

Quarterly Progress Report – FY24 Q2 October 2023 – December 2023



Margot Stork
Chief Executive Officer

CONTENTS

Disclaimers.....	2
1 Executive Summary.....	3
1.1 Project Measures	4
2 Office of the CEO	5
2.1 Office of the CEO	5
3 Corporate & Community	16
3.1 Information Management	16
3.2 Financial Services	21
3.3 Community Engagement.....	26
3.4 People & Performance	35
3.5 Planning & Environment.....	40
4 Works	48
4.1 Water & Wastewater	48
4.2 Civil Works	54
4.3 Assets, Facilities & Fleet	62
5 Appendices.....	68
5.1 Appendix 1 – Amalgamated Operational Plan Update.....	68
5.2 Appendix 2 – Amalgamated Other Project Updates	79
5.3 Appendix 4 – Amalgamated Workflow Measures	87
5.4 Appendix 5 – Amalgamated Sectional Financial Documents.....	91
5.5 Appendix 6 – Notes To The Financial Statements.....	92
5.6 Appendix 7 – Performance and volume measure Notes.....	94

DISCLAIMERS

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

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

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

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

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

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

1 EXECUTIVE SUMMARY

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

Of the collective 67 activities detailed in Council's Operational Plan for this financial year, 84% (56) of the activities are considered complete or on track in line with their expected timelines, an improvement of 2% on Q1. Council's target is to have 80% of all operational plan activities on track or completed and, with 84% of our current listing falling within these parameters, Council is currently above target.

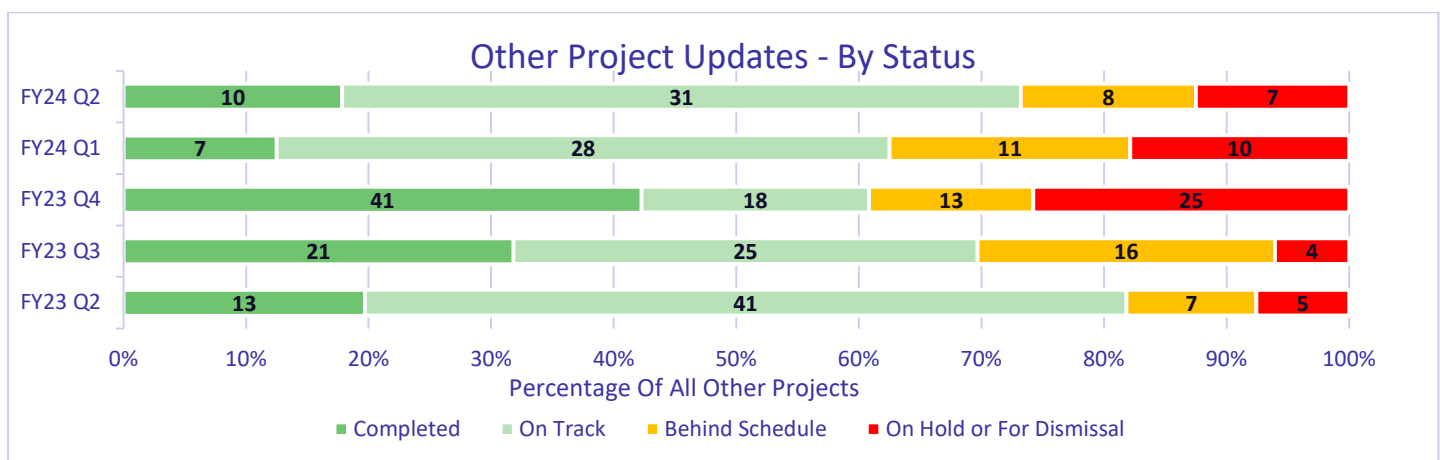
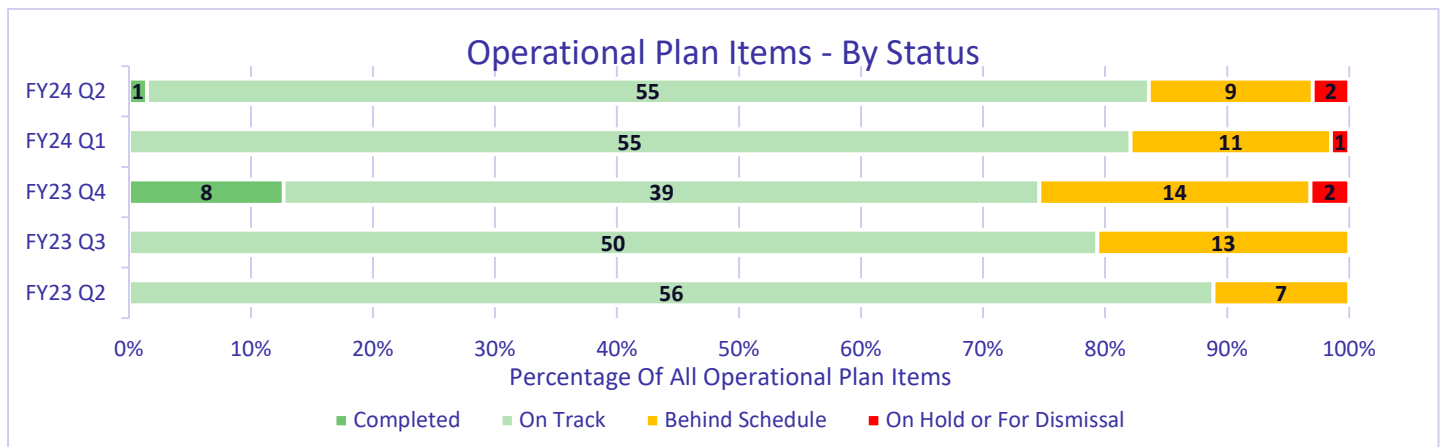
Notably, human resourcing constraints and supply chain delays are continuing to place pressure on some areas of the organisation, and in turn, several timelines continue to be impacted. While the organisation continues to undertake recruitment activities and progress has been made during the period, 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 organisation's overall results completed by the executive management team.

1.1 PROJECT MEASURES

1.1.1 CHARTS



1.1.2 OBSERVATIONS

- 84% (56) of Operational Plan activities are considered completed or on track for continuation in the following quarters.
 - Compared to the previous corresponding period (Q2 FY23), while the number of on track or completed items remains the same (56), the percentage of on track items is unfavourable by 5%, with Q2 FY23 being 89% compared to Q2 FY24 at 84%.
 - 1 Operational Plan item progressed to completed during the period.
 - The majority of the items considered on track relate to ongoing service delivery.
 - 2 items that were previously behind schedule or on hold have now progressed to on track representing an improvement Quarter on Quarter (QoQ).
 - Of the 9 items considered behind schedule, 67% (6) 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.
 - QoQ, 5 matters in this area progressed from being behind schedule to on track, with a further 1 progressing from on hold to behind schedule, representing progress from previous periods.
- 3 “other” projects progressed to completed during the period, bringing the total to 10 (18%) completed of the overall 56.
 - Of those “other” projects completed within the period, 66% (2) fell within the Information Management area, representing 86% of this area’s 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

During the period, Strategic Relationships progressed an existing pipeline of activities. A key highlight included the endorsement and publishing of Council's FY23 Annual Report in November. While many officers contribute to the document during its development, the Media Team plays a large role in collating and presenting the information in a cohesive way. Endorsement of the annual report symbolises the closing of a period, but for Council's Media and Finance teams, it also reflects the completion of a significant body of coordinated efforts.

Strategic Relationships also developed a Draft Local Housing Action Plan (LHAP) with the support of the Local Government Association of Queensland. The draft received Council's preliminary endorsement for the purpose of consultation and was opened for public feedback from late November to mid December. It is anticipated the draft will return to Council for further endorsement in January 2024. If successful, officers will begin planning for the implementation of the draft actions in Q3 & Q4 FY24.

2.1.1.2 Challenges

With several competing and emerging priorities, forward momentum has been a challenge. 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

The Audit and Risk Committee met twice this quarter and made the following key achievements -

- Resolved an annual work plan. This plan will help the Audit and Risk Committee stay focused on their strategic priorities and reporting requirements throughout the year ahead.
- Reviewed and endorsed the Community Financial Report 2022-2023
- Reviewed and endorsed Annual Financial Statements 2022-2023
- Considered recommendations of the 2022-2023 Financial Audit Management Report
- Reviewed and endorsed 2022-2023 Annual Report
- Reviewed and endorsed a revised Audit and Risk Committee Policy and Charter
- Reviewed and endorsed the Statutory Compliance and Reporting Register

This quarter also saw the successful completion of the State Interest Checks for the making of Council's new Local Laws. This accomplishment allows Council to now proceed to the public consultation phase of the Local Law making process.

2.1.2.2 Challenges

The proposed amendments to Council's Local Laws are intended to reflect the needs and expectations of the community on a range of issues from fines for wandering dogs, noise nuisance to regulating home business. Community consultation will be a key component of the Local Laws review process, to ensure regulations are keeping pace with wider community expectations.

This is the first major review of Council's Local Laws since 2010.

2.1.3 RESEARCH & ANALYSIS

2.1.3.1 Highlights

The team liaised with subject matter experts (SME's) to progress the development of Council's initial draft service catalogue. This involved considerable contribution from the wider organisation and was a significant team effort from all involved.

While still quite preliminary, with some catalogues more advanced than others due to the complexity of Council service delivery, the initial draft provides a reasonable foundation for ongoing refinement and continuous improvement. It is expected that the service catalogue will become a pivotal element in Council's annual and long-term planning activities.

2.1.4 MEASURES

2.1.4.1 Workflow Measures

Workflow Measures - Office of the CEO – QOQ to End of Reporting Quarter					
Measure	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Number of policies and/or administration directives formally approved and consequently brought into effect ¹	4	5	11	3	2
Number of documented procedures formally approved and consequently brought into effect ¹	1	8	4	1	1
Number of councillor requests actioned or otherwise closed requiring no further action	88	44	72	29	46
Number of internal Media support tickets actioned	313	213	213	282	348
Number of Local Disaster Management Group (LDMG) meetings	3	1	2	1	7
Number of District Disaster Management Group (DDMG) meetings	1	0	1	1	3
Number of Local Disaster Management Group (LDMG) stand-ups	1	0	0	0	1

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%
- The activation of the LDMG and DDMG for the response to the 2023 North Burnett fires increased the number of meetings during Q2 FY24.

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*

During the quarter, officers worked collaboratively to develop an initial portfolio of service catalogues, providing a sound foundation for ongoing development and refinement. In accordance with item 12 under the FY24 Operational Plan, the initial draft will continue to evolve over time to reflect the diversity of council 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.

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*

With the initial draft developed as set out in item 7 of the Operational Plan, ongoing refinement is set to commence in FY24 Q3.

**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*

Multiple consultation exercises were successfully undertaken during the quarter, applying the tools and taking the necessary steps as set out in the engagement framework. Most exercises evaluated to a Consult level and were undertaken in an efficient manner, having regard to available resources.

Work will continue in the 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 Q2 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 future quarters, 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.

Council continues to liaise with Queensland Fire and Emergency Services (QFES) as well as Queensland Police Service (QPS) 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*

Local Disaster Management Plan (LDMP) enacted during the response to the North Burnett Bushfires in October 2023. A debrief from the bushfire activation will occur during Q3, with lessons learned incorporated into the plan in the future.



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*

Disaster-Proof Your Business resource complete and promoted at community events. This resource is also available on Councils Website. Additional supporting material continues to be developed.

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*

Advocacy was discussed with Councillors at the Councillor Information Workshop held on December 6, 2023. The information received will inform the strategy document that is currently under development.

This item will be a priority for Q3 FY24 however, final endorsement is not anticipated until subsequent quarters due to caretaker period restrictions.



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 Track In Progress – Behind Schedule On Hold or For Dismissal



Disaster Management - Bushfire Hazard Management Strategy

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

A consultant has been engaged, and a project inception meeting was held in early December 2023. Data and information requests from the consultant are being actioned.



Disaster Management - Evacuation Centre Equipment and Supplies

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

An evacuation centre is defined as a building located beyond a hazard to provide temporary accommodation, food and water until it is safe for evacuees to return to their homes or alternative temporary emergency accommodation.

An assessment has been undertaken of facilities nominated within Council's Local Disaster Management Plan as potential evacuation centres, as well as existing equipment and supplies available within those facilities. These assessments are to be further analysed to determine the necessary equipment and supplies required for the operation of an evacuation centre, taking into account relevant guidance materials from Red Cross Queensland.



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

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

Assessment has been undertaken of facilities nominated within Council's Local Disaster Management Plan as potential evacuation centres to determine the suitability and benefit of providing alternative power supply capacity, as well as consultation internally to itemise critical water and sewage infrastructure that should be considered.

Further analysis is required to prioritise sites, taking into account funding limitations.



Disaster Management - Emergency Management Dashboard Upgrades

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

The project has been awarded, with delivery of upgrades expected during Q3, FY24.



Disaster Management - Dashboard Community Education Roadshow

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

This project has direct links to other projects relating to nominated evacuation centres. Assessments of facilities have progressed with further analysis to be undertaken to determine the level of relevant equipment required.

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

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

The project was awarded, and an inception meeting was completed during Q2.

**Disaster Management - Water Level Sensors**

Funding secured under the Local Recovery and Resilience Grant for delivery by June 30, 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 have been determined. Solutions for water level sensors are currently being investigated.

**Disaster Management – Get Ready Queensland**

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

FY24 projects identified include:

- Television advertisement promoting the Emergency Management Dashboard (joint project with Wide Bay Burnett Councils) currently airing.
- Working with Volunteering Queensland and GIVIT to embed services within community groups and develop a volunteering plan for the Local Disaster Management Plan

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 June 30, 2026 (extension granted).

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 June 30, 2026 (extension granted).

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.

A tender was issued during Q2.

**Disaster Management - Burnett River Weir Survey**

Funding secured under the Flood Risk Management Program for delivery by June 30, 2026 (extension granted).

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.

This 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 June 30, 2026 (extension granted).

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.

Delivery of the system is scheduled for Q3.

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

Funding secured under the Flood Risk Management Program for delivery by June 30, 2026 (extension granted).

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.

The project has been awarded and is 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 June 30, 2026 (extension granted).

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.

This 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 June 30, 2026 (extension granted).

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 June 30, 2026 (extension granted).

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 June 30, 2025 (extension granted).

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.

The project has been awarded. Stakeholder engagement and project concept scoping have commenced.

2.1.7 FINANCIALS

2.1.7.1 Divisional statement (Unaudited)

Note	Financial Year To Date					
	Current FYTD			Previous FYTD (PCP)		
	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	68	53	15	51	51	1
Fees and charges	-	-	-	-	-	-
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	30	42	(12)	65	40	25
Total recurrent revenue	98	95	3	116	91	26
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total Capital Income	-	-	-	-	-	-
Interest received	-	-	-	-	-	-
Other income	-	-	-	-	-	-
Total Income	98	95	3	116	91	26
Expenses						
Recurrent expenses						
Employee benefits	883	1,001	118	748	800	52
Materials and services	306	597	291	409	434	25
Finance costs	-	-	-	-	-	-
Depreciation expense	131	100	(31)	124	75	(49)
Total	1,320	1,698	378	1,281	1,309	28
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	1,320	1,698	378	1,281	1,309	28
Net result	(1,222)	(1,603)	381	(1,165)	(1,218)	54

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2.1.7.2 Financial Commentary

The Office of the CEO indicative net result for the six months ended 31 December 2023 was (\$1,222,000) as compared to the budget of (\$1,603,000). This represents a favourable variance of \$381,000 or 23.77%.

This is represented by a favourable variance for total income of \$3,000, employee benefits of \$118,000, and materials and services of \$291,000, offset by an unfavourable variance for depreciation of (\$31,000), as compared to forecasts.

3 CORPORATE & COMMUNITY

3.1 INFORMATION MANAGEMENT

3.1.1 INFORMATION, COMMUNICATIONS & TECHNOLOGY

3.1.1.1 Highlights

Cyber Security Enhancements

Constant steps are being taken to improve Council's cyber security position and that is especially evident this quarter. The organisation's Microsoft Security Score has surpassed 75% with further increases expected in early 2024. Additional security tools provided by the Queensland Cyber Security Unit have also been implemented.

Wireless Wide Area Network (WWAN) Upgrades

Upgrades across Council's WWAN continued this quarter with links between Gayndah/Mundubbera and Mt Perry/Monto receiving their high-speed upgrades. These upgrades mean the WWAN backbone between each town's primary transmission tower is now fully licensed, free from interference.

3.1.2 RECORDS

3.1.2.1 Highlights

The focus of the quarter has remained on routine records management processes. Additional activities include facilitating the roll out of compliant shredders, undertaking an audit of each towns records and relocating records from Eidsvold.

Procedures

Records Management Procedures have continued to be written to capture routine internal Records Management processes.

Roll out of compliant Shredders.

Compliant shredders have been rolled out across identified NBRC office sites and copy stamps placed with printers. This encourages staff to stamp copies of records and shred them to minimise duplicates.

Office Audits

An audit of all office sites across council was undertaken to determine the volume of records in each office, and the types of records located at each site.

Relocation of records from Eidsvold

158 boxes of records were re-boxed and relocated to Council's archive rooms for processing.

Destructions and Removals Offsite

Processing boxes for destructions continued, however no destructions were done this quarter.

Eight vertical filing cabinets were donated to Lifeline Bundaberg to create additional space for archive shelving.

3.1.3 MEASURES

3.1.3.1 Workflow Measures

Workflow Measures – Information Management – QOQ to End of Reporting Quarter					
Measure	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Number of internal ICT support tickets actioned	419	476	510	495	538
Number of internal Records support tickets actioned	391	460	349	489	479
Number of new records added to council's Electronic Document and Records Management System (EDRMS)	761	5261*	4432	5079	5835
Number of records destroyed in line with (and as required by) retention and disposal schedules	0	0	33602	32334	0

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

Notes on results:

- There is a progressive upward trend in the number of ICT Tickets actioned.
- No records were destroyed this quarter due to insufficient quantity being ready.

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.

The current focus has been on upgrading Windows Server to the latest version.



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 issue have been resolved and internal testing has been successful. A penetration test is to be completed before system is ready to be release to the public.

**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 has been installed and configured. The upgraded links are now active.

**Records Management - Shredding Machines**

Compliant shredders have been purchased and installed at each office location.

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		336	329	(7)	284	32036
Materials and services		332	332	-	447	894447
Finance costs		-	-	-	-	-
Depreciation expense		-	-	-	-	-
Total		668	661	(7)	731	1,214483
Capital Expenses						
Loss on disposal of non-current assets		-	-	-	-	-
Provision for landfill and quarry restoration		-	-	-	-	-
Total		-	-	-	-	-
Total expenses		668	661	(7)	731	1,214483
Net result		(668)	(661)	(7)	(731)	(1,214)(483)

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3.1.6.2 Financial Commentary

Information Management indicative net result for the six months ended 31 December 2023 was (\$668,000) as compared to the budget of (\$661,000). This represents an unfavourable variance of \$7,000 or 1.06%.

This is represented by an unfavourable variance for employee benefits of \$7,000, as compared to forecasts.

In comparison, the Information Management net results for the six months ended 31 December 2022 was (\$731,000). The current indicative period to date figure represents a favourable variance of \$63,000 or 8.62% 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 recorded in December 2023 totalling \$10.003m, are lower than the budget year-to-date figure of \$10.008m, resulting in a \$5,000 or 0.05% variance.
- Rates overdue has decreased from November 2023 of \$1,088,669 to December 2023 of \$996,182 resulting in \$92,487 being repaid, this is due to the focused internal collection period prior to external debt collection. The rates overdue balance has decreased by 8.5%.
- Approximately 70.39% of rates overdue as at 31 December 2023 are less than one year overdue.
- Discount take up for FY24 year to date is 86.53% compared to discount take up in FY23 of 89.44%.

Interest received on investments for Council of \$788,000 is higher than the budget as of 31 December 2023 of \$347,000, representing a favourable variance of \$441,000. This is due to the improved level of average investments, and a higher-than-expected interest rate environment.

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 a further five properties in quarter ended 31 December 2023, which is a total of seven properties sold year-to-date. The remaining properties are available for sale through local real estate agents.

Council has recruited an accountant to the financial services team, which will be of assistance in managing existing workloads.

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

The procurement team has supported the finalisation of four main tenders during the period, being: kerbside collection, Mount Perry Caravan Park Caretaker, facilities maintenance panel and plant supply (heavy and light fleet). Further, Council completed the tender process for the resealing program for FY24. This tender has been evaluated and works awarded to the successful tenderer.

Council is also working towards completing a tender for construction design associated with the capping of discontinued landfill sites across the region.

3.2.2.2 Challenges

Given the substantial volume of ongoing projects, management aims to expedite the implementation of additional pre-qualified supplier panels. This initiative aims to facilitate simpler access to contracting resources necessary for completing these works.

3.2.3 MEASURES

3.2.3.1 Workflow Measures

Workflow Measures – Financial Services – QOQ to End of Reporting Quarter					
Measure	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Number of internal Finance support tickets actioned	458	453	458	530	462
Number of creditor accounts having received at least one payment in the period	466	434	450	466	436
Number of all purchase orders raised (created) within the period ²	2043	1933	2013	2286	2063
Number of purchase orders raised (created) with local suppliers within the period ^{2 3}	961	959	942	1101	1093
Number of purchase orders raised (created) by the finance or procurement teams within the period ²	257	321	295	313	299

Notes on results:

- There were 462 finance support tickets actioned in Q2 with 84% being actioned within five (5) business days.

3.2.4 OPERATIONAL PLAN UPDATE

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



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

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

The Audit and Risk Committee held two meetings prior to the end of 2023, reviewing a wide breadth of information. Several enhancements were noted and made to Council's FY23 community financial report, leading to readability enhancements prior to endorsement. The Audit and Risk Committee is expected to complement an existing focus on continuous improvement, particularly with regard to financial systems and controls.



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 begin 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 seven allotments. Council has also tendered for the sale of 34 Moreton Street, Eidsvold.

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	5,691	5,675	16	5,371	5,148	223
Fees and charges	39	31	8	47	24	23
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	180	179	1	714	2,067	(1,353)
Total recurrent revenue	5,910	5,885	25	6,132	7,239	(1,107)
Capital revenue						
Grants, subsidies, contributions and donations	127	127	-	-	-	-
Total Capital Income	127	127	-	-	-	-
Interest received	753	297	456	406	157	249
Other income	85	83	2	7	128	(122)
Total Income	6,875	6,392	483	6,545	7,524	(980)
Expenses						
Recurrent expenses						
Employee benefits	804	879	75	812	868	55
Materials and services	1,421	1,299	(122)	1,497	906	(591)
Finance costs	22	19	(3)	21	22	1
Depreciation expense	2	75	73	14	75	61
Total	2,249	2,272	23	2,344	1,871	(474)
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	2,249	2,272	23	2,344	1,871	(474)
Net result	4,626	4,120	506	4,201	5,653	(1,454)

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3.2.5.2 Financial Commentary

Financials services indicative net result for the six months ended 31 December 2023 was \$4,626,000 as compared to the budget of \$4,120,000. This represents a favourable variance of \$506,000 or 12.28%.

This is represented by a favourable variance respectively for total income of \$483,000, employee benefits of \$75,000, and depreciation of \$73,000 offset by an unfavourable variance in finance costs of (\$3,000), and materials and services of \$ (\$122,000) as compared to forecasts.

Total income has increased due to an increase in interest received which is \$456,000 above forecasts. Interest received is higher than anticipated mainly due to higher levels of average investments to date, and an economic environment with increasing interest rates.

In comparison, the Financial Services net results for the period ended 31 December 2022 was \$4,201,000. The current indicative period to date figure represents a favourable variance of 10.12% 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

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

- Partnered with experienced grant facilitator, Olivia Everett, to deliver an online Grant writing workshop for not-for-profit organisations in October 2023.
- In October, Fiona McArthur author talks were well attended in six towns across the region.
- Author Talk with Fleur McDonald, was highly successful in Monto with 41 community members attending the 'Library after Dark' event.
- 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 Bundaberg Fruit and Vegetable Growers (BFVG) to support the delivery of the first careers day event in the region in Gayndah. Planning is underway to hold a Monto Careers Day in 2024.

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.

3.3.2.2 Challenges

The Communities team is a small but dedicated team covering a broad range of functions. Some activities continue to be impacted including the delayed release of the Community event/project and Major Event grant program.

On the evening of Thursday, 26 October 2023, the North Burnett region was met with fast moving dry lightning storms which started multiple fires across region. Overall, there were 11 fires across the region which burnt a significant amount of rural farming land. The LDMG Recovery sub-group was activated to support our agricultural community as they recover from bushfires. The Stream Leader coordinated and chaired the Human, Social and Economic Disaster Recovery support group meetings and assisted with

the development of the draft recovery plan. This unplanned activity had an impact on business-as-usual functions.

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 Q2 period, the centre hosted two exhibits:

- Monto Art Group "Our Artistic Journey" from 31/08/2023 to 31/10/2023.
- Susan Cook & Wendy McNeil "The Iman Tribe Twin Sisters" from 11/11/2023 to 31/03/2024.

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 mostly attributed to 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 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Number of phone interactions via customer contact centre	3202	3733	3152	3497	3028
Number of calls received by afterhours service	157	58	43	46	84
Number of customers visiting Biggenden Customer Service & Library (CSL) centre ⁴	814	998	797	1163	623
Number of customers visiting Gayndah Customer Service & Library (CSL) centre ⁴	2220	2500	2070	2292	1448
Number of customers visiting Mundubbera Customer Service & Library (CSL) centre ⁴	2181	1802	1484	2069	1645
Number of customers visiting Eidsvold Customer Service & Library (CSL) centre ⁴	939	878	980	1026	844
Number of customers visiting Monto Customer Service & Library (CSL) centre ⁴	3075	3059	2525	3210	2497
Number of customers visiting Mt Perry Customer Service & Library (CSL) centre ⁵	374	484	551	778	537
Number of customer interactions via Biggenden Customer Service & Library (CSL) centre	475	395	406	466	393
Number of customer interactions via Gayndah Customer Service & Library (CSL) centre	1072	1596	783	1803	1180
Number of customer interactions via Mundubbera Customer Service & Library (CSL) centre	484	732	499	860	590
Number of customer interactions via Eidsvold Customer Service & Library (CSL) centre	426	401	471	536	369
Number of customer interactions via Monto Customer Service & Library (CSL) centre	1597	1949	1487	2048	1590
Number of customer interactions via Mt Perry Customer Service & Library (CSL) centre	287	376	350	460	250
Number of visitors to the Reginald Murray Williams Centre	616	467	1209	1541	568
Number of campers staying at the Reginald Murray Williams Campgrounds	42	20	162	294	42
Number of total library borrowings (physical items) ⁶	6890	6639	6493	7116	6104
Number of total eResource borrowings (electronic items) ⁷	1488	1229	1340	1263	TBA
Number of First 5 Forever (F5F) sessions conducted (Library sessions only)	38	72	76	77	72
Number of attendees at First 5 Forever (F5F) sessions (Library sessions only)	140	203	260	314	250
Number of Library Program sessions conducted (excluding F5F Library sessions)	8	2	12	8	25
Number of attendees at Library Programs (excluding F5F Library sessions)	87	4	95	121	289

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.
- Increase in after hours call for Q2, noting that this period included Council's Christmas Closure from 5:00pm 22/12/2023 to 8:30am on 02/01/2024.
- Borrowing of physical library items are down from Q2 FY23 and Q2 FY24. Borrowing trends will continue to be monitored in FY24.
- EResource data for Q1 FY24 excludes statistics on Ancestry usage as data was not available at the time of drafting the report.
- eResource Data for Q2 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 Q2 FY24 are higher than previous quarters due to an increase in library programming offerings for both adults and youth. Programming in Q2 FY24 continued to focus on the Storytime program, Kindergarten visits, author talks and Christmas craft workshops.

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 draft under development. Progress is not as advanced as was initially targeted and this matter remains a priority for the coming quarter.

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

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

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

Our contracts require the North Burnett Transport Service (NBTS) to hold one community forum every twelve months with key stakeholders. Mutual agreement was reached with Translink to exempt Council from conducting a forum in November 2023.

The North Burnett Transport Service (NBTS) had an Operator Accreditation Audit with the Department of Transport and Main Road on Wednesday, 29 November 2023. The outcome of the audit is expected in Q3, FY24.

**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 Library Programming Officer and Customer Service and Library Officer were invited to read stories at Mt Perry State School.
- All six Libraries participated in Christmas Craft workshops for children above 6 years of age, facilitated by Communities and Customer Service and Library Officers.
- First 5 Forever Christmas Storytime and craft sessions were held at each library.
- 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 visited the Mundubbera Kindergarten for Storytime activities.
- Fiona McArthur author talks were well attended in six towns across the region in October.
- Author Talk with Fleur McDonald, was highly successful in Monto with 41 community members attending the 'Library after Dark' event.
- The team continued to focus on the delivery of the First 5 Forever program by facilitating Storytime and outreach programs in all six communities.

**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.

The following are key outcomes during Q2 FY24:

- 2024 Australia Day event planning continued in Q2 FY24. Australia Day Award nominations were released on October 9, 2023, and November 22, 2023. The Australia Day Awards Selection Panel meeting was held on December 11, 2023.
- Australia Day Award letters were signed prior to the Christmas closure and mailed to nominees. Citizenship ceremony invitations were sent to candidates, as well as the Federal Member for Flynn and the State Member for Callide.
- Partnered with Bundaberg Fruit and Vegetable Growers (BFVG) to support the delivery of the first careers day event in the region in Gayndah. Planning is underway to hold a Monto Careers Day in 2024.

**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

An online introduction to grant writing workshop was facilitated by Oliva Everitt on Wednesday, October 18, 2023, at 5.30pm. 25 community members from a range of not-for-profit (NFP) community groups registered for the event, of which 13 attended the workshop. This workshop focused on sharing best practice in grant writing, including how to plan, budget and include research in proposals, as well as how to identify what an assessor might be looking for in a grant application. Attendees were also provided with useful templates and resources.

The Communities team are continuing to explore partnership opportunities and, through this, are seeking to deliver capacity-building workshops specific to arts, cultural, and sporting grants. 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, Biggenden Museum 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 be released in Q3 FY24.

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 continued with an aim to complete the review in Q3 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 Q2 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	12	11	1	11	13	(2)
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	66	54	12	75	41	34
Total recurrent revenue	78	65	13	86	54	32
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total Capital Income	-	-	-	-	-	-
Interest received	-	-	-	-	-	-
Other income	285	249	36	232	283	(52)
Total Income	363	314	49	318	337	(20)
Expenses						
Recurrent expenses						
Employee benefits	896	1,016	120	918	941	24
Materials and services	351	499	148	413	389	(24)
Finance costs	-	-	-	-	-	-
Depreciation expense	113	99	(14)	108	100	(8)
Total	1,360	1,614	254	1,439	1,430	(8)
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	1,360	1,614	254	1,439	1,430	(8)
Net result	(997)	(1,300)	303	(1,121)	(1,093)	(28)

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3.3.6.2 Financial Commentary

Community Engagement indicative net result for the six months ended 31 December 2023 was (\$997,000) as compared to the budget of (\$1,300,000). This represents a favourable variance of \$303,000 or 23.31%.

This is represented by a favourable variance respectively for total income of \$49,000, employee benefits of \$120,000, and materials and services of \$148,000 offset by a minor unfavourable variance for depreciation of (\$14,000).

The Community Engagement indicative net results for the period ended 31 December 2022 was (\$1,121,000). The current indicative period to date figure represents a favourable variance of \$124,000 or 11.06% as compared to the previous corresponding period (PCP).

3.4 PEOPLE & PERFORMANCE

3.4.1 HUMAN RESOURCES

3.4.1.1 Highlights

During Q2 FY24, a total of ten (10) new employees have been welcomed into the organisation. In relation to the development and progression of the existing workforce, three (3) existing employees have been successfully promoted into new roles following participation in the comprehensive, merit based, recruitment process. A total of twenty-one (21) existing employees worked under higher duties or secondment arrangements throughout Q2, extending their skill sets and experience.

Council's new Enterprise Bargaining Agreement was successfully certified by the Queensland Industrial Relations Commission in Q2 FY24. The *North Burnett Regional Council Certified Agreement 2023* operative date was from 20 November 2023.

During Q2 FY24, Council reported to the Department of Youth Justice, Employment, Small Business and Training, the successful completion of a Trainee's two (2) year training contract and acquirement of their relevant Certificate III in their respective field of study.

Council was successful in receiving \$60,000 under the *Skilling Queenslanders for Work First Start Program*, which will go towards wages for 4 trainee positions to commence in Q3 FY24.

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.

Payroll successfully implemented relevant changes from the *North Burnett Regional Council Certified Agreement 2023*.

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.

During Q2 FY24 Council's Health and Safety Committee was updated with several new Health and Safety Representatives and Council met its legislated requirement to hold a minimum of 4 committee meetings for the calendar year.

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 Q2 FY24, Council enrolled selected staff in various training courses such as, but not limited to:

- First Aid and CPR
- Health and Safety Representative Training
- Verification of Competency training and assessment (plant and equipment)
- Chemical Safety Accreditation
- Aerodrome Reporting and Works Safety Officer Course

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 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Number of internal HR support tickets actioned	875	743	707	663	854
Number of WHS inspections completed	98	121	53	43	107
Worker initiated hazard reports assessed	56	11	116	6	5
Number of job applications received	110	156	296	310	192
Number of advertised staff vacancies as at the end of the period	24	14	22	13	29

Notes on results:

- The People and Performance Team actioned 663 tickets for the quarter, with 73% 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 Q2 FY24, People and Performance have continued to deliver recruitment services across the organisation. A total of ten (10) new employees were welcomed into the organisation during the quarter. Council's new Enterprise Bargaining Agreement was certified by the Queensland Industrial Relations Commission on 20 November 2023.

3.4.7 FINANCIALS

3.4.7.1 Divisional statement (Unaudited)

Note	Financial Year To Date					
	Current FYTD			Previous FYTD (PCP)		
	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000	FYTD Actual \$'000	FYTD Budget \$'000	FYTD Variance \$'000
Revenue						
Recurrent revenue						
Rates, levies and charges	-	-	-	-	-	-
Fees and charges	-	-	-	-	-	-
Sales Revenue	-	-	-	-	-	-
+99	60	36	24	64	90	(26)
Total recurrent revenue	60	36	24	64	90	(26)
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total Capital Income	-	-	-	-	-	-
Interest received	-	-	-	-	-	-
Other income	-	-	-	-	-	-
Total Income	60	36	24	64	90	(26)
Expenses						
Recurrent expenses						
Employee benefits	395	436	41	9	387	377
Materials and services	446	230	(216)	193	623	431
Finance costs	-	-	-	-	-	-
Depreciation expense	-	-	-	-	-	-
Total	841	666	(175)	202	1,010	808
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	841	666	(175)	202	1,010	808
Net result	(781)	(630)	(151)	(138)	(920)	782

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.

3.4.7.2 Financial Commentary

People and Performance indicative net result for the six months ended 31 December 2023 was (\$781,000) as compared to the budget of (\$630,000). This represents an unfavourable variance of \$151,000 or 23.97% when compared to forecast.

This is represented by a favourable variance respectively for total income of \$24,000, employee benefits of \$41,000, offset by an unfavourable variance for and materials and services of (\$216,000).

3.5 PLANNING & ENVIRONMENT

3.5.1 ENVIRONMENT

3.5.1.1 Highlights

During the quarter, Council's Environment Team achieved the following highlights:

- Staff attended an online Recycle Mate Demonstration for Queensland Councils.
- Investigated and assisted the Department of Transport and Main Roads (TMR) with a significant asbestos remediation project at Gleichs School Bus Road.
- A representative from the Environment Team participated in an online quarterly Environmental Health networking opportunity with other local governments and Queensland Health.
- Finalised detailed designs for the Landfill Rehabilitation Project, which will see the capping of existing closed landfill sites in the future.
- Staff completed online training sessions on rabies detection and foot and mouth disease identification and prevention.
- Attended the Local Government Illegal Dumping Partnerships Program, Wide Bay Regional Working Group Meeting.
- Staff participated in the Community and Careers Expo at the Gayndah Town Hall.
- Attended and participated in the North Burnett Recovery Group meeting following the Bushfires in the North Burnett Region.
- Provided support to the Disaster Management Officer and Red Cross to undertake evacuation assessments in Gayndah and Mundubbera.
- Conducted an internal review of public washdown bay facilities, activated the AvData systems, installed new signage, and engaged with key stakeholders regarding facility usage and legislative requirements.
- Initiated the formation of the Disaster Management Environment Recovery Group.
- Attended the Environmental Health Regional Forum for 2023 in Childers.
- Participated in the Regional Waste and Resource Recovery Plan Working Group Meeting.
- Implemented a streamlined waste reporting process to ensure ongoing compliance with statutory requirements.

3.5.1.2 Challenges

Our challenges included:

- Reprioritising the team's activities to backfill the Eidsvold Waste Facility during recruitment.
- Difficulty in filling technical roles within the Environment Team, impacting service delivery.
- Encountering challenges in promoting behavioural change regarding sustainability, waste reduction, and addressing 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 financial constraints.
- The existing landfill cell at Mundubbera is nearing capacity. Council is finalising an extension to the existing cell to allow additional time for the delivery of the Mundubbera Landfill Expansion Project.

3.5.2 COMPLIANCE/LOCAL LAWS

3.5.2.1 Highlights

During the quarter, Council's Compliance and Land Protection teams experienced the following highlights:

- Reviewed and updated the dog registration database for the registration year starting 01/10/23.

- Increased team capacity in the north, improving response times across the region.
- Notable improvement in dog registration uptake, processing 748 animal registrations for FY24, with a consistent increase throughout this quarter.
- Plans are under way for further recruitment in early 2024 to strengthen the team's capabilities. This will facilitate enhanced project management and greater focus on the Biosecurity Plan review.
- Conducted trials with GPS/mapping devices and programs to support Land Protection Officers in mapping target areas and tracking actions taken regarding infestations.
- Achieved considerable success in resolving wandering stock complaints. The team effectively managed increased stock activity on roadsides caused by unseasonably dry conditions over the last three months. Through efficient negotiation and conflict de-escalation, the team resolved some long-standing issues.

3.5.2.2 Challenges

- The Lands Protection Team is currently facing capacity constraints, impacting their ability to carry out core functions and limiting proactive initiatives. Recruitment efforts are underway to address this in early 2024.
- Community education is a primary focus for the team in 2024. The team are continuing to participate in numerous shows and events to engage with the community on multiple levels.
- The Compliance Team is handling several matters involving the extended impoundment of dogs. This situation is straining Council's ageing pound facility, necessitating the accommodation of these animals in neighbouring council's pound facilities better suited for long-term tenure.

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. A request for further information has since been received and Council intends to lodge a response by the end of January 2024 for further assessment.
- The amended Local Laws were submitted to the State Government for state interest review and advice was received on 23 November 2023 that all relevant State departments have consented or have no comment to Council's proposed amended Local Laws. Council intends to proceed to the next step of public notification in 2024.
- The Wide Bay Regional Plan was released on Friday 15 December 2023 by the Department of State Development, Infrastructure, Local Government and Planning.

3.5.3.2 Challenges

Our challenges include:

- The process of amending the Planning Scheme could be affected by the 2024 Local Government elections and the period required for the State to issue the approval to proceed to public notification. Early indications are the amendments are not likely to commence public notification until after the 2024 Local Government elections.

3.5.4 MEASURES

3.5.4.1 Workflow Measures

Workflow Measures – Planning & Environment – QOQ to End of Reporting Quarter					
Measure	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Number of licenced food businesses as at the end of the period	86	88	86	85	89
Number of Higher Risk Licence businesses as at the end of the period (personal appearance)	1	1	1	0	0
Number of food business inspections completed	6	59	49	18	31
Number of community food event notices received	30	34	40	27	28
Number of staff attending external sustainability education events	0	5	3	10	2
Tonnes of waste discarded into landfill site	1140	1061	1056	980	999
Number of environmental authority (EA) compliance inspections completed by council	22	15	15	18	6
Number of community event bins emptied (not fixed services) ⁸	167	157	447	192	184
Number of applications received for new kerbside bin collection services	27	27	11	17	10
Number of Illegal dumping investigations initiated	13	30	34	37	16
Number of Illegal dumping compliance notices issued	0	0	1	4	0
Number of Illegal dumping clean ups completed by Council	7	14	25	26	10
Number of mosquito investigations commenced	3	1	1	0	0
Number of mosquito traps serviced	60	100	120	0	0
Number of mosquito treatments undertaken (public land and council facilities only)	0	0	0	0	0
Number of environmental nuisance complaints received	16	11	8	12	8
Number of swimming pool public health assessments completed (council pools only)	0	3	0	4	15
Number of approval to burn applications received	11	0	1	4	0
Number of active flying fox roosts as at the end of the period ⁹	1	3	0	1	2
Number of noncompliance notices issued (local laws)	79	28	43	29	59
Number of animals impounded	17	29	13	25	21
Number of animals seized	4	0	0	2	0
Number of local law permits assessed	1	17	3	4	5
Number of infringement notices issued (Local Laws)	6	6	1	14	58
Number of show cause and enforcement notices issued (building, planning and plumbing)	6	1	9	4	2
Number of building applications received for assessment (EX Private certifier lodgements)	30	23	14	9	5
Number of private certifier building approval lodgements received	20	22	39	22	26

Number of planning applications received for assessment	21	18	14	18	11
Number of plumbing applications received for assessment	12	13	10	13	13
Number of pre lodgement meetings held – In person & online	5	8	5	10	7
Number of pre lodgement advice(s) given regarding potential planning applications	38	17	25	110	16

Notes on results:

Figures are relatively in line with those of previous quarters, without major outliers.

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*

A delay has been experienced due to the partial redesign of the landfill cell to allow for better management of leachate. Due to this delay, Council have had preliminary discussions with the funding body to explore extension options. A consultant has been engaged to manage the landfill expansion.

Council is reviewing options and is in initial discussions with the Department of Environment and Science (DES) to expand the useful life of the 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 services. The evaluation stage has been completed with next steps expected to continue into future quarters.



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 has completed the activation of the AvData systems to commence data collection from November 2023. Officers have installed additional instructional and safety signage at facilities and are in the process of engaging an environmental consultant to undertake a review of the facilities in relation to biosecurity and environmental protection.



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 maintains vigilance in monitoring communicable diseases throughout the region. The team conducts regular inspections of licenced premises, engages in environmental monitoring, and actively educates the community where appropriate.



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 plans to undertake further assessment over the coming months.

This project is on hold due to resource constraints; however, it is targeted to commence in Q3.



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*

The Wide Bay Burnett Regional Waste and Resource Recovery Plan has been finalised. Council will be involved in next steps including the formation of a Working Group and Steering Committee to implement the plan, with this expected to occur over the coming months.



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 commenced data collection on November 27, 2023. Council is in the process of engaging an environmental consultant to undertake a review of the facilities with the aim of providing recommendations to Council for future planning and budgeting requirements.

Council continues to review operations at the Mundubbera Washdown Bay Facility.



Gayndah Waste Management Facility Fencing

Gayndah Waste Facility fencing is 90% complete, with plans for 100% completion in Q3.



Monto Waste Management Facility Fencing

Works completed in September 2023.



Mundubbera Landfill, Regional Expansion

A delay has been experienced due to the partial redesign of the landfill cell to allow for better management of leachate. Due to this delay, Council have had preliminary discussions with the funding body to explore extension options. A consultant has been engaged to manage the landfill expansion.

Council is reviewing options and is in initial discussions with the Department of Environment and Science (DES) to expand the useful life of the 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	1,804	1,763	41	1,669	1,697	(28)
Fees and charges	267	217	50	282	179	103
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total recurrent revenue	2,071	1,980	91	1,951	1,876	75
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total Capital Income	-	-	-	-	-	-
Interest received	18	11	7	16	9	7
Other income	18	47	(29)	71	211	(140)
Total Income	2,107	2,038	69	2,038	2,096	(58)
Expenses						
Recurrent expenses						
Employee benefits	676	1,053	377	851	934	84
Materials and services	1,610	1,897	287	1,346	754	(592)
Finance costs	-	-	-	-	-	-
Depreciation expense	216	36	(180)	133	114	(19)
Total	2,502	2,986	484	2,330	1,802	(527)
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	17	-	(17)
Total	-	-	-	17	-	(17)
Total expenses	2,502	2,986	484	2,347	1,802	(544)
Net result	(395)	(948)	553	(309)	294	(602)

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3.5.7.2 Financial Commentary

Planning and Environment indicative net result for the six months ended 31 December 2023 was (\$395,000) as compared to the budget of (\$948,000). This represents a favourable variance of \$553,000 when compared to forecast.

This is represented by a favourable variance respectively for total income of \$ 69,000. employee benefits of \$377,000, materials and services of \$287,000, offset by unfavourable variance depreciation of (\$180,000).

The Planning and Environment net results for the period ended 31 December 2023 is unfavourable to the previous corresponding period by (\$86,000).

4 WORKS

4.1 WATER & WASTEWATER

4.1.1 WATER & WASTEWATER

4.1.1.1 Highlights

The Drinking Water Quality Management Plan has seen a major inhouse revision, the first under the new State Government Guideline. Annual reporting to all levels of government has been completed for Water and Wastewater leveraging SWIMLocal features.

Construction is almost complete on the Biggenden Water Treatment Plant Replacement and New Raw Water Reservoir Project, with planning well advanced for staff training in it's operation and commissioning. Council recently received advice of provisional approval of an extension of time under the funding round, which will allow additional float to be put back into the program to offset delays around network upgrades by Ergon.

The remaining four projects of the Drinking Water Safety and Reliability Program, funded under the Building Our Regions grant program, have been let, along with the replacement of the asbestos roof on the Monto Water Treatment Plant Raw Water Reservoir #1.

An approved supplier arrangement for chemicals to meet water, and wastewater and swimming pool requirements has been established.

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 continued their Certificate IIIs in either treatment or networks through the Water Industry Worker Pilot Program (through QWRAP).

4.1.1.2 Challenges

Council is facing an ongoing issue meeting licence conditions for Total Dissolved Salts (TDS) in effluent releases from the Biggenden Sewage Treatment Plant and temporary issues at Eidsvold, Mundubbera, and Gayndah. The high TDS levels can be attributed 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 trialling an innovative New Zealand product to control algal growth in sewerage treatment plant ponds at Eidsvold. If the trial proves effective, it will be extended to other sites. The primary objective is to maintain dissolved oxygen, pH and TDS levels within the permissible limits defined in the licence conditions by using an innovative aerator made out of recycled plastic. 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 have desludged pond #1 at Biggenden STP. The pond was taken offline and allowed to dry out naturally, after which it was mechanically desludged before being returned to service. Officers plan to move onto Pond 3 in the New Year.

4.1.2 MEASURES

4.1.2.1 Workflow Measures

Workflow Measures – Water & Wastewater – QOQ to End of Reporting Quarter					
Measure	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Number of Water & Wastewater related service requests determined and responded to, with any identified work either scheduled or completed	145	203	158	181	188
Number of water main breaks repaired	17	13	12	11	14
Number of sewer main breaks and chokes repaired	1	3	7	4	2
Number of afterhours callouts	16	9	8	10	9

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 and sewage compliance issues also due to lack of rainfall.

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](#)

Construction is almost completed on the Biggenden Water Treatment Plant Replacement and New Raw Water Reservoir Project, with planning well advanced for staff training in its operation and commissioning. Council recently received advice of provisional approval of an extension of time under the funding round, which will allow additional float to be put back into the program to offset delays around network upgrades by Ergon.

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 likely to allow completion of the Biggenden WTP Upgrade and New Raw Water Storage project within funding requirements after 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 (BBR RV).

The four remaining projects under the Building Our Regions funded North Burnett Regional Water Safety and Reliability Program are let and site works planned to commence in the New Year, with all parts currently on-course for completion in the 2024 Financial Year (BoR R6).

The Works for Queensland funded Monto WTP Reservoir Roof Replacement has been let to a local supplier and is 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 THMs issues continue to be problematic at Mundubbera. 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.

The operational budget is under some pressure due to the removal of capital budget to fund renewals required from unplanned breakages and breakdowns.

**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.

The operational budget is under some pressure due to the removal of capital budget to fund renewals required from unplanned breakages and breakdowns.

4.1.4 OTHER PROJECT UPDATES

Key:



Completed

In Progress –
On TrackIn Progress –
Behind ScheduleOn 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). All four remaining projects have been let with site works to commence in the New Year. On-course for completion in the 2024 Financial Year.

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

Tender has been let to a local provider to replace this roof with site works commencing in the new year.

**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. An agronomist has provided a soil condition report, and a consultant is being briefed on providing a Medli model to determine if site irrigation is a viable alternative to release to the environment, to meet Department of Environment and Science (DES) requirements. Pond 1 has been desludged.

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

Operational staff have settled on a solution after discussions with various suppliers. No Consultants required and budget will remain unspent.

**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**

Construction is almost completed on the Biggenden Water Treatment Plant Replacement and New Raw Water Reservoir Project, with planning well advanced for staff training in its operation and commissioning. Council recently received advice of provisional approval of an extension of time under the funding round, which will allow additional float to be put back into the program to offset delays around network upgrades by Ergon.

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	2,440	2,518	(78)	2,342	2,293	49
Fees and charges	61	48	13	28	27	1
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	-	-	-	-	-	-
Total recurrent revenue	2,501	2,566	(65)	2,370	2,320	50
Capital revenue						
Grants, subsidies, contributions and donations	2,308	2,308	-	-	-	-
Total Capital Income	2,308	2,308	-	-	-	-
Interest received	17	40	(23)	22	39	(17)
Other income	5	-	5	-	2	(2)
Total Income	4,831	4,914	(83)	2,392	2,361	31
Expenses						
Recurrent expenses						
Employee benefits	911	964	53	830	909	80
Materials and services	1,222	1,291	69	1,174	1,293	118
Finance costs	16	21	5	18	21	3
Depreciation expense	1,197	1,037	(160)	1,107	1,062	(45)
Total	3,346	3,313	(33)	3,129	3,285	156
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	3,346	3,313	(33)	3,129	3,285	156
Net result	1,485	1,601	(116)	(737)	(924)	187

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4.1.5.2 Financial Commentary

Water and Wastewater indicative net result for the six months ended 31 December 2023 was \$1,485,000 as compared to the budget of \$1,601,000. This represents an unfavourable variance of (\$116,000) or (7.25%) when compared to forecast.

This is represented by an unfavourable variance respectively for total income of (\$83,000), and depreciation of (\$160,000) offset by a favourable variance for employee benefits of \$53,000, materials and services of \$69,000 and finance costs of \$5,000.

4.2 CIVIL WORKS

4.2.1 CIVIL CONSTRUCTION & MAINTENANCE

4.2.1.1 Highlights

Council's civil crews have focused on routine maintenance and delivering flood damage repairs to roads across the region. Repair works include completing gravel resheets on Brandt Road, Thomas Road, Mount Woowoonga Road, Giles Road, Blackers Road, Bluebell Road, Bluegum Road and Old Coach Road. Gravel for these roads was sourced from Port Wine Pit and Daisys Pit.

The team has delivered all of the Road Maintenance Performance Contract (RMPC) projects this quarter, with these being delivered within budget. The projects included the Department of Transport and Main Roads (TMR) reseal rehabilitation work in the North, gravel re-sheeting on Gayndah Mt. Perry Road, and maintenance grading on all TMR gravel roads.

Contractors are continuing to work on the replacement of the Bon Accord Bridge.

Council staff assisted in the response to the October 2023 fires, with several staff operating water carts and a grader in response to official Queensland Fire and Emergency Services requests.

4.2.1.2 Challenges

In completing flood damage work, Council has experienced challenges in sourcing the necessary water. Water has been sourced from a local dam for these works.

The remaining gravel section of Monto Mt. Perry Road also posed a challenge, with a lack of gravel on the road surface. This, coupled with the amount of rain it received just after a maintenance grade, made the road difficult to drive on. Discussions with TMR resulted in the provision of gravel to improve the road surface.

The October 2023 fires also impacted staff and contractor availability, as Council and its contractors provided plant and resources to assist in the fire response. It is estimated that Council lost the equivalent of 140 days of productivity due to the fire response.

4.2.2 PARKS & OPEN SPACES

4.2.2.1 Highlights

During the quarter, a CASA audit was completed on the Gayndah Aerodrome, which represented a new learning experience for our Parks and Open Spaces staff as they had never been through an audit before. Council has addressed the findings of the audit.

Five Parks and Open Spaces staff undertook airport reporting officer and fuel testing courses, expanding their knowledge and providing increased capability within the organisation. This was an action item arising from the aerodrome audit.

The team carried out several maintenance activities to improve community safety, including improving visibility out of Bamboo Street and removal or selective pruning of street trees.

A number of staff also obtained training and qualifications to undertake playground equipment safety inspections.

4.2.2.2 Challenges

Vandalism continues to be an issue, with playground equipment, fences and toilets damaged. In some instances, this has resulted in the closure of facilities to the wider public as contractors are sourced to undertake the necessary repairs.

4.2.3 MEASURES

4.2.3.1 Workflow Measures

Workflow Measures – Civil Works – QOQ to End of Reporting Quarter					
Measure	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Number of Civil Works related service requests determined and responded to, with any identified work either scheduled or completed	624	593	344	258	275
Number of Parks & Open Spaces related service requests determined and responded to, with any identified work either scheduled or completed	94	91	64	158	160
KM of gravel resheeting completed ¹⁰	0	21.5	9.57	5.12	5.34
KM of sealed roads resealed (Spray seal only)	1	32	0	0	0
KM of unsealed roads graded – Zone 1 ¹⁰	25	0	93	128	96
KM of unsealed roads graded – Zone 2 ¹⁰	83	15	100	125	110
KM of unsealed roads graded – Zone 3 ¹⁰	27	0	97	77	75
KM of unsealed roads graded – Zone 4 ¹⁰	20	50	86	49	51
KM of unsealed roads graded – Zone 5 ¹⁰	86	118	84	63	7
KM of unsealed roads graded – Zone 6 ¹⁰	52	0	0	15	0
KM of unsealed roads graded – Zone 7 ¹⁰	180	291	282	149	74
KM of unsealed roads graded – Zone 8 ¹⁰	147	112	85	74	0
KM of unsealed roads graded – Region Total ¹⁰	620	586	827	680	413
Hours spent grading unsealed roads (Machine hours) – Zone 1	57	0	211	268	168
Hours spent grading unsealed roads (Machine hours) – Zone 2	128	23	266	154	154
Hours spent grading unsealed roads (Machine hours) – Zone 3	76	0	228	216	131
Hours spent grading unsealed roads (Machine hours) – Zone 4	63	147	237	171	178
Hours spent grading unsealed roads (Machine hours) – Zone 5	117	329	207	255	26
Hours spent grading unsealed roads (Machine hours) – Zone 6	50	0	0	42	0
Hours spent grading unsealed roads (Machine hours) – Zone 7	286	175	281	149	50
Hours spent grading unsealed roads (Machine hours) – Zone 8	259	216	103	74	0
Hours spent grading unsealed roads (Machine hours) – Region Total	1036	890	1533	1329	707

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 TrackIn Progress –
Behind ScheduleOn 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*

Several flood damage resheets were completed during the quarter, including those to Brandt Road, Thomas Road, Mount Woowoonga Road, Giles Road, Blackers Road, Bluebell Road, Bluegum Road and Old Coach Road.

**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 second workshop has been held with Councillors on the Road Network Review. Officers will continue 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. Bourke Road has been added to the road register and addresses have been issued to the property owners along the demained stretch of road.

**Undertake bridge maintenance and renewal programs in keeping with budget allocations and available resources.**Corporate Plan Link *Essential Service Delivery – Getting the Basics Right*

Quotes were received for termite control on Council's timber bridges, work will likely occur in the next 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*

CASA undertook a Level 1 Systems Audit of the Gayndah Aerodrome. The audit identified five Safety Findings which have all been addressed to CASAs satisfaction.

**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*

Mt Perry Showgrounds is reverting from Council to the Show Society as the Trustee. Next quarter Council will arrange the transfer of Trusteeship to the Mt Perry Show Society.

**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 Track  In Progress – Behind Schedule  On Hold or For Dismissal

**Bridge Refurbishment Program**

No works undertaken this quarter.

**SafeStreets - Coalstoun Lakes State School**

This project has been completed.

**Engineering Design for Future Capital Projects**

No designs completed this quarter.

**Gravel Re-sheets – 2023-2024**

Several flood damage resheets were completed during the quarter, including those to Brandt Road, Thomas Road, Mount Woowoonga Road, Giles Road, Blackers Road, Bluebell Road, Bluegum Road and Old Coach Road.

**Reseal Program – 2022-2023**

This project is completed.

**Reseal Program – 2023-2024**

The program for this year has been developed and the successful tenderer has been appointed this quarter.

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

Transport and Main Roads (TMR) are close to finalising the design of this project.

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

This project has commenced and is on track for completion in 2024.

**Disaster Recovery REPA Rain Event Feb 2022**

Works on the resheeting is underway. The tenderer for the Gospel Hall Road floodway has been selected and will commence work early in the New Year.

**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 has 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.

Consultation currently underway with TMR. Initial investigation into the most appropriate solution have commenced.

**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.

Consultation currently underway with TMR. Initial investigation into the most appropriate solution have commenced.

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	185	125	60	140	109	31
Sales Revenue	1,096	1,064	32	1,013	835	178
Grants, subsidies, contributions and donations	1,278	1,228	50	503	642	(140)
Total recurrent revenue	2,559	2,417	142	1,656	1,586	69
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	209	-	209
Total Capital Income	-	-	-	209	-	209
Interest received	-	-	-	-	-	-
Other income	-	-	-	-	-	-
Total Income	2,559	2,417	142	1,865	1,586	278
Expenses						
Recurrent expenses						
Employee benefits	2,251	2,535	284	2,268	2,291	23
Materials and services	3,005	2,883	(122)	3,893	1,161	(2,733)
Finance costs	14	17	3	15	17	2
Depreciation expense	6,200	6,788	588	5,526	4,899	(628)
Total	11,470	12,223	753	11,702	8,368	(3,336)
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	11,470	12,223	753	13,635	8,368	(5,269)
Net result	(8,911)	(9,806)	895	(11,770)	(6,782)	(4,991)

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4.2.6.2 Financial Commentary

Civil Works indicative net result for the period ended 31 December 2023 was (\$8,911,000) as compared to the budget of (\$9,806,000). This represents a favourable variance of \$895,000 or 9.13% when compared to forecast.

This is represented by a favourable variance for total income of \$142,000, employee benefits of \$ 284,000, finance costs of \$3,000 and depreciation \$588,000, offset by an unfavourable variance for materials and services of \$122,000.

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

Council is committed to upskilling staff and providing training opportunities. It was great to see our Senior Technical Officer - Assets successfully complete the Asset Management Fundamentals Course, which will set them up well for further asset management training in 2024.

Additionally, the reconciliation of road revaluation with the road register has been completed, providing the Assets team with a true indication of data accuracy within the asset register.

Efforts were made to enhance operational efficiency by highlighting a new electronic segmentation form during the Civil Works team leaders meeting. This transition from a paper-based form to a more user-friendly electronic form using Reflect has significantly improved data capture and transfer from field operators to My Data.

Moreover, in collaboration with LDCC, efforts were made to record flood indicator signage locations and conditions. An electronic form within Reflect has been developed to aid in identifying high-risk areas lacking proper flood indicator signage.

4.3.1.2 Challenges

The assets team has been actively addressing various challenges, such as aligning the POZI road infrastructure module with the asset register and staying current with work in progress (WIP) to ensure timely completion of all capitalisation, including flood recovery projects, by the end of the financial year.

The capitalisation process for the extensive works carried out at the Biggenden water treatment plant will require significant resources due to the scope of works undertaken.

4.3.2 FLEET MANAGEMENT

4.3.2.1 Highlights

Additional training opportunities were provided to the Fleet Administration Officer, who successfully completed the IPWEA Fleet Management certificate. Completion of this certificate will allow the officer to progress into more challenging technical officer roles into the future.

The replacement Councillor vehicles were delivered, approximately 10 months after orders were placed.

The FY24 heavy and light fleet procurement program is well underway, with tenders released to the market in Q2, and orders expected to be placed in January 2024.

The fleet auction list has been completed and the auction date set for February 2024. The auction will be held in-region to ensure residents have the opportunity to inspect and participate in the auction.

4.3.2.2 Challenges

Work has commenced on developing a new 10-year fleet replacement plan that aligns with fleet best practice principles and meets the needs of internal stakeholders.

Work has also continued on data validation within Council asset management system to ensure it is accurate and relevant for decision making. Despite the challenges, internal stakeholders are starting to see efficiencies, through improved service scheduling.

4.3.3 FACILITIES

4.3.3.1 Highlights

After an extensive recruitment process, the Facilities team will welcome a permanent Senior Technical Officer and Technical Officer early in 2024. With these appointments, the Facilities team is now at full capacity allowing the team to continue to build on the improvements in previous quarters.

New caretakers have been appointed to look after the Mt Perry and Mingo Crossing caravan parks.

4.3.3.2 Challenges

The team have been working to develop a 10-year facilities rationalisation and renewal plan that allows for the provision of fit for purpose, compliant, and safe buildings and facilities.

4.3.4 MEASURES

4.3.4.1 Workflow Measures

Workflow Measures - Assets, Facilities & Fleet – QOQ to End of Reporting Quarter					
Measure	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Number of internal Facilities support tickets actioned	196	157	279	312	409
Number of Internal Fleet support tickets actioned	415	316	376	388	345
Number of Facilities related community requests determined and responded to with any identified work either scheduled or completed.	107	189	151	85	86
Total number of fleet items as at end of the period ¹¹	487	506	473	488	483

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*

The cost to maintain and operate, utilisation and age data of fleet are being used to develop a 10-year replacement plan for fleet. This has been enabled through the review and refinement of fleet data in the asset management fleet module.



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 completed for all community halls roofs where required. Implementation of the plan to repair water damage within the Monto Hall is expected to be completed in Q3.



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 review into the caravan park services has been finalised. Strategies to address funding shortfalls are targeted for development in Q4.

**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*

With Council's Local Housing Action Plan (LHAP) currently under development, this item has been placed on hold. The Draft LHAP explores the challenges currently being experienced in the local housing market and acknowledges the pressures that government employee housing places on the open market. Draft actions have been developed which will further explore options in this regard.

**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*

Monthly meetings are held with pool operators to ensure compliance with lease agreements, legislation, and guidelines.

4.3.6 OTHER PROJECT UPDATES

Key:



Completed

In Progress –
On TrackIn Progress –
Behind ScheduleOn Hold or For
Dismissal**Plant Replacement Program – 2021-2022**

The plant replacement program for 2021-22 has been reviewed and any unspent funds have been transferred into a consolidated 2023-24 program.

**Plant Replacement Program – 2022-2023**

The plant replacement program for 2022-23 has been reviewed and any unspent funds have been transferred into a consolidated 2023-24 program.

**Plant Replacement Program – 2023-2024**

Procurement of replacement plant for 2023-2024 is underway, with the tender closing December 21, 2023.

**Monto Administration Building**

Geotechnical investigations and x-raying of the front and back walls have been completed. The consultants have provided a report outlining how the structural issues can be addressed. Scoping for the repairs will commence in Q3.

**Community Hall Roof Restoration**

Repairs have been completed for all community halls roofs where required.

**Community Pool Maintenance Program**

Repairs have been completed for the Mundubbera wading pool. Repair work for the Mundubbera 50 metre pool is expected to commence in April 2024 once the pool season is over.

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	396	298	98	335	258	77
Sales Revenue	-	-	-	-	-	-
Grants, subsidies, contributions and donations	37	53	(16)	33	131	(98)
Total recurrent revenue	433	351	82	368	389	(21)
Capital revenue						
Grants, subsidies, contributions and donations	-	-	-	118	-	118
Total Capital Income	-	-	-	118	-	118
Interest received	-	-	-	-	-	-
Other income	60	102	(42)	72	83	(11)
Total Income	493	453	40	558	472	86
Expenses						
Recurrent expenses						
Employee benefits	624	850	226	764	768	3
Materials and services	477	(784)	(1,261)	455	(1,132)	(1,588)
Finance costs	-	-	-	-	2	2
Depreciation expense	1,650	1,334	(316)	1,544	1,407	(136)
Total	2,751	1,400	(1,351)	2,763	1,045	(1,719)
Capital Expenses						
Loss on disposal of non-current assets	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-
Total	-	-	-	-	-	-
Total expenses	2,751	1,400	(1,351)	2,763	1,045	(1,719)
Net result	(2,258)	(947)	(1,311)	(2,205)	(573)	(1,633)

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4.3.7.2 Financial Commentary

Assets, Facilities and Fleet indicative net result for the period ended 31 December 2023 was (\$2,258,000) as compared to the budget of (\$947,000). This represents an unfavourable variance of (\$1,311,000) or 138.44% when compared to forecast.

This is represented by an unfavourable variance respectively for material and services of (\$1,261,000) and depreciation of (\$316,000), offset by a favourable variance of total income of \$40,000, and employee benefits of \$226,000.

The Assets, Facilities and Fleet net results for the period ended 31 December 2023 is less favourable when compared to the previous corresponding period by (\$53,000) or (2.40%).

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	The Audit and Risk Committee held two meetings prior to the end of 2023, reviewing a wide breadth of information. Several enhancements were noted and made to Council's FY23 community financial report, leading to readability enhancements prior to endorsement. The Audit and Risk Committee is expected to complement an existing focus on continuous improvement, particularly with regard to financial systems and controls.
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	A delay has been experienced due to the partial redesign of the landfill cell to allow for better management of leachate. Due to this delay, Council have had preliminary discussions with the funding body to explore extension options. A consultant has been engaged to manage the landfill expansion. Council is reviewing options and is in initial discussions with the Department of Environment and Science (DES) to expand the useful life of the 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. The current focus has been on upgrading Windows Server to the latest version.
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.
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.

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
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	During the quarter, officers worked collaboratively to develop an initial portfolