a need across the unit. This will be provided with a program of professional development and aligned with a matrix of training needs.

3.2.2 PROCUREMENT

3.2.2.1 Highlights

Council commenced the tender process for the restoration of the Gospel Hall Road floodway. Council has been working closely with the engineering consultants and project managers on this project.

In addition, Council has commenced the tender for the Mt. Perry Caravan Park caretaker. 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 has completed the evaluation of 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 reviewing 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	530
Number of creditor accounts having received at least one payment in the period	462	466	434	450	466
Number of all purchase orders raised (created) within the period ²	2153	2043	1933	2013	2286
Number of purchase orders raised (created) with local suppliers within the period ^{2 3}	1039	961	959	942	1101
Number of purchase orders raised (created) by the finance or procurement teams within the period ²	286	257	321	295	313

Notes on results:

There were 530 finance support tickets actioned in Q1 with 75% 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*

Council has completed the financial statement maturity model as at 30 June 2023. Council's assessment has improved from 1.89 to 2.10 as compared from 2021 to 2023. This is expected to continue to improve with the commencement of the audit and risk committee, and having that additional point of review as part of the preparation of annual financial statements.



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

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

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.



Further develop the suite of procurement guidance material, including procedures, guidelines and electronic training modules, and ensure relevant information is available to staff via a central repository.

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

An implementation program to improve stores and purchasing practices is continuing. With the implementation of the procurement software Nex Gen including Vendor Panel and Arc Blue, a training program can commence to be implemented across council.



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, legal and regulatory requirements.

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. Council held a public auction for the sale of land in the Mundubbera sub-division. All lots were passed in on the day. Council has subsequently sold two allotments.

3.2.5 FINANCIALS

3.2.5.1 Divisional statement (Unaudited)

Note	Financial Year To Date					
	Current FYTD			Previous FYTD (PCP)		
	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	5,690	5,667	23	5,420	5,154	266
Fees and charges	22	14	8	27	11	16
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	90	90	-	357	1,034	(676)
Total recurrent revenue	5,802	5,771	31	5,804	6,199	(394)
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total Capital Income	-	-	-	-	-	-
Interest received	320	158	162	147	75	73
Other income	26	6	20	6	90	(84)
Total Income	6,148	5,935	213	5,957	6,364	(405)
Expenses						
Recurrent expenses						
Employee benefits	365	406	41	374	440	66
Materials and services	1,334	1,409	75	1,241	921	(320)
Finance costs	14	12	(2)	14	10	(4)
Depreciation expense	1	38	37	7	37	31
Total	1,714	1,865	151	1,636	1,408	(227)
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	1,714	1,865	151	1,636	1,408	(227)
Net result	4,434	4,070	364	4,321	4,956	(632)

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3.2.5.2 Financial Commentary

Financials services indicative net result for the quarter ended 30 September 2023 was \$4,434,000 as compared to the budget of \$4,070,000. This represents a favourable variance of \$364,000 or 8.94%.

This is represented by a favourable variance respectively for total income of \$213,000, employee benefits of \$41,000, materials and services of \$75,000 and depreciation of \$37,000 offset by an unfavourable variance in finance costs of (\$2,000) as compared to forecasts.

Total income has increased due to an increase in interest received which is \$162,000 above forecasts. Interest received is higher than anticipated mainly due to higher levels of average investments to date.

In comparison, the Financial Services net results for the quarter ended 30 September 2022 was \$4,321,000. The current indicative period to date figure represents a favourable variance of 2.62% as compared to the previous corresponding period (PCP).

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 opportunities to increase first point resolution.

Our priority for the 2023/2024 financial year is continuing the development of a 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.

3.3.1.2 Challenges

The ongoing development of a comprehensive knowledge base system for Council's Customer Service and Libraries (CSL) Team to support first point of contact enquiry resolution. This project will assist the CSL Team, other staff and the community.

3.3.2 COMMUNITY DEVELOPMENT

3.3.2.1 Highlights

A major highlight during this quarter was the re-introduction of Book Week across our library branches. In particular, a special book week storytime session was held at the Mt Perry Library attended by 45 Mt Perry State School students.

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

- Partnership with North Burnett Community Services to support their Seniors Week activities in October.
- Partnered with Olivia Everett to deliver an online Grant writing workshop for not-for-profit organisations in October.
- Engaged Fiona McArthur, author, to deliver author talks in six towns across the region in October.
- Engaged Fleur McDonald, author, to deliver author talks in two locations across the region in November.
- The team continued to focus on the delivery of the First 5 Forever program by facilitating Storytime and outreach programs in all six communities.
- Partnered with CQ University's Regional Arts Services Network (CQ RASN), Bundaberg, Fraser Coast, South Burnett Regional Councils on the Wide Bay Burnett touring circuit project.

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 Q1, FY24. 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.

3.3.3 REGINALD MURRAY WILLIAMS CENTRE

3.3.3.1 Highlights

The Reginald Murray Williams Australian Bush Learning Centre (RMWABLC) was built to honour this great Australian and pay tribute to the bush skills and culture the bush was founded upon. At the Centre visitors can learn about Reginald Murray Williams' story, bush skills, Indigenous artifacts, be inspired with bush poetry, and appreciate the skills shared in a leathercraft workshop or demonstration. The Centre also has a modern gallery space and exhibits many talented local and travelling artists.

The Son et Lumiere is an outdoor light and sound show held every night at the Centre. This must-see show shares the story of Reginald Murray Williams, with local story tellers, poets, and drovers sharing interesting stories of life in the bush. The show is projected onto a customised steel sculpture called the 'Language of the Land'.

During the Q1 period, the centre hosted two exhibits:

- McCotter Musk Art 'Back to the Bush' from 01/07/2023 to 30/08/2023; and
- Monto Art Group from 31/08/2023 to 31/10/2023.

3.3.3.2 Challenges

The long-term future of the Centre is yet to be determined and this uncertainty 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	3497
Number of calls received by afterhours service	58	157	58	43	46
Number of customers visiting Biggenden Customer Service & Library (CSL) centre ⁴	1232	814	998	797	1163
Number of customers visiting Gayndah Customer Service & Library (CSL) centre ⁴	3179	2220	2500	2070	2292
Number of customers visiting Mundubbera Customer Service & Library (CSL) centre ⁴	3539	2181	1802	1484	2069
Number of customers visiting Eidsvold Customer Service & Library (CSL) centre ⁴	1670	939	878	980	1026
Number of customers visiting Monto Customer Service & Library (CSL) centre ⁴	3405	3075	3059	2525	3210
Number of customers visiting Mt Perry Customer Service & Library (CSL) centre ⁵	505	374	484	551	778
Number of customer interactions via Biggenden Customer Service & Library (CSL) centre	737	475	395	406	466
Number of customer interactions via Gayndah Customer Service & Library (CSL) centre	1995	1072	1596	783	1803
Number of customer interactions via Mundubbera Customer Service & Library (CSL) centre	705	484	732	499	860
Number of customer interactions via Eidsvold Customer Service & Library (CSL) centre	416	426	401	471	536
Number of customer interactions via Monto Customer Service & Library (CSL) centre	1948	1597	1949	1487	2048
Number of customer interactions via Mt Perry Customer Service & Library (CSL) centre	420	287	376	350	460
Number of visitors to the Reginald Murray Williams Centre	1697	616	467	1209	1541
Number of campers staying at the Reginald Murray Williams Campgrounds	243	42	20	162	294
Number of total library borrowings (physical items) ⁶	7521	6890	6639	6493	7116
Number of total eResource borrowings (electronic items) ⁷	1448	1488	1229	1340	TBA
Number of First 5 Forever (F5F) sessions conducted (Library sessions only)	0	38	72	76	77
Number of attendees at First 5 Forever (F5F) sessions (Library sessions only)	0	140	203	260	314
Number of Library Program sessions conducted (excluding F5F Library sessions)	21	8	2	12	8
Number of attendees at Library Programs (excluding F5F Library sessions)	379	87	4	95	121

Notes on results:

- 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 are similar in Q1 FY23 and Q1 FY24. Borrowing trends will continue to be monitored in FY24.
- eResource Data for Q1 FY24 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 FY23 are higher than Q1 FY24 due to School Holiday Science and Robotics workshops being held in FY23, which attract strong engagement by primary school aged children. Programming in Q1 FY24 continued to focus on the Storytime program, Book Week events and Kindergarten visits. Attendance statistics for Biggenden Under 8's Day and Child Protection Week event at the Mundubbera Kindergarten are not included in the table; however, officers estimate engaging with approximately 45 children of different age groups at both events.

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 has commenced. The strategy is 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 with a new draft of the charter targeted to be finalised by the end of 2023.

**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, is now operational and safely transporting passengers. A tender was released for the second replacement contract vehicle (small bus) and an order has been placed for a Toyota HiAce with wheelchair conversion.

This quarter has seen an increase and regular usage of the Monto on-demand service that connects Monto residents with the Mundubbera to Bundaberg service via Eidsvold. The increased usage will continue to be monitored.

**Deliver library services as per State Library of Queensland Service Agreement, including First Five Forever Programming, consistently across the region.**

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 and outreach programs including:

- First 5 Forever Storytime sessions continued at each library.
- The Communities, Customer Service and Library Officers attended Under 8's Day in Biggenden.
- All six Libraries participated in Book Week Storytime and incorporated a costume parade and colouring-in competition in each session.
- The Mt Perry State School visited the library for Storytime during Book Week with the whole School attending.
- Mundubbera and Biggenden Kindergarten visits to the Library for Storytime.
- The Communities, Customer Service and Library Officers attended Mundubbera Kindergarten Child Protection Day.
- Superpowered on Tour program art and craft program was delivered in two libraries in the July 2023 School holidays. The remaining four Libraries participated in the June 2023 holiday period.

**Deliver key regional community events effectively across the region ensuring same are promoted and successful. Events include Australia Day, Youth Week and 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.

2024 Australia Day Award and Event planning has commenced in Q1 FY24.

The Communities team have supported the delivery and promotion of the Wide Bay Burnett Touring Circuit, as part of the partnership with CQ University's Regional Arts Services Network (CQ RASN), Bundaberg, Fraser Coast and South Burnett Regional Council's.

**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, through this, are seeking to deliver grants capacity building workshops specific to Arts and Cultural and Sporting grants. An online workshop is planned for October 2023 and in-person workshops are tentatively scheduled for February 2024, subject to funding.

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.

During the period, ongoing meetings and support were provided to various groups across the region, including the Mt. Perry Art Gallery, the Monto 3 Moon Historical and Cultural Complex and Mundubbera Regional 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.

Applications for Individual Development Grants continue to be assessed and School Bursary's have been processed for FY24.

**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 of gym viability (e.g., financial) has commenced in Q1 FY24 with an aim to complete the review in Q2 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 were submitted during Q1 FY24.

**Continue to 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 while the long term future of the centre remains undetermined.

3.3.6 FINANCIALS

3.3.6.1 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	FYTD Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	-	-	-	-	-	-
Fees and charges	9	6	3	6	9	(2)
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	-	30	(30)	-	29	(29)
Total recurrent revenue	9	36	(27)	6	38	(31)
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total Capital Income	-	-	-	-	-	-
Interest received	-	-	-	-	-	-
Other income	121	116	5	123	126	(3)
Total Income	130	152	(22)	129	164	(34)
Expenses						
Recurrent expenses						
Employee benefits	416	469	53	426	429	3
Materials and services	161	238	77	225	206	(19)
Finance costs	-	-	-	-	-	-
Depreciation expense	57	50	(7)	54	50	(4)
Total	634	757	123	705	685	(20)
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	634	757	123	705	685	(20)
Net result	(504)	(605)	101	(576)	(521)	(54)

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3.3.6.2 Financial Commentary

Community Engagement indicative net result for the quarter ended 30 September 2023 was (\$504,000) as compared to the budget of (\$605,000). This represents a favourable variance of \$101,000 or 16.69%.

This is represented by a favourable variance respectively for employee benefits of \$53,000, and materials and services of \$77,000 offset by a minor unfavourable variance for total income of (\$22,000) and depreciation of (\$7,000).

The Community Engagement indicative net results for the period ended 30 September 2022 was (\$576,000). The current indicative period to date figure represents a favourable variance of 12.50% as compared to the previous corresponding period (PCP).

3.4 PEOPLE & PERFORMANCE

3.4.1 HUMAN RESOURCES

3.4.1.1 Highlights

During Q1 FY24, a total of thirteen (13) new employees have been welcomed into the organisation. In relation to the development and progression of the existing workforce, five (5) existing employees have been successfully promoted into new roles following participation in the comprehensive, merit based, recruitment process. A total of seventeen (17) existing employees worked under higher duties or secondment arrangements throughout Q1, extending their skill sets and experience.

Enterprise Bargaining Agreement (EBA) negotiations continued throughout the quarter. Negotiations concluded in Q1 with all parties reaching an in-principle agreement and 94% of voting workers consenting to the adoption of the draft agreement. Council expects certification of the new agreement will be finalised by the Queensland Industrial Relations Commission in Q2 FY24.

During Q1 FY24, Council reported to the Department of Youth Justice, Employment, Small Business and Training, the successful completion of a Council trainee's two (2) year training contract and acquirement of their relevant Certificate III in their respective field of study.

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.

3.4.2 PAYROLL

3.4.2.1 Highlights

All scheduled payroll payments were transacted within the required timeframes.

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.

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 wider 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.

3.4.4 TRAINING & DEVELOPMENT

3.4.4.1 Highlights

Council continues to provide professional development opportunities for workers to address compliance with legislative requirements and enabling continued service delivery to the community.

During Q1 FY24, Council enrolled four (4) workers in the Water Industry Worker training program (Wide Bay) to attain updated qualifications in Water Industry Operations – Treatment. Council also engaged an external registered training organisation to implement a training program over an extended period for nine (9) workers to update their skills and knowledge and attain a Certificate III in Civil Construction – Road Maintenance.

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 and employee performance and development reviews.

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	663
Number of WHS inspections completed	104	98	121	53	43
Worker initiated hazard reports assessed	30	56	11	116	6
Number of job applications received	101	110	156	296	310
Number of advertised staff vacancies as at the end of the period	20	24	14	22	13

Notes on results:

- The People and Performance Team actioned 663 tickets for the quarter, with 86% 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.



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 and Performance strategy.



Support the organisation with professional recruitment, training and development and payroll functions while also providing advice on industrial relations and workforce planning as required.

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

During Q1 FY24, People and Performance have continued to deliver recruitment services across the organisation. A total of thirteen (13) new employees were welcomed into the organisation during the quarter. Enterprise Bargaining negotiations concluded with an in-principle agreement and endorsement by the majority of workers to proceed, with Council seeking to have the draft agreement formally certified.

3.4.7 FINANCIALS

3.4.7.1 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	-	-	-	-	-	-
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	-	2	(2)	2	-	2
Total recurrent revenue	-	2	(2)	2	-	2
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total Capital Income	-	-	-	-	-	-
Interest received	-	-	-	-	-	-
Other income	-	-	-	-	-	-
Total Income	-	2	(2)	2	-	2
Expenses						
Recurrent expenses						
Employee benefits	185	292	107	(63)	106	170
Materials and services	177	141	(36)	90	436	346
Finance costs	-	-	-	-	-	-
Depreciation expense	-	-	-	-	-	-
Total	362	433	71	27	542	516
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	362	433	71	27	542	516
Net result	(362)	(431)	69	(25)	(542)	518

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3.4.7.2 Financial Commentary

People and Performance indicative net result for the quarter ended 30 September 2023 was (\$362,000) as compared to the budget of (\$431,000). This represents a favourable variance of \$69,000 or 16.01% when compared to forecast.

This is represented by a favourable variance respectively for employee benefits of \$107,000, offset by an unfavourable variance for total income of (\$2,000), and materials and services of (\$36,000)

3.5 PLANNING & ENVIRONMENT

3.5.1 ENVIRONMENT

3.5.1.1 Highlights

During the quarter, Council:

- Completed 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. Applied for Round 6 of the Local Government Flying-Fox Roost Management Grants Program.
- Collaborated with state and local government agencies through attendance, participation and networking in Compliance and Waste Village Exchange Workshops held by Local Government Managers Australia.
- 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.
- Continue to provide support through representation on the Local Disaster Management Group Meeting and chaired the Environment Recovery Group, focusing on the areas of Environment, Public Health and Waste Management. Representation at the Leadership in Disaster Recovery Masterclass.
- Continuation of the Landfill Rehabilitation Project across the North Burnett.
- Staff training relating to the DrumMuster Stewardship Program, where Environment Staff across the region received DrumMuster Inspector qualifications, resulting in improved service delivery for customers.
- Council's Licenced Pest Management Technician attended the Garrard's Roadshow in Bundaberg. A networking and training opportunity for Council staff.
- Staff attendance at an online webinar and training session focusing on the Agsafe Stewardship Program. Agsafe's purpose as a not-for-profit organisation is to conduct programs that support and enhance product stewardship of agricultural and veterinary chemicals throughout the supply chain.
- Staff attendance at the LAWMAC (Local Authority Waste Management Action Committee) meeting online. Meeting was hosted in Hinchinbrook.
- Staff attendance at online African Swine Fever training held by Animal Health Australia.
- Upskilling existing staff to backfill positions within the Environment Team.
- Increased compliance relating to illegal dumping incidents within the region. The program commenced with education, Council is now focusing on compliance due to the increase in illegal dumping incidents (historic and new sites).

3.5.1.2 Challenges

Our challenges included:

- Ability to fill roles with suitable candidates. A challenge identified across the Wide Bay region.
- The ongoing non-compliance investigations across the region relating to General Environmental Duty under the *Environmental Protection Act 1994*.
- Education on behaviour change relating to sustainability, waste reduction and illegal dumping offences.
- Working towards a circular economy in the Waste area, due to geographical location and cost of transport/processing.
- The introduction of multiple recycling opportunities at Council Waste Management Facilities due to cost and resource constraints.

3.5.2 COMPLIANCE/LOCAL LAWS

3.5.2.1 Highlights

This quarter, Councils Compliance and Land Protection teams:

- Completed a review of currently regulated dogs throughout the region.
- Observed a significant improvement in dog registration uptake, with 748 animal registrations processed for the FY24 period.
- Continued work and networking with several adjoining councils regarding animal related issues.
- 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.
- Provided assistance to the Environment Team in relation to the preparation of the finalisation of the Gurgeena Offset Site.
- 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.

3.5.2.2 Challenges

- The Land Protection Team are currently experiencing capacity constraints, impacting on ability to perform core business functions and restricting proactive initiatives.
- Procedure around the management of afterhours calls related to wandering 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

During the quarter:

- The *Business Resilience Major Planning Scheme Amendment* was lodged with Department of State Development, Infrastructure, Local Government and Planning on 13 September 2023 for the state interest review.
- The amended Local Laws have been submitted to the State Government for state interest review.

3.5.3.2 Challenges

Our challenges included:

- The process of amending the Planning Scheme could be affected by the 2024 Local Government elections. To enable early community consultation before entering caretaker period for the next Council election, it is necessary to receive a response from the State (State interest review) by the end of October 2023. If a response is not received community consultation may be postponed until after the election.
- The team has faced some challenges in delivering its services in recent months due to unexpected staff leave requirements.

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	85
Number of Higher Risk Licence businesses as at the end of the period (personal appearance)	1	1	1	1	0
Number of food business inspections completed	9	6	59	49	18
Number of community food event notices received	15	30	34	40	27
Number of staff attending external sustainability education events	2	0	5	3	10
Tonnes of waste discarded into landfill site	1214	1140	1061	1056	980
Number of environmental authority (EA) compliance inspections completed by council	24	22	15	15	18
Number of community event bins emptied (not fixed services) ⁸	280	167	157	447	192
Number of applications received for new kerbside bin collection services	16	27	27	11	17
Number of Illegal dumping investigations initiated	0	13	30	34	37
Number of Illegal dumping compliance notices issued	0	0	0	1	4
Number of Illegal dumping clean ups completed by Council	0	7	14	25	26
Number of mosquito investigations commenced	0	3	1	1	0
Number of mosquito traps serviced	30	60	100	120	0
Number of mosquito treatments undertaken (public land and council facilities only)	1	0	0	0	0
Number of environmental nuisance complaints received	20	16	11	8	12
Number of swimming pool public health assessments completed (council pools only)	0	0	3	0	4
Number of approval to burn applications received	4	11	0	1	4
Number of active flying fox roosts as at the end of the period ⁹	1	1	3	0	1
Number of noncompliance notices issued (local laws)	31	79	28	43	29
Number of animals impounded	29	17	29	13	25
Number of animals seized	0	4	0	0	2
Number of local law permits assessed	8	1	17	3	4
Number of infringement notices issued (Local Laws)	1	6	6	1	14
Number of show cause and enforcement notices issued (building, planning and plumbing)	2	6	1	9	4
Number of building applications received for assessment (EX Private certifier lodgements)	23	30	23	14	9
Number of private certifier building approval lodgements received	19	20	22	39	22

Number of planning applications received for assessment	14	21	18	14	18
Number of plumbing applications received for assessment	15	12	13	10	13
Number of pre lodgement meetings held – In person & online	6	5	8	5	10
Number of pre lodgement advice(s) given regarding potential planning applications	27	38	17	25	110

Notes on results:

- Mosquito Trapping and Treatment Statistics – Council undertook minimal mosquito trapping and there was no requirement for treatment during Q1 due to the season and reduced mosquito presence.
- Sustainability Training – Training was undertaken by members of the Environment Team as part of their roles. The training focused on the DrumMuster Stewardship Program and DrumMuster Inspector Training. This training will increase service delivery at the Waste Facilities for customers wanting to dispose of DrumMuster eligible containers.
- Illegal Dumping Statistics – Council's previous focused on community education relating to illegal dumping instances has now progressing to compliance and enforcement in this space. In some instances, the depositor is unable to be identified, therefore Council is required to fund the clean-up progress.

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 October 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 December 2023. Recent delay due to partial redesign of landfill cell to allow for better management of leachate. Identification of delayed delivery, Council have had preliminary discussion with the funding body.

Council reviewing current operations to expand life of existing landfill.



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, policies 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. Evaluation stage has been completed with next steps continuing. A further progress update will be provided in Q2 reporting.

**Provide 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. The Working Group are reviewing current operation, have installed the AvData systems at the facilities and will commence data collection based on usage of the facilities in November 2023.

Further progress updates will be provided in Q2.

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

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

Council's Environment Team will commence mosquito trapping in the coming months. Council's Environmental Health Officers continue to monitor and respond to enquiries or concerns relating to Public Health. Examples of Public Health monitoring include, smoke, odour, noise, dust, public swimming pools and disease control.

**Investigate remedial works at 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 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.

**Continue to 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 has endorsed to the draft Wide Bay Burnett Regional Waste and Resource Recovery Plan. Consultation throughout this process has provided Council the opportunity to provide feedback on the content and delivery of the document.

**Continue 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*

Elected Members considered proposed Planning Scheme amendments. Approval provided to make the major amendment and give the amended planning scheme to the Minister for a State interest review. The major amendment was lodged with the State on 13 September 2023. Consultation on the major amendment will occur following the State interest review.

**Effectively assess planning and development applications in accordance with state and local instruments and agreed/ legislated 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



Washdown Rectification Project (Stage 1 & 2)

Council will commence data collection on the usage over the coming months.

Council continues to review operations at the Mundubbera Washdown Bay Facility. Further update will be provided in Q2.



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

Works completed in September 2023.



Mundubbera Landfill, Regional Expansion

Technical specification has been finalised. Consultant to finalise contractual documentation for tender process. Documentation to be received by Council in December 2023. Recent delay due to partial redesign of landfill cell to allow for better management of leachate. Identification of delayed delivery, Council have had preliminary discussion with the funding body.

Council reviewing current operations to expand life of existing landfill.

3.5.7 FINANCIALS

3.5.7.1 Divisional statement (Unaudited)

Note	Financial Year To Date					
	Current FYTD			Previous FYTD (PCP)		
	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	1,803	1,772	31	1,668	1,699	(31)
Fees and charges	145	97	48	132	87	45
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total recurrent revenue	1,948	1,869	79	1,800	1,786	14
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total Capital Income	-	-	-	-	-	-
Interest received	12	6	6	12	6	6
Other income	1	6	(5)	11	96	(85)
Total Income	1,961	1,881	80	1,823	1,888	(65)
Expenses						
Recurrent expenses						
Employee benefits	325	484	159	401	429	28
Materials and services	662	773	111	526	303	(223)
Finance costs	-	-	-	-	-	-
Depreciation expense	61	9	(51)	58	49	(9)
Total	1,048	1,266	219	985	781	(204)
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	17	-	(17)
Total	-	-	-	17	-	(17)
Total expenses	1,048	1,266	219	1,002	781	(221)
Net result	913	615	299	821	1,107	(286)

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3.5.7.2 Financial Commentary

Planning and Environment indicative net result for the quarter ended 30 September 2023 was \$913,000 as compared to the budget of \$615,000. This represents a favourable variance of \$299,000 when compared to forecast.

This is represented by a favourable variance respectively for total income of \$80,000, employee benefits of \$159,000, materials and services of \$111,000, offset by unfavourable variance for depreciation of (\$51,000).

In comparison the Planning and Environment net results for the quarter ended 30 September 2023 was favourable to the previous corresponding period by \$92,000 or 11.21%.

4 WORKS

4.1 WATER & WASTEWATER

4.1.1 WATER & WASTEWATER

4.1.1.1 Highlights

Construction is well underway on the Biggenden Water Treatment Plant Replacement and New Raw Water Reservoir Project, with major process components arriving on site and being constructed. Council recently received advice it may seek an extension of time under the funding round, which will allow additional float to be put back into the program.

The remaining four projects of the Drinking Water Safety and Reliability Program, funded under the Building Our Regions grant program, are currently out to tender or quotation. Tenders are out for the replacement of the asbestos roof on the Monto Water Treatment Plant Raw Water Reservoir #1. Offers have been received and are being assessed for chemical suppliers to meet water, and wastewater and swimming pool requirements. An offer has been accepted for provision of mowing and bailing services at the Mundubbera Sewage Treatment Plant effluent irrigation area. Continued progress was also made this quarter on the other WHS based programs including switchboard upgrades, pumpstation lifting upgrades and well lid upgrades.

A total of seven Water and Wastewater staff have commenced Certificate IIIs in either treatment or networks through the Water Industry Worker Pilot Program (through QWRAP).

SWIMLocal, a computer system that allow for direct entry of water and wastewater data to regulators, has been implemented with up to five years of historic data being entered into the system. Development of operational and supervisory reports and dashboards is continuing as capacity allows, which allow officers to more efficiently monitor the performance of our water and wastewater networks.

4.1.1.2 Challenges

Council is 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 and temporary issues at Eidsvold, Mundubbera, and Gayndah. This problem arises due to the specific characteristics of the soils in the region, particularly in the Biggenden catchment area, and the levels of evaporation experienced in the treatment plants using ponds during long periods of dry weather. The regulator has requested that Council take action to address these non-conformances at the Biggenden facility and renegotiate licence levels across its plants to reflect the realities of the operating environment. 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.

Council is also exploring various options to control algal growth in the ponds of the sewerage treatment plants (STPs) at Biggenden and Eidsvold. The primary objective is to maintain dissolved oxygen, pH and TDS 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 and the introduction of floating shades on some ponds to starve algae of sunlight to grow.

Teams are currently also working to desludge pond #1 at Biggenden STP. The pond has been taken offline and is being allowed to dry out naturally, after which it will be mechanically desludged before being returned to service.

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	181
Number of water main brakes repaired	11	17	13	12	11
Number of sewer main breaks and chokes repaired	3	1	3	7	4
Number of afterhours callouts	11	16	9	8	10

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. Extra reactive works were required due to severe drying and resultant shrinkage of reactive soils contributing to increased service leaks. There were 46 service leaks in this period, in a large part contributing to the overall increase in service requests. Further, the usual surge in requests following meter readings continued, along with a growing number of inquiries from new landowners regarding water or wastewater matters.

4.1.3 OPERATIONAL PLAN UPDATES

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



Complete construction and commissioning of the new Biggenden water treatment plant and raw water reservoir.

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

Project delayed 6-months due to inability to reach agreement with sole offeror in first tender round. 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 major processes and containing sheds is advancing well. Ergon advises new upgraded capacity connection will not be completed until March/April 2024. Council will seek an extension of time under the funding arrangement to accommodate these changes to critical path of project.

FY23 budget revised during December 2022 quarterly budget review – 20% of FY23 project funds carried over to FY24 (was to be split 60/40, now 40/60).



Complete funded projects to ensure the continued safety and reliability of the region's potable water network and ensure supplies meet the updated Australian Drinking Water Guidelines health parameters.

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

An extension of time is available for the Building Better Regions Round 5 funding. Council will apply for a variation to cover the advice from Ergon that the upgraded connection for the Biggenden WTP will not be completed until March/April 2024. This will still see this project completed in the 2024 Financial Year.

Procurement for the four remaining projects under the Building Our Regions funded North Burnett Regional Water Safety and Reliability Program is in progress with all parts currently on-course for completion in the 2024 Financial Year.

The Works for Queensland funded Monto WTP Reservoir Roof Replacement is out to tender and set for completion in the 2024 Financial Year.

**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 (mainly fallen leaves) into source waters. Investigations into the needed infrastructure upgrades to assist in managing these sorts of changes in raw water in the future are complete and capital funding will be sought to implement dosing of potassium permanganate at the weir offtake this Financial Year and reservoir mixing in the 2025 Financial Year.

**Meet environmental regulations in keeping with budget allocation and available resources while continuing longer term programs to action identified WHS, asbestos and asset management improvements.**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)**

Most of the value of this project has been moved into the 2024 Financial Year (previously 50/50) after funding approval was not signed off until April 2023 (was due to commence July 2022). Procurement for the four remaining projects under the program is in progress with all parts currently on-course for completion in the 2024 Financial Year.

**Water Treatment Plant - Reservoir Roof Replacement Program**

A tender has been released to complete this works.

**Pump Station Well Lid Upgrade Program**

Funding allowance for WHS upgrades to Water and Wastewater sites with traditional well lids to progressively bring them into compliance. Program proceeding on from last year. No anomalies to report.

**Biggenden Sewerage Treatment Plant (STP) - Capacity Restoration Works (Stage 1)**

Staff are collecting data across the catchment and working towards a report on salinity and a licence variation application. Pond 1 is offline for sludge removal. Sludge is drying well.

**Investigate, Design & Install Macerator - Monto Sewerage Treatment Plant (STP)**

Officers are seeking input from solution providers regarding suitable options to solve the problem of confined space entry, including macerator installation in manhole 0 at the pump station.

**Sewage Pump Station – Lifting Compliance Program**

Funding allowance for WHS upgrades to Water and Wastewater sites with lifting equipment to progressively bring them into compliance. Program proceeding on from last year. No anomalies to report.

**Switchboard Upgrade Program**

Funding allowance for WHS upgrades to Water and Wastewater switchboards to progressively bring them into compliance. Program proceeding on from last year. No anomalies to report.

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

Project delayed 6-months due to inability to reach agreement with sole offeror in first tender round. 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 major processes and containing sheds is advancing well. Ergon advises new upgraded capacity connection will not be completed until March/April 2024. Council will seek an extension of time under the funding arrangement to accommodate these changes to critical path of project.

FY23 budget revised during December 2022 quarterly budget review – 20% of FY23 project funds carried over to FY24 (was to be split 60/40, now 40/60).

4.1.5 FINANCIALS

4.1.5.1 Divisional statement (Unaudited)

Note	Financial Year To Date					
	Current FYTD			Previous FYTD (PCP)		
	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	2,442	2,521	(79)	2,345	2,293	52
Fees and charges	21	26	(5)	14	13	2
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total recurrent revenue	2,463	2,547	(84)	2,359	2,306	54
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	567	-	567
Total Capital Income	-	-	-	567	-	567
Interest received	8	20	(12)	13	19	(7)
Other income	7	16	(9)	3	4	-
Total Income	2,478	2,583	(105)	2,942	2,329	614
Expenses						
Recurrent expenses						
Employee benefits	413	446	33	366	421	55
Materials and services	570	628	58	554	646	91
Finance costs	8	11	3	9	11	2
Depreciation expense	607	527	(80)	558	539	(19)
Total	1,598	1,612	14	1,487	1,617	129
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	1,598	1,612	14	1,487	1,617	129
Net result	880	971	(91)	1,455	712	743

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4.1.5.2 Financial Commentary

Water and Wastewater indicative net result for the quarter ended 30 September 2023 was \$880,000 as compared to the budget of \$971,000. This represents an unfavourable variance of (\$91,000) when compared to forecast.

This is represented by an unfavourable variance respectively for total income of (\$105,000), and depreciation of (\$80,000) offset by a favourable variance for employee benefits of \$33,000, materials and services of \$58,000 and finance costs of \$3,000.

In comparison the Water and Wastewater net results for the period ended 30 September 2023 was unfavourable to the previous corresponding period by \$575,000 or 39.52%. This is due to the receipt of capital income of \$567,000 in the previous period.

4.2 CIVIL WORKS

4.2.1 CIVIL CONSTRUCTION & MAINTENANCE

4.2.1.1 Highlights

Council's Civil crews have been focused on routine maintenance and delivering flood damage repairs to roads across the region. These works include:

- Resheeting to various roads in the North including Plateau Road, Stanley Road, Keysworths Road, Fairweather Road and Prices Road;
- Resheet Wigton Road in the South;
- Flood damage resheets to Bennetts Road and Gospel Hall Road in the South; and
- Pavement repairs on the Burnett Highway under the Main Roads maintenance contract.

Contractors are working on the replacement of the Bon Accord Bridge with the bridge contractor finalising project delivery plans with preliminary plans and initial designs of the replacement bridge deck units being finalised for review and approval. A separate contractor is currently designing the approach works.

4.2.1.2 Challenges

Council has started to receive approval for funding to repair flood damage across our road networks. Staff are now extremely busy preparing to carry out the flood damage repairs, whilst still trying to meet business as usual maintenance works.

4.2.2 PARKS & OPEN SPACES

4.2.2.1 Highlights

Parks Gangers have completed their Level 1 and 2 Playground Inspectors course, which will ensure our region's playground remain safe to use.

Our teams have been taking advantage of the slow grass growing season to focus on sprucing up our region's parks and open spaces and introducing some more colour into our towns. Tree maintenance programs have also been carried out across the region to remove dead, dying and at risk limbs.

4.2.2.2 Challenges

The dry weather has caused many open space areas to brown off. Vandalism and damage to our parks and open spaces is also causing a drain on finances. This is also taking staff away from other work 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	258
Number of Parks & Open Spaces related service requests determined and responded to, with any identified work either scheduled or completed	79	94	91	64	158
KM of gravel resheeting completed ¹⁰	18	0	21.5	9.57	5.12
KM of sealed roads resealed (Spray seal only)	0	1	32	0	0
KM of unsealed roads graded – Zone 1 ¹⁰	83	25	0	93	128
KM of unsealed roads graded – Zone 2 ¹⁰	103	83	15	100	125
KM of unsealed roads graded – Zone 3 ¹⁰	118	27	0	97	77
KM of unsealed roads graded – Zone 4 ¹⁰	47	20	50	86	49
KM of unsealed roads graded – Zone 5 ¹⁰	112	86	118	84	63
KM of unsealed roads graded – Zone 6 ¹⁰	120	52	0	0	15
KM of unsealed roads graded – Zone 7 ¹⁰	258	180	291	282	149
KM of unsealed roads graded – Zone 8 ¹⁰	140	147	112	85	74
KM of unsealed roads graded – Region Total ¹⁰	981	620	586	827	680
Hours spent grading unsealed roads (Machine hours) – Zone 1	242	57	0	211	268
Hours spent grading unsealed roads (Machine hours) – Zone 2	264	128	23	266	154
Hours spent grading unsealed roads (Machine hours) – Zone 3	262	76	0	228	216
Hours spent grading unsealed roads (Machine hours) – Zone 4	200	63	147	237	171
Hours spent grading unsealed roads (Machine hours) – Zone 5	262	117	329	207	255
Hours spent grading unsealed roads (Machine hours) – Zone 6	196	50	0	0	42
Hours spent grading unsealed roads (Machine hours) – Zone 7	212	286	175	281	149
Hours spent grading unsealed roads (Machine hours) – Zone 8	261	259	216	103	74
Hours spent grading unsealed roads (Machine hours) – Region Total	1899	1036	890	1533	1329

Notes on results:

- Our current systems do not allow data to be collected for works outside of our operational programs.

4.2.4 OPERATIONAL PLAN UPDATE

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

**Deliver the approved capital works program in accordance with the approved scopes, programs and budgets.**

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

Works undertaken this quarter include:

- Resheeting to various roads in the North including Plateau Road, Stanley Road, Keysworths Road, Fairweather Road and Prices Road
- Resheet Wigton Road in the South
- Flood damage resheets to Bennetts Road and Gospel Hall Road in the South
- Pavement repairs on the Burnett Highway under the Main Roads maintenance contract.

**Continue Council's asset management progress with a focus on updating the Transport Services Asset Management Plan and commencing an update to the Fleet Services Asset Management Plan.**

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

A workshop has been held with Councillors on a possible road classification framework better suited to the region's road network. Officers are working on confirming existing road network forms and structure.

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

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

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

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

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

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

**Undertake rural roads maintenance in keeping with budget and available resources 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 alignment with Council's adopted procedures, given available resources and flood damage works.

**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 and renewal programs in keeping with budget allocations and available resources.**

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

No activities in this quarter.

**Review Council's urban street lighting position, giving consideration to community expectations and affordability.**Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

No activities in this quarter.

**Continue to deliver aerodrome and airstrip services in accordance with regulations and within agreed budgets.**Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

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

**Investigate the potential transfer of trusteeship of remaining showgrounds to relevant community groups, including an agreed funding model related to operating and/ or maintenance responsibilities.**Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

Further work is required across departments to assist with transition to a sustainable model.

**Maintain parks, recreation areas and public conveniences, having regard to safety, community preferences, policies, budget allocations and available resources.**Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

Ongoing business as usual (BAU) activity. Vandalism and damage to assets continues to be an issue that takes officers away from planned works.

**Quarried materials are sourced from compliant quarries and gravel pits, having regard to costs and the impact on Council's local road network. Where materials are sourced from Council operated pits, the pits are operated in accordance with regulatory requirements and are progressively rehabilitated.**Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

Operational teams are using selected Council pits to conduct flood damage repairs, these pits are operated in accordance with regulatory requirements.

4.2.5 OTHER PROJECT UPDATES

Key:



Completed

In Progress –
On TrackIn Progress –
Behind ScheduleOn Hold or For
Dismissal**Bridge Refurbishment Program**

No action this quarter.

**SafeStreets - Coalstoun Lakes State School**

This project was completed this quarter, though some additional works may be required to address car park capacity concerns.

**Engineering Design for Future Capital Projects**

No designs completed this quarter.

**Gravel Re-sheets – 2022-2023**

Resheeting to various roads including Plateau Road, Stanley Road, Keysworths Road, Fairweather Road, Prices Road and Wigton Road. The re-sheet program is being co-ordinated with flood damage works.

**Reseal Program – 2022-2023**

This project is completed.

**Reseal Program – 2023-2024**

The program for this year has been developed and will go out to tender in October.

**TIDS - Gayndah – Mount Perry Road – 2023-2024 (Year 1 of 4)**

Transport and Main Roads (TMR) have been working on the design of this project.

**Disaster Recovery Betterment Rain Event Feb 2022 - Bon Accord Bridge**

The contract for this project has been let and the design for the bridge approaches has commenced.

**Disaster Recovery REPA Rain Event Feb 2022**

The Queensland Reconstruction Authority (QRA) has approved Council's claim for this event and works have started with the completion of resheets on Bennetts Road and Gospel Hall Road.

**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.

Initial identification of indicator locations commenced.

**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. Expected completion during Q3.

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

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. Expected completion during Q3.

4.2.6 FINANCIALS

4.2.6.1 Divisional statement (Unaudited)

Note	Financial Year To Date					
	Current FYTD			Previous FYTD (PCP)		
	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	-	-	-	-	-	-
Fees and charges	81	60	21	80	53	27
Sales Revenue	774	546	228	461	194	267
Grants, subsidies, contributions and donations	81	45	36	295	304	(9)
Total recurrent revenue	936	651	285	836	551	285
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	52	-	52
Total Capital Income	-	-	-	52	-	52
Interest received	-	-	-	-	-	-
Other income	-	-	-	-	-	-
Total Income	936	651	285	888	551	337
Expenses						
Recurrent expenses						
Employee benefits	1,094	1,170	76	1,048	1,065	18
Materials and services	1,531	1,223	(308)	1,923	651	(1,272)
Finance costs	7	9	2	8	9	1
Depreciation expense	3,094	3,395	301	2,753	2,450	(303)
Total	5,726	5,797	71	5,732	4,175	(1,556)
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	1,821	-	(1,821)
Provision for landfill and quarry restoration	-	-	-	112	-	(112)
Total	-	-	-	1,933	-	(1,933)
Total expenses	5,726	5,797	71	7,665	4,175	(3,489)
Net result	(4,790)	(5,146)	356	(6,777)	(3,624)	(3,152)

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4.2.6.2 Financial Commentary

Civil Works indicative net result for the period ended 30 September 2023 was (\$4,790,000) as compared to the budget of (\$5,146,000). This represents a favourable variance of \$356,000 or 6.92% when compared to forecast.

This is represented by a favourable variance for total income of \$285,000, employee benefits of \$76,000, finance costs of \$2,000 and depreciation \$301,000, offset by an unfavourable variance for materials and services of \$308,000.

The increase in total income offsetting additional expenses within materials and services is primarily associated with the Roadworks Performance Contract (RPC) and Road Maintenance Performance Contract (RMPC) works received being higher than budget forecasts, due to recoverable works.

4.3 ASSETS, FACILITIES & FLEET

4.3.1 ASSET MANAGEMENT

4.3.1.1 Highlights

The new mapping platform has been rolled out internally to select users to test the system. Once tested the mapping system will be rolled out to the wider organisation.

Capitalisation of 2022/23 new assets has been completed.

The commencement of a new Asset, Facilities and Fleet Manager will see renewed focus on Council's asset management practices.

4.3.1.2 Challenges

The number of asset management plans requiring updating due to changes in operational practices and valuations is a challenge. Additional training opportunities have been identified and approved for key staff to ensure this challenge can be met.

4.3.2 FLEET MANAGEMENT

4.3.2.1 Highlights

The recruitment of permanent and temporary staff into the fleet team has seen a significant improvement in the delivery of fleet services and better understanding of fleet assets, which will set Council up to make more informed decisions into the future.

The implementation of a new stakeholder engagement framework by the fleet team has resulted in a more collaborative approach to developing plant specifications. This will ensure our staff have access to safe, reliable and fit for purpose equipment. Plant specifications have also been prepared for 50% of our heavy plant items.

An audit has been completed of fleet assets, and a plant auction list have been developed. An in-region plant auction is planned for Q2.

4.3.2.2 Challenges

While Council is starting to take delivery of plant, delays in the supply chain are continuing to impact delivery of new plant.

4.3.3 FACILITIES

4.3.3.1 Highlights

The recruitment of permanent and temporary staff into the facilities team has seen a significant improvement in the management of facilities across the region. The team also welcomed a project officer late in the quarter, who will focus on completing a number of key repairs across the region.

New caretakers have been appointed to look after the Eidsvold Caravan Park.

The swimming pools opened across the region, with pre-season catch ups held with each operator to ensure alignment with Council objectives.

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	312
Number of Internal Fleet support tickets actioned	502	415	316	376	388
Number of Facilities related community requests determined and responded to with any identified work either scheduled or completed.	122	107	189	151	85
Total number of fleet items as at end of the period ¹¹	709	487	506	473	488

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



Utilise functionalities within the asset management fleet module to inform operational decisions and drive operational efficiency, ensuring safe, affordable, reliable and fit for purpose fleet is maintained.

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

Fleet utilisation rates are once again being extracted from the system and continue to inform maintenance scheduling and capital procurement decisions.



Repair community hall roofs where necessary to prevent water ingress and develop a plan to repair water damage within the Monto Hall.

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

Repairs have been made to two halls. Plans to address the remaining halls and rectify damage to internals will commence in Q2.



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

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

This has become a business as usual activity, with strong systems in place to understand and respond to issues.



Finalise the review into caravan park services and develop strategies to return park operations to a cost neutral position.

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

The draft review has been reviewed and feedback provided to the consultant. A workshop is planned in Q2 to take Councillors through the findings.

**Continue investigating options for the provision of affordable, fit-for-purpose housing for critical staff, where required.**Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

The team has contributed to the development of a draft housing action plan for the region, including addressing shortages in the staff housing market.

**Manage swimming pool leases and operations in accordance with lease agreements, legislation and regulations.**Corporate Plan Link *Sustainable Communities – To Retain Population and Attract Investment*

Pre-season meetings were held with all pool operators to ensure expectations are aligned against lease agreements. All pools opened for the new season.

4.3.6 OTHER PROJECT UPDATES

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

**Plant Replacement Program – 2021-2022**

Plant continues to arrive, noting that the original fleet replacement program has been reviewed and outstanding items consolidated into a new 2023-24 program.

**Plant Replacement Program – 2022-2023**

Plant continues to arrive, noting that the original fleet replacement program has been reviewed and outstanding items consolidated into a new 2023-24 program.

**Plant Replacement Program – 2023-2024**

Stakeholder engagement has been carried out for approximately 50% of the plant items, with specifications completed and ready for release to the market.

**Monto Administration Building**

Stage 1 of the second structural investigation has been completed. Stage 2 of the second investigation, which will include geotechnical investigations and x-raying of the front and back walls has commenced.

**Community Hall Roof Restoration**

Repairs have been made to two halls. Plans to address the remaining halls and rectify damage to internals will commence in Q2.

**Community Pool Maintenance Program**

Quotes have been received to repair the Mundubbera swimming pool, which are higher than budget allowances. Additional funding is being sourced.

4.3.7 FINANCIALS

4.3.7.1 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	232	122	110	194	124	70
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	4	26	(22)	9	69	(60)
Total recurrent revenue	236	148	88	203	193	10
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	118	-	118
Total Capital Income	-	-	-	118	-	118
Interest received	-	-	-	-	-	-
Other income	42	51	(9)	35	34	1
Total Income	278	199	79	356	227	129
Expenses						
Recurrent expenses						
Employee benefits	238	392	154	352	339	(13)
Materials and services	186	(544)	(730)	141	(621)	(762)
Finance costs	-	-	-	-	1	1
Depreciation expense	826	669	(157)	779	707	(72)
Total	1,250	517	(733)	1,272	426	(846)
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	1,250	517	(733)	1,272	426	(846)
Net result	(972)	(318)	(654)	(916)	(199)	(717)

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4.3.7.2 Financial Commentary

Assets, Facilities and Fleet indicative net result for the quarter ended 30 September 2023 was (\$972,000) as compared to the budget of (\$318,000). This represents an unfavourable variance of (\$654,000) or 205.66% when compared to forecast.

This is represented by an unfavourable variance respectively for material and services of (\$730,000) and depreciation of (\$157,000), offset by a favourable variance of total income of \$79,000, and employee benefits of \$154,000.

In comparison the Assets, Facilities and Fleet net results for the quarter ended 30 September 2022 was (\$916,000). The Assets, Facilities and Fleet indicative net results for the quarter ended 30 September 2023 was \$56,000 less favourable than the previous year which represents an increase in expenditure of 6.11%.

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.
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	Council has completed the financial statement maturity model as at 30 June 2023. Council's assessment has improved from 1.89 to 2.10 as compared from 2021 to 2023. This is expected to continue to improve with the commencement of the audit and risk committee, and having that additional point of review as part of the preparation of annual financial statements.
3	Waste Management	A new landfill cell and supporting infrastructure at Mundubbera waste management facility.	Conduct tender process and award construction contract by 31 October 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 December 2023. Recent delay due to partial redesign of landfill cell to allow for better management of leachate. Identification of delayed delivery, Council have had preliminary discussion with the funding body. Council reviewing current operations to expand life of existing landfill.
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.	Undertake routine hardware replacement where ICT infrastructure has reached or surpassed the end of its useful life, giving regard to available budget and resources.	30/06/2024	A business as usual (BAU) activity. Council's Computer Replacement Strategy and similar documents provide guidance as to what equipment is to be periodically replaced.
5	Libraries	The vision for Council Libraries considers State Library of Queensland contract obligations including literacy for all.	Continue development of a Libraries Strategy.	30/06/2024	Libraries strategy research has commenced. The strategy is a priority project for completion in FY24.

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
6	Human Resources Management	Internal capacity is progressively developed, providing skilled staff with appropriate career progression paths.	Deliver a supervisor development program to up-skill staff in supervisory positions and facilitate career progression pathways.	Ongoing	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 and Performance strategy.
7	Continuous Improvement	A foundation is created for continuous service catalogue refinement and service planning, supporting sustainable levels of service and informing future budget deliberations.	In collaboration with relevant stakeholders, develop an initial portfolio of service catalogues encompassing most of Council's services.	31/12/2023	With the previous overarching dependency now addressed, discussions regarding Council's service catalogue have recommenced. It is hoped stakeholders and subject matter experts (SME's) will continue the creation, development and refinement of an initial portfolio of services into the coming quarter.
8	Continuous Improvement	The organisation pursues continuous improvements and incremental change where appropriate, enhancing efficiency and supporting essential service delivery.	Refine the organisation's continuous improvement program and support the implementation of underlying initiatives, while also seeking out additional opportunities for efficiencies and controls.	Ongoing	Work continues to refine the tools necessary to effectively manage the organisations continuous improvement program however, progress is not as advanced as first hoped. Items remain prioritised and further progress is anticipated over the coming quarters.
9	Capital Projects	Council controlled essential infrastructure is maintained and/or replaced in keeping with available budgets and asset management plans, particularly roads, urban water, wastewater and waste infrastructure.	Deliver the approved capital works program in accordance with the approved scopes, programs and budgets.	30/06/2024	<p>Works undertaken this quarter include:</p> <ul style="list-style-type: none"> • Resheeting to various roads in the North including Plateau Road, Stanley Road, Keysworths Road, Fairweather Road and Prices Road • Resheet Wigton Road in the South • Flood damage resheets to Bennetts Road and Gospel Hall Road in the South • Pavement repairs on the Burnett Highway under the Main Roads maintenance contract.
10	Urban Water Delivery	A continuous supply of water is provided for the community, in serviced areas, which meets Australian Drinking Water Guidelines Health Standards.	Complete construction and commissioning of the new Biggenden water treatment plant and raw water reservoir.	30/06/2024	<p>Project delayed 6-months due to inability to reach agreement with sole offeror in first tender round. 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 major processes and containing sheds is advancing well. Ergon advises new upgraded capacity connection will not be completed until March/April 2024. Council will seek an extension of time under the funding arrangement to accommodate these changes to critical path of project.</p> <p>FY23 budget revised during December 2022 quarterly budget review – 20% of FY23 project funds carried over to FY24 (was to be split 60/40, now 40/60).</p>

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
11	Asset Management	Council maintains an effective approach to the delivery of asset management plans, activities and priorities, consistent with community expectations and available financial resources.	Continue Council's asset management progress with a focus on updating the Transport Services Asset Management Plan and commencing an update to the Fleet Services Asset Management Plan.	30/06/2024	A workshop has been held with Councillors on a possible road classification framework better suited to the region's road network. Officers are working on confirming existing road network forms and structure.
12	Continuous Improvement	Sustainable service levels are endorsed by Council which are clearly understood by staff and the community to ensure a consistent level of service and appropriate customer service standards.	Following initial draft development, continue ongoing refinement of Council's service catalogue, defining sustainable, consistent and measurable levels of service across the region.	Ongoing	This item is on hold pending the initial draft development as set out in item 7 of the Operational Plan. It is expected this item will commence from January 2024.
13	Media, Communications and Engagement	A connected community that is involved in transparent decision making activities.	Implement and further embed the developed Community Engagement Framework, with a focus on staff training and undertaking engagement activities in accordance with the framework.	Ongoing	At least one successful engagement was undertaken during the quarter, applying the tools and taking the necessary steps as set out in the engagement framework. Several other engagements are anticipated in the coming quarter, which will provide a greater level of experience for those that apply the framework when undertaking engagement. Work will continue in coming quarters to ensure the framework is embedded into the operations of the organisation and the value of the framework is maximised.
14	Governance	Council's risks are managed and evidence-based decision making is supported by best practice governance.	Maintain the enterprise risk register to support Councillors and the organisation to discharge duties, report as appropriate, and address key strategic organisational risks.	Ongoing	Further work has continued in Q1 FY24 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.
15	Indigenous Land Use Agreements	Indigenous Land Use Agreement determinations are correctly enacted in the region.	Consult with relevant parties on Indigenous Land Use Agreements as required.	Ongoing	There are a number of Native Title claims over land within the North Burnett Council region that have recently been determined, whilst others remain before the Courts for determination. Further work will be undertaken with regard to Indigenous Land Use Agreements (ILUA) in FY24, where required.
16	Governance	Council utilises external funding for maximum benefit on projects which align to corporate plan priorities.	Ensure continued quality assurance and oversight of external funding applications and projects is provided.	Ongoing	Council continued to monitor government and commercial grant opportunities and undertake proactive grant management to complement essential services as well as bespoke and value added Council activities.
17	Human Resources Management	The organisation is supported with professional human resource services.	Support the organisation with professional recruitment, training and development and payroll functions while also providing advice on industrial relations and workforce planning as required.	Ongoing	During Q1 FY24, People and Performance have continued to deliver recruitment services across the organisation. A total of thirteen (13) new employees were welcomed into the organisation during the quarter. Enterprise Bargaining negotiations concluded with an in-principle agreement and endorsement by the majority of workers to proceed, with Council seeking to have the draft agreement formally certified.

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
18	Records Management	Council records are managed in keeping with best practice, as well as the Public Records Act and other legislative and compliance requirements.	Ensure best practice records management through continuous improvement and change, as appropriate.	Ongoing	<p>A business as usual (BAU) activity. Opportunities identified following a strategic review are currently in the process of being implemented.</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>
19	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	An implementation program to improve stores and purchasing practices is continuing. This includes analysis of providing a centred procurement model and further scoping surrounding potential stores enhancements.
20	Strategic Procurement	Staff have access to guidance and support to confidently and efficiently procure necessary goods and/or services as required.	Further develop the suite of procurement guidance material, including procedures, guidelines and electronic training modules, and ensure relevant information is available to staff via a central repository.	30/06/2024	An implementation program to improve stores and purchasing practices is continuing. With the implementation of the procurement software Nex Gen including Vendor Panel and Arc Blue, a training program can commence to be implemented across council.
21	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>
22	Building and Plumbing Inspection Services	Building and plumbing inspections services are offered as required and ensure compliance with all regulations and guidelines.	Undertake building and plumbing approval, inspection and compliance services, as required.	Ongoing	Council's Building and Development team assess and make recommendations in regard to applications or seek assistance from a specialist planning consultant as required. Plumbing inspections and compliance are undertaken by an external consultant on an as needed basis.
23	Local Laws Education and Compliance	Local laws are provided 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>

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
24	Waste Collection	Waste and Resource Recovery Services and Facilities are appropriately delivered.	Operate waste collection and resource recovery operations in accordance with adopted strategies, policies 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. Evaluation stage has been completed with next steps continuing. A further progress update will be provided in Q2 reporting.</p>
25	Urban Water Delivery	Water is provided for the community, in serviced areas, which meets Australian Drinking Water Guidelines Health Standards.	Complete funded projects to ensure the continued safety and reliability of the region's potable water network and ensure supplies meet the updated Australian Drinking Water Guidelines health parameters.	30/06/2024	<p>An extension of time is available for the Building Better Regions Round 5 funding. Council will apply for a variation to cover the advice from Ergon that the upgraded connection for the Biggenden WTP will not be completed until March/April 2024. This will still see this project completed in the 2024 Financial Year.</p> <p>Procurement for the four remaining projects under the Building Our Regions funded North Burnett Regional Water Safety and Reliability Program is in progress with all parts currently on-course for completion in the 2024 Financial Year.</p> <p>The Works for Queensland funded Monto WTP Reservoir Roof Replacement is out to tender and set for completion in the 2024 Financial Year.</p>
26	Emergency Management	Local SES services can effectively support the region in times of need.	Support the SES, pursuant to Council's mandate, and facilitate the transition to Queensland Police Services (QPS) as required.	Ongoing	<p>Ongoing liaison and support occur for SES personnel, plant, equipment, activity program, review and improvement.</p> <p>This quarter the North Burnett SES Unit were presented with an ATV and Trailer (funded by Ampol) and the Gayndah SES Unit were presented with a new vehicle (jointly funded by Queensland Fire and Emergency Services (QFES) and Council).</p> <p>Council officers are awaiting further details regarding the transition of SES to Queensland Police Services (QPS) and will continue to monitor information around the transition.</p>
27	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.
28	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 maintenance is a business as usual (BAU) function for the Works team. Work is undertaken according to a planned schedule.
29	Rural Roads Maintenance	Rural roads provide connection across the region.	Undertake rural roads maintenance in keeping with budget and available resources addressing network needs in a timely manner, whilst also maintaining roadside vegetation and drainage.	Ongoing	Maintenance grading completed in alignment with Council's adopted procedures, given available resources and flood damage works.

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
30	Rural Addressing	Rural addressing is undertaken.	Undertake rural addressing consistently pursuant to the policy.	30/06/2024	Ongoing business as usual (BAU) activity. No anomalies to report currently.
31	Bridges Maintenance	Bridges are safe and appropriate to road requirements.	Undertake bridge maintenance and renewal programs in keeping with budget allocations and available resources.	Ongoing	No activities in this quarter.
32	Fleet	Fleet required by the organisation is maintained.	Utilise functionalities within the asset management fleet module to inform operational decisions and drive operational efficiency, ensuring safe, affordable, reliable and fit for purpose fleet is maintained.	30/06/2024	Fleet utilisation rates are once again being extracted from the system and continue to inform maintenance scheduling and capital procurement decisions.
33	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 (mainly fallen leaves) into source waters. Investigations into the needed infrastructure upgrades to assist in managing these sorts of changes in raw water in the future are complete and capital funding will be sought to implement dosing of potassium permanganate at the weir offtake this Financial Year and reservoir mixing in the 2025 Financial Year.
34	Essential Service Delivery	Wastewater is collected, treated and disposed of in accordance with environmental regulations.	Meet environmental regulations in keeping with budget allocation and available resources while continuing longer term programs to action identified WHS, asbestos and asset management improvements.	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.
35	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, legal and regulatory requirements.	Ongoing	Review and updating of leases have continued, for Council owned facilities and land, with community groups and/or commercial entity tenants. Council held a public auction for the sale of land in the Mundubbera sub-division. All lots were passed in on the day. Council has subsequently sold two allotments.
36	Natural Resources Management	The region's natural resources are managed for future generations.	Provide 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. The Working Group are reviewing current operation, have installed the AvData systems at the facilities and will commence data collection based on usage of the facilities in November 2023. Further progress updates will be provided in Q2.

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
37	Environmental Health	Community and businesses are monitored and supported to ensure safe public environments.	Ensure safe communities through environmental health monitoring, inspections, permit provision and education.	Ongoing	Council's Environment Team will commence mosquito trapping in the coming months. Council's Environmental Health Officers continue to monitor and respond to enquiries or concerns relating to Public Health. Examples of Public Health monitoring include, smoke, odour, noise, dust, public swimming pools and disease control.
38	Public Lighting	Council's urban street lighting network policy is affordable and considers community requirements.	Review Council's urban street lighting position, giving consideration to community expectations and affordability.	30/06/2024	No activities in this quarter.
39	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 with a new draft of the charter targeted to be finalised by the end of 2023.

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

ID#	Service	Outcome	Action	End Date	Comments
40	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, is now operational and safely transporting passengers. A tender was released for the second replacement contract vehicle (small bus) and an order has been placed for a Toyota HiAce with wheelchair conversion.</p> <p>This quarter has seen an increase and regular usage of the Monto on-demand service that connects Monto residents with the Mundubbera to Bundaberg service via Eidsvold. The increased usage will continue to be monitored.</p>

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

ID#	Service	Outcome	Action	End Date	Comments
41	Libraries	Library services and programming are delivered.	Deliver library services as per State Library of Queensland Service Agreement, including First Five Forever Programming, consistently across the region.	Ongoing	<p>A business as usual (BAU) function. Library programming has continued with a range of events and outreach programs including:</p> <ul style="list-style-type: none"> • First 5 Forever Storytime sessions continued at each library. • The Communities, Customer Service and Library Officers attended Under 8's Day in Biggenden. • All six Libraries participated in Book Week Storytime and incorporated a costume parade and colouring-in competition in each session. • The Mt Perry State School visited the library for Storytime during Book Week with the whole School attending. • Mundubbera and Biggenden Kindergarten visits to the Library for Storytime. • The Communities, Customer Service and Library Officers attended Mundubbera Kindergarten Child Protection Day. <p>Superpowered on Tour program art and craft program was delivered in two libraries in the July 2023 School holidays. The remaining four Libraries participated in the June 2023 holiday period.</p>
42	Community Events	Key Council events are delivered.	Deliver key regional community events effectively across the region ensuring same are promoted and successful. Events include Australia Day, Youth Week and other community events in line with Council policy, budget and available resources.	Ongoing	<p>A business as usual (BAU) function.</p> <p>2024 Australia Day Award and Event planning has commenced in Q1 FY24.</p> <p>The Communities team have supported the delivery and promotion of the Wide Bay Burnett Touring Circuit, as part of the partnership with CQ University's Regional Arts Services Network (CQ RASN), Bundaberg, Fraser Coast and South Burnett Regional Council's.</p>
43	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, through this, are seeking to deliver grants capacity building workshops specific to Arts and Cultural and Sporting grants. An online workshop is planned for October 2023 and in-person workshops are tentatively scheduled for February 2024, subject to funding.</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>

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

ID#	Service	Outcome	Action	End Date	Comments
44	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>During the period, ongoing meetings and support were provided to various groups across the region, including the Mt. Perry Art Gallery, the Monto 3 Moon Historical and Cultural Complex and Mundubbera Regional Art Gallery.</p>
45	Community Grants	The community grants program is effectively delivered in line with the 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 continue to be assessed and School Bursary's have been processed for FY24.</p>
46	Community Gyms	Council operated community gyms deliver 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 of gym viability (e.g., financial) has commenced in Q1 FY24 with an aim to complete the review in Q2 FY24.</p>
47	Community Buildings and Facilities	Community facilities are maintained and available for their intended use.	Repair community hall roofs where necessary to prevent water ingress and develop a plan to repair water damage within the Monto Hall.	30/06/2024	Repairs have been made to two halls. Plans to address the remaining halls and rectify damage to internals will commence in Q2.
48	Public Security - CCTV	CCTV services are provided in vulnerable, council-controlled areas.	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.
49	Disaster Management	The region is prepared for disaster.	Prepare for and enact disaster management plans, when and as required.	Ongoing	<p>The North Burnett Disaster Management Plan was reviewed and updated during Q1, FY24.</p> <p>Council remains ready to enact disaster management plans as required. Recent dry weather has heightened focus on the bush fire risk for the region.</p>
50	Disaster Management	The community is resilient both when faced with and recovering from natural disasters.	Complete community resilience projects in line with available funding and within the necessary completion timelines.	Ongoing	<p>Officers are in the final stages of developing a "Disaster-Proof Your Business" resource tailored for local businesses. This resource will be actively promoted and distributed to the community in Q2, FY24.</p> <p>Teams continue to work closely with community groups and organisations to deliver community resilience projects across the region.</p>
51	Community Buildings and Facilities	Community facilities are maintained and available for their intended use.	Maintain Council owned community facilities and sporting fields to a safe standard for the use and enjoyment of the community, having regard to policies, user agreements, budget allocations and available resources.	Ongoing	This has become a business as usual activity, with strong systems in place to understand and respond to issues.
52	Waste Management	Waste transfer stations are maintained to a safe and compliant standard.	Investigate remedial works at the Mt Perry waste transfer station to ensure personnel and visitor safety.	30/06/2024	Council has allocated funds 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.

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

ID#	Service	Outcome	Action	End Date	Comments
53	Waste Management	Better waste management practices are explored, in conjunction with other councils, where beneficial.	Continue to work with Wide Bay Region of Councils to develop a regional waste management plan, investigating options for waste diversion, reuse and recycling programs.	31/12/2023	Council has endorsed to the draft Wide Bay Burnett Regional Waste and Resource Recovery Plan. Consultation throughout this process has provided Council the opportunity to provide feedback on the content and delivery of the document.
54	Caravans and Recreation Parks	Council owned Caravan Parks are maintained and operate within an agreed funding model.	Finalise the review into caravan park services and develop strategies to return park operations to a cost neutral position.	31/12/2023	The draft review has been reviewed and feedback provided to the consultant. A workshop is planned in Q2 to take Councillors through the findings.
55	Council Housing	Developed staff housing solutions are appropriate for NBRC operations.	Continue investigating options for the provision of affordable, fit-for-purpose housing for critical staff, where required.	Ongoing	The team has contributed to the development of a draft housing action plan for the region, including addressing shortages in the staff housing market.
56	Aerodromes	Aerodromes and airstrips are maintained to support emergency services.	Continue to deliver aerodrome and airstrip services in accordance with regulations and within agreed budgets.	Ongoing	Work and inspections are undertaken according to a planned schedule and CASA standards.
57	Showgrounds	Opportunities are explored for the efficient, cost effective management of Showgrounds.	Investigate the potential transfer of trusteeship of remaining showgrounds to relevant community groups, including an agreed funding model related to operating and/ or maintenance responsibilities.	Ongoing	Further work is required across departments to assist with transition to a sustainable model.
58	Public Amenities	Safe parks, recreation areas and public conveniences are provided in key urban areas.	Maintain parks, recreation areas and public conveniences, having regard to safety, community preferences, policies, budget allocations and available resources.	Ongoing	Ongoing business as usual (BAU) activity. Vandalism and damage to assets continues to be an issue that takes officers away from planned works.
59	Quarries and Gravel Pits	Quarry material is sourced without harm to the community or the environment.	Quarried materials are sourced from compliant quarries and gravel pits, having regard to costs and the impact on Council's local road network. Where materials are sourced from Council operated pits, the pits are operated in accordance with regulatory requirements and are progressively rehabilitated.	Ongoing	Operational teams are using selected Council pits to conduct flood damage repairs, these pits are operated in accordance with regulatory requirements.
60	Community Pools	Community swimming pools are provided for the community and support the core skill development of learning to swim.	Manage swimming pool leases and operations in accordance with lease agreements, legislation and regulations.	Ongoing	Pre-season meetings were held with all pool operators to ensure expectations are aligned against lease agreements. All pools opened for the new season.

PROSPEROUS FUTURE - TO ENSURE ECONOMIC GROWTH FOR FUTURE GENERATIONS

ID#	Service	Outcome	Action	End Date	Comments
61	Planning and Development Services	Develop and align planning instruments with state legislation and strategies to promote region wide development.	Continue the development of amendments to the planning scheme following the release of the Wide Bay Burnett Regional Plan.	Ongoing	Elected Members considered proposed Planning Scheme amendments. Approval provided to make the major amendment and give the amended planning scheme to the Minister for a State interest review. The major amendment was lodged with the State on 13 September 2023. Consultation on the major amendment will occur following the State interest review.
62	Elected Members	Advocacy campaigns are planned and effectively delivered for maximum impact.	Support Councillors with a well-documented, targeted advocacy strategy.	Ongoing	Predominantly, advocacy has related to Federal Assistance Grants and improving Council's allocation. A strategy document is currently under development, however progress was slower than anticipated due to emerging priorities. This item will be a priority for Q2 and Q3 FY24.
63	Planning and Development Services	Planning and development applications are assessed.	Effectively assess planning and development applications in accordance with state and local instruments and agreed/ legislated timeframes.	Ongoing	A business as usual (BAU) function. Applications are assessed in keeping with the legislative and time requirements.
64	Economic Development	Small business and local contractors are supported.	In partnership with relevant agencies, provide economic development support for the community, including supporting small businesses and local contractors to upskill.	Ongoing	Predominantly delivered via Council's partnership with Burnett Inland Economic Development Organisation (BIEDO). The terms of this arrangement are currently under negotiation.
65	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 were submitted during Q1 FY24.
66	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.
67	Reginald Murray Williams Australian Bush Learning Centre	The Reginald Murray Williams Australian Bush Learning Centre is operated in the most effective manner.	Continue to 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 while the long term future of the centre remains undetermined.

5.2 APPENDIX 2 – AMALGAMATED OTHER PROJECT UPDATES

	Project Title	FY24 Budget*	FY24 YTD + Commitments	Remaining Budget**	Latest Update
Office of the CEO					
⚠	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 and 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 Management Plan developed.</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>Initial project planning has commenced.</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 wastewater 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.</p>
✓	Disaster Management - Emergency Management Dashboard Upgrades	\$20,000	\$20,600	(\$600)	<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

COMMUNITY EMPOWERMENT

CONTINUOUS IMPROVEMENT

	Project Title	FY24 Budget*	FY24 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 and 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 Q3, FY24.</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 Q3, FY24.</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 Management Plan developed.</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>Locations for water level sensors determined. Solutions for water level sensors currently being investigated.</p>

COURAGEOUS LEADERSHIP
COMMUNITY EMPOWERMENT
CONTINUOUS IMPROVEMENT

	Project Title	FY24 Budget*	FY24 YTD + Commitments	Remaining Budget**	Latest Update
✓	Disaster Management - Get Ready Queensland	\$11,640	\$0	\$11,640	<p>Funding secured under the Get Ready Queensland Fund for delivery by 30 June 2024.</p> <p>2023-24 projects identified include: Development of a new television advertisement promoting the Emergency Management Dashboard (joint project with Wide Bay Burnett Councils), work with Volunteering Queensland and GIVIT to embed services within Community Groups and develop a volunteering plan for the Local Disaster Management Plan and advertising of Get Ready Week in the local newspaper to target those who don't use technology/social media.</p> <p>Expected completion during Q4, FY24.</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>Data capture has occurred. Analysis and delivery of datasets expected during 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 with Burnett Catchment Council representatives meeting regularly.</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	\$82,000	(\$1,500)	<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>Contract awarded. Development of system to commence during Q2, FY24.</p>

COURAGEOUS LEADERSHIP
COMMUNITY EMPOWERMENT
CONTINUOUS IMPROVEMENT

	Project Title	FY24 Budget*	FY24 YTD + Commitments	Remaining Budget**	Latest Update
✓	Disaster Management - Stakeholder Only - Local IFD Data	-	-	-	<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	-	-	-	<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>Initial project scoping commenced.</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>Initial project scoping commenced.</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. Stakeholder engagement and project concept scoping commenced.</p>

COURAGEOUS LEADERSHIP

COMMUNITY EMPOWERMENT

CONTINUOUS IMPROVEMENT

	Project Title	FY24 Budget*	FY24 YTD + Commitments	Remaining Budget**	Latest Update
Information Management					
⚠	Online Payments	-		-	Technical issues have been resolved and testing has proven successful. A review of system security is being undertaken.
✓	Computer Replacement Program – Server, PC, WAN & SAN	\$80,000	\$61,682	\$18,318	Computer replacements have been completed.
✓	SAN Storage	-	-	-	New SAN has been installed, and workload migrated.
✓	Disaster Recovery Server	\$60,000	\$62,253	(\$2,253)	The disaster recovery server was replaced with an appropriate new server.
✓	Wireless WAN (Cania – Monto) (Archers – Mt. Gayndah)	-	-	-	Installation of links has been completed at the network sites. The links have been tested and are now operational.
✓	Wireless WAN (Mt. Gayndah – AC Rock) (AC Rock - Mundubbera)	\$44,000	\$42,110	\$1,890	The equipment for the Mt Gayndah/AC Rock and AC Rock/Mundubbera links has arrived and been configured ready for installation. Installation dates are being finalised.
✓	Records Management - Shredding Machines	\$11,000	\$0	\$11,000	Conformation of compliance make/model completed. Quotes have been requested and received for shredders. Finalising the purchase. The new shredders will be installed as soon as they arrive.
Planning & Environment					
✓	Washdown Rectification Project (Stage 1 & 2)	\$380,000	\$0	\$380,000	Council will commence data collection on the usage over the coming months. Council continues to review operations at the Mundubbera Washdown Bay Facility. Further update will be provided in Q2.
⚠	Gayndah Waste Management Facility Fencing	\$30,196	\$0	\$30,196	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	\$30,089	(\$6,720)	Works completed in September 2023.
⚠	Mundubbera Landfill, Regional Expansion	\$3,718,945	\$63,191	\$3,655,754	Technical specification has been finalised. Consultant to finalise contractual documentation for tender process. Documentation to be received by Council in December 2023. Recent delay due to partial redesign of landfill cell to allow for better management of leachate. Identification of delayed delivery, Council have had preliminary discussion with the funding body. Council reviewing current operations to expand life of existing landfill.
Water & Wastewater					
✓	Regional Drinking Water Safety and Reliability Project (BOR Funding Application)	\$1,250,000	\$0	\$1,250,000	Most of the value of this project has been moved into the 2024 Financial Year (previously 50/50) after funding approval was not signed off until April 2023 (was due to commence July 2022). Procurement for the four remaining projects under the program is in progress with all parts currently on-course for completion in the 2024 Financial Year.
✓	Water Treatment Plant - Reservoir Roof Replacement Program	\$250,000	\$0	\$250,000	A tender has been released to complete this works.
✓	Pump Station Well Lid Upgrade Program	\$30,000	\$3,094	\$26,906	Funding allowance for WHS upgrades to Water and Wastewater sites with traditional well lids to progressively bring them into compliance. Program proceeding on from last year. No anomalies to report.
✓	Biggenden Sewerage Treatment Plant (STP) - Capacity Restoration Works (Stage 1)	\$200,000	\$0	\$200,000	Staff are collecting data across the catchment and working towards a report on salinity and a licence variation application. Pond 1 is offline for sludge removal. Sludge is drying well.

COURAGEOUS LEADERSHIP
COMMUNITY EMPOWERMENT
CONTINUOUS IMPROVEMENT

	Project Title	FY24 Budget*	FY24 YTD + Commitments	Remaining Budget**	Latest Update
✓	Investigate, Design & Install Macerator - Monto Sewerage Treatment Plant (STP)	\$20,000	\$0	\$20,000	Officers are seeking input from solution providers regarding suitable options to solve the problem of confined space entry, including macerator installation in manhole 0 at the pump station.
✓	Sewage Pump Station – Lifting Compliance Program	\$60,000	\$110	\$59,890	Funding allowance for WHS upgrades to Water and Wastewater sites with lifting equipment to progressively bring them into compliance. Program proceeding on from last year. No anomalies to report.
✓	Switchboard Upgrade Program	\$50,000	\$64,731	(\$14,731)	Funding allowance for WHS upgrades to Water and Wastewater switchboards to progressively bring them into compliance. Program proceeding on from last year. No anomalies to report.
⚠	Biggenden Water Treatment Plant (WTP) Upgrade	\$4,250,000	\$3,881,583	\$368,417	Project delayed 6-months due to inability to reach agreement with sole offeror in first tender round. 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 major processes and containing sheds is advancing well. Ergon advises new upgraded capacity connection will not be completed until March/April 2024. Council will seek an extension of time under the funding arrangement to accommodate these changes to critical path of project. FY23 budget revised during December 2022 quarterly budget review – 20% of FY23 project funds carried over to FY24 (was to be split 60/40, now 40/60).
Civil Works					
✓	Bridge Refurbishment Program	\$851,438	\$0	\$851,438	No action this quarter.
✓	SafeStreets - Coalstoun Lakes State School	\$35,000	\$44,025	(\$9,025)	This project was completed this quarter, though some additional works may be required to address car park capacity concerns.
✓	Engineering Design for Future Capital Projects	\$250,000	\$18,536	\$231,464	No designs completed this quarter.
✓	Gravel Re-sheets 2023-2024	\$1,344,067	\$208,943	\$1,135,124	Resheeting to various roads including Plateau Road, Stanley Road, Keysworths Road, Fairweather Road, Prices Road and Wigton Road. The re-sheet program is being co-ordinated with flood damage works.
✓	Reseal Program – 2022-2023	\$962,584	\$0	\$962,584	This project is completed.
✓	Reseal Program – 2023-2024	\$1,587,280	\$0	\$1,587,280	The program for this year has been developed and will go out to tender in October.
✓	TIDS - Gayndah – Mount Perry Road – 2023-2024 (Year 1 of 4)	\$983,708	\$0	\$983,708	Transport and Main Roads (TMR) have been working on the design of this project.
✓	Disaster Recovery Betterment Rain Event Feb 2022 - Bon Accord Bridge	\$2,794,923	\$4,775,405	(\$1,980,482)	The contract for this project has been let and the design for the bridge approaches has commenced.
✓	Disaster Recovery REPA Rain Event Feb 2022	\$3,065,515	\$8,616,836	(\$5,551,321)	The Queensland Reconstruction Authority (QRA) has approved Council's claim for this event and works have started with the completion of resheets on Bennetts Road and Gospel Hall Road.
⚠	Disaster Management - Water Depth Indicator Upgrade	\$100,000	\$0	\$100,000	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. Initial identification of indicator locations commenced.

COURAGEOUS LEADERSHIP
COMMUNITY EMPOWERMENT
CONTINUOUS IMPROVEMENT

	Project Title	FY24 Budget*	FY24 YTD + Commitments	Remaining Budget**	Latest Update
⊖	Disaster Management - Dallarnil Drainage (LRRG)	\$100,000	\$0	\$100,000	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. Expected completion during Q3.
⊖	Disaster Management - Dallarnil Drainage (ERF)	\$43,800	\$0	\$43,800	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. Expected completion during Q3.
Assets, Facilities & Fleet					
⊖	Plant Replacement Program – 2021-2022	\$885,464	\$885,465	(\$1)	Plant continues to arrive, noting that the original fleet replacement program has been reviewed and outstanding items consolidated into a new 2023-24 program.
⊖	Plant Replacement Program – 2022-2023	\$630,953	\$621,979	\$8,974	Plant continues to arrive, noting that the original fleet replacement program has been reviewed and outstanding items consolidated into a new 2023-24 program.
✓	Plant Replacement Program – 2023-2024	\$2,666,155	\$0	\$2,666,155	Stakeholder engagement has been carried out for approximately 50% of the plant items, with specifications completed and ready for release to the market.
✓	Monto Administration Building	\$250,000	\$33,482	\$216,518	Stage 1 of the second structural investigation has been completed. Stage 2 of the second investigation, which will include geotechnical investigations and x-raying of the front and back walls has commenced.
✓	Community Hall Roof Restoration	\$300,000	\$0	\$300,000	Repairs have been made to two halls. Plans to address the remaining halls and rectify damage to internals will commence in Q2.
⚠	Community Pool Maintenance Program	\$150,000	\$30,612	\$119,388	Quotes have been received to repair the Mundubbera swimming pool, which are higher than budget allowances. Additional funding is being sourced.

* 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
Office of the CEO					
Number of policies and/or administration directives formally approved and consequently brought into effect ¹	7	4	5	11	3
Number of documented procedures formally approved and consequently brought into effect ¹	2	1	8	4	1
Number of councillor requests actioned or otherwise closed requiring no further action	108	88	44	72	29
Number of internal Media support tickets actioned	387	313	213	213	282
Number of Local Disaster Management Group (LDMG) meetings	3	3	1	2	1
Number of District Disaster Management Group (DDMG) meetings	0	1	0	1	1
Number of Local Disaster Management Group (LDMG) stand-ups	1	1	0	0	0
Information Management					
Number of internal ICT support tickets actioned	458	419	476	510	495
Number of internal Records support tickets actioned	344	391	460	349	489
Number of new records added to council's Electronic Document and Records Management System (EDRMS)	691	761	5261	4432	5079
Number of records destroyed in line with (and as required by) retention and disposal schedules	0	0	0	33602	32334
Financial Services					
Number of internal Finance support tickets actioned	537	458	453	458	530
Number of creditor accounts having received at least one payment in the period	462	466	434	450	466
Number of all purchase orders raised (created) within the period ²	2153	2043	1933	2013	2286
Number of purchase orders raised (created) with local suppliers within the period ^{2,3}	1039	961	959	942	1101
Number of purchase orders raised (created) by the finance or procurement teams within the period ²	286	257	321	295	313
Community Engagement					
Number of phone interactions via customer contact centre	4201	3202	3733	3152	3497
Number of calls received by afterhours service	58	157	58	43	46
Number of customers visiting Biggenden Customer Service & Library (CSL) centre ⁴	1232	814	998	797	1163
Number of customers visiting Gayndah Customer Service & Library (CSL) centre ⁴	3179	2220	2500	2070	2292
Number of customers visiting Mundubbera Customer Service & Library (CSL) centre ⁴	3539	2181	1802	1484	2069
Number of customers visiting Eidsvold Customer Service & Library (CSL) centre ⁴	1670	939	878	980	1026
Number of customers visiting Monto Customer Service & Library (CSL) centre ⁴	3405	3075	3059	2525	3210
Number of customers visiting Mt Perry Customer Service & Library (CSL) centre ⁵	505	374	484	551	778
Number of customer interactions via Biggenden Customer Service & Library (CSL) centre	737	475	395	406	466

Workflow Measures – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Number of customer interactions via Gayndah Customer Service & Library (CSL) centre	1995	1072	1596	783	1803
Number of customer interactions via Mundubbera Customer Service & Library (CSL) centre	705	484	732	499	860
Number of customer interactions via Eidsvold Customer Service & Library (CSL) centre	416	426	401	471	536
Number of customer interactions via Monto Customer Service & Library (CSL) centre	1948	1597	1949	1487	2048
Number of customer interactions via Mt Perry Customer Service & Library (CSL) centre	420	287	376	350	460
Number of visitors to the Reginald Murray Williams Centre	1697	616	467	1209	1541
Number of campers staying at the Reginald Murray Williams Campgrounds	243	42	20	162	294
Number of total library borrowings (physical items) ⁶	7521	6890	6639	6493	7116
Number of total eResource borrowings (electronic items) ⁷	1448	1488	1229	1340	TBA
Number of First 5 Forever (F5F) sessions conducted (Library sessions only)	0	38	72	76	77
Number of attendees at First 5 Forever (F5F) sessions (Library sessions only)	0	140	203	260	314
Number of Library Program sessions conducted (excluding F5F Library sessions)	21	8	2	12	8
Number of attendees at Library Programs (excluding F5F Library sessions)	379	87	4	95	121
People & Performance					
Number of internal HR support tickets actioned	593	875	743	707	663
Number of WHS inspections completed	104	98	121	53	43
Worker initiated hazard reports assessed	30	56	11	116	6
Number of job applications received	101	110	156	296	310
Number of advertised staff vacancies as at the end of the period	20	24	14	22	13
Planning & Environment					
Number of licenced food businesses as at the end of the period	86	86	88	86	85
Number of Higher Risk Licence businesses as at the end of the period (personal appearance)	1	1	1	1	0
Number of food business inspections completed	9	6	59	49	18
Number of community food event notices received	15	30	34	40	27
Number of staff attending external sustainability education events	2	0	5	3	10
Tonnes of waste discarded into landfill site	1214	1140	1061	1056	980
Number of environmental authority (EA) compliance inspections completed by council	24	22	15	15	18
Number of community event bins emptied (not fixed services) ⁸	280	167	157	447	192
Number of applications received for new kerbside bin collection services	16	27	27	11	17

Workflow Measures – QOQ to End of Reporting Quarter

Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Number of Illegal dumping investigations initiated	0	13	30	34	37
Number of Illegal dumping compliance notices issued	0	0	0	1	4
Number of Illegal dumping clean ups completed by Council	0	7	14	25	26
Number of mosquito investigations commenced	0	3	1	1	0
Number of mosquito traps serviced	30	60	100	120	0
Number of mosquito treatments undertaken (public land and council facilities only)	1	0	0	0	0
Number of environmental nuisance complaints received	20	16	11	8	12
Number of swimming pool public health assessments completed (council pools only)	0	0	3	0	4
Number of approval to burn applications received	4	11	0	1	4
Number of active flying fox roosts as at the end of the period ⁹	1	1	3	0	1
Number of noncompliance notices issued (local laws)	31	79	28	43	29
Number of animals impounded	29	17	29	13	25
Number of animals seized	0	4	0	0	2
Number of local law permits assessed	8	1	17	3	4
Number of infringement notices issued (Local Laws)	1	6	6	1	14
Number of show cause and enforcement notices issued (building, planning and plumbing)	2	6	1	9	4
Number of building applications received for assessment (EX Private certifier lodgements)	23	30	23	14	9
Number of private certifier building approval lodgements received	19	20	22	39	22
Number of planning applications received for assessment	14	21	18	14	18
Number of plumbing applications received for assessment	15	12	13	10	13
Number of pre lodgement meetings held – In person & online	6	5	8	5	10
Number of pre lodgement advice(s) given regarding potential planning applications (Written advice)	27	38	17	25	110
Water & Wastewater					
Number of Water & Wastewater related service requests determined and responded to, with any identified work either scheduled or completed	131	145	203	158	181
Number of afterhours callouts	11	17	13	12	11
Number of water main brakes repaired	3	1	3	7	4
Number of sewer main breaks and chokes repaired	11	16	9	8	10

Workflow Measures – QOQ to End of Reporting Quarter					
Measure	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Civil Works					
Number of Civil Works related service requests determined and responded to, with any identified work either scheduled or completed	768	624	593	344	258
Number of Parks & Open Spaces related service requests determined and responded to, with any identified work either scheduled or completed	79	94	91	64	158
KM of gravel resheeting completed ¹⁰	18	0	21.5	9.57	5.12
KM of sealed roads resealed (Spray seal only)	0	1	32	0	0
KM of unsealed roads graded – Zone 1 ¹⁰	83	25	0	93	128
KM of unsealed roads graded – Zone 2 ¹⁰	103	83	15	100	125
KM of unsealed roads graded – Zone 3 ¹⁰	118	27	0	97	77
KM of unsealed roads graded – Zone 4 ¹⁰	47	20	50	86	49
KM of unsealed roads graded – Zone 5 ¹⁰	112	86	118	84	63
KM of unsealed roads graded – Zone 6 ¹⁰	120	52	0	0	15
KM of unsealed roads graded – Zone 7 ¹⁰	258	180	291	282	149
KM of unsealed roads graded – Zone 8 ¹⁰	140	147	112	85	74
KM of unsealed roads graded – Region Total ¹⁰	981	620	586	827	680
Hours spent grading unsealed roads (Machine hours) – Zone 1	242	57	0	211	268
Hours spent grading unsealed roads (Machine hours) – Zone 2	264	128	23	266	154
Hours spent grading unsealed roads (Machine hours) – Zone 3	262	76	0	228	216
Hours spent grading unsealed roads (Machine hours) – Zone 4	200	63	147	237	171
Hours spent grading unsealed roads (Machine hours) – Zone 5	262	117	329	207	255
Hours spent grading unsealed roads (Machine hours) – Zone 6	196	50	0	0	42
Hours spent grading unsealed roads (Machine hours) – Zone 7	212	286	175	281	149
Hours spent grading unsealed roads (Machine hours) – Zone 8	261	259	216	103	74
Hours spent grading unsealed roads (Machine hours) – Region Total	1899	1036	890	1533	1329
Assets, Facilities & Fleet					
Number of internal Facilities support tickets actioned	202	196	157	279	312
Number of internal Fleet support tickets actioned	502	415	316	276	388
Number of Facilities related community requests determined and responded to with any identified work either scheduled or completed.	122	107	189	151	85
Total number of fleet items as at end of the period ¹¹	709	489	506	473	488

5.4 APPENDIX 5 – AMALGAMATED SECTIONAL FINANCIAL DOCUMENTS

	OFFICE OF THE CEO	CORPORATE & COMMUNITY					WORKS			NORTH BURNETT REGIONAL COUNCIL (UNAUDITED)					
	Office of the CEO	ICT & Records	Financial Services	Community Engagement	People & Performance	Planning & Environment	Water & Wastewater	Civil Works	Assets, Facilities & Fleet	Current FYTD			Previous FYTD (PCP)		
	Note	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000
Revenue															
Recurrent revenue															
Rates, levies and charges	68	-	5,690	-	-	1,803	2,442	-	-	10,003	10,014	(11)	9,447	9,552	(105)
Fees and charges	-	-	22	9	-	145	21	81	232	510	324	186	455	290	165
Sales Revenue	-	-	-	-	-	-	-	774	-	774	546	228	669	184	485
Grants, subsidies, contributions and donations	30	-	90	-	-	-	-	81	4	205	203	2	694	595	99
Total recurrent revenue	98	-	5,802	9	-	1,948	2,463	936	236	11,492	11,087	405	11,265	10,621	644
Capital revenue															
Grants, subsidies, contributions and donations	-	-	-	-	-	-	-	-	-	-	-	-	736	736	-
Total Capital Income	-	-	-	-	-	-	-	-	-	-	-	-	736	736	-
Interest received	-	-	320	-	-	12	8	-	-	340	184	156	169	100	69
Other income	-	-	26	121	-	1	7	-	42	197	195	2	212	240	-28
Total Income	98	-	6,148	130	-	1,961	2,478	936	278	12,029	11,466	563	12,382	11,697	685
Expenses															
Recurrent expenses															
Employee benefits	376	147	365	416	185	325	413	1,094	238	3,559	4,273	(714)	3,366	4,244	(878)
Materials and services	215	212	1,334	161	177	662	570	1,531	186	5,048	4,351	697	4,376	2,909	1,467
Finance costs	-	-	14	-	-	-	8	7	-	29	31	(2)	30	31	(1)
Depreciation expense	65	-	1	57	-	61	607	3,094	826	4,711	4,737	(26)	4,179	3,506	673
Total	656	359	1,714	634	362	1,048	1,598	5,726	1,250	13,347	13,392	(45)	11,951	10,690	1,261
Capital Expenses															
Loss on disposal of non-current assets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total expenses	656	359	1,714	634	362	1,048	1,598	5,726	1,250	13,347	13,392	(45)	11,951	10,690	1,261
Net result	(558)	(359)	4,434	(504)	(362)	913	880	(4,790)	(972)	(1,318)	(1,926)	608	431	1,007	(576)

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 \$10,000, *Water Consumption* has increased to budget by \$11,000, *Discounts* have decreased to budget by \$10,000 and *Waste Management* is above budget by \$2,000. Whereas *General Rates* are lower than budget by \$11,000, *Water* has decreased to budget by \$2,000.
- Fees and Charges have increased to budget in September by \$186,000 due to additional *Caravan Park Takings* that are above budget by \$107,000 mainly due to increases in Mt Perry and Biggenden, *Building and Development Fees* have increase by \$28,000, *Community Service Fees* are above budget by \$22,000, *Trade Waste & Recycling* revenue has increased by \$11,000 with slight increases across all waste facilities, *Other Fees and Charges* have increased by \$13,000 mainly due to rates search fees, show grounds Fees & charges and aviation fuel sales and *Licences and Registrations* have increased to budget by \$9,000 Whereas *Water and Sewer Fees* have decreased by \$5,000 to budget.
- Interest received is favourable to budget due to higher levels of average investments to date.
- Other Income is above budget by \$7,000 mainly due to an insurance recovery of \$15,000 for an older vehicle, that was damaged, being written off, Bus revenue is above budget by \$5,000. Whereas *Washdown Bays* in Gayndah and Monto are below budget by \$11,000, other varying small amounts make up the difference.
- Recurrent Grants, subsidies, contributions are on par with budget.
- Rental Income has decreased from budget by \$6,000, which relates to Council housing and a minor timing difference in invoicing.
- Sales revenue is above budget by \$229,000 which was a result of additional claims Roadworks Performance Contract (RPC) and Road Maintenance Performance Contacts (RMPC).
- Materials & Services is above budget by \$697,000 which relates to increased materials and services costs associated with Roadworks Performance Contract (RPC) and Road Maintenance Performance Contract (RMPC) received being higher than budget forecasts.
- Depreciation is slightly below budget by \$26,000 as at 30th September 2023, this will even out as the year progresses
- Capital Revenue is on par with budget.
- YTD Cash and cash equivalents has increased from 31 August 2023 to 30 September 2023 by \$2,814,000. This is mainly due to final payments of rates due in September. Council has also received Disaster Recovery Funding Arrangements (DRFA) of \$1,820,000 for flood restoration works approved.
- Trade and other receivables have decreased from 31 August 2023 to 30 September 2023 by \$8,278,000, which is consistent at this time of year as the rating period comes to an end and also relates to timing of claims for major works completed, consistent with an increase in cash received.
- Contract assets represent predominantly works carried out for flood recoveries to date and payable through Disaster Recovery Funding Arrangements (DRFA).
- Current Liabilities have decreased 31 August 2023 to 30 September 2023 by \$560,000 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 \$892,000 relate to the prepayment of the state government waste levy charges for the years 2024-2025 to 2025-2026. These payments will be brought to account in their respective future years.
- In September 2023 the rates overdue has increased as rates for the period 1 July 2023 to 31 December 2023 became due.
- When comparing outstanding rates balance at the close of discount period in September 2023 (\$1,747,000) to the previous close of discount period in March 2023 (\$2,075,000) overdue rates have decreased by 15.77%
- Approximately 82.61% of rates overdue as at 30 September are less than one year overdue.
- Discount take up for 23/24 year to date is 86.41% compared to discount take up in the 22/23 year of 89.44%.
- 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 \$8,287,000, and state government prepaid waste management levy of \$1,738,000. The restricted funds have increased for the landfill management levy by \$838,000 due to the first rates instalment of 2023-2024, and the additional \$424,000 state government waste management levy relates to a 2026-2027 prepayment.
- 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 one (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 September 2023 is 3.49:1.
- Cash and investments as at 30 September 2023 totals \$35,792,000. After consideration of funds held for external restrictions (as above), the total unrestricted cash balance available for operational purposes is currently \$21,154,000.

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.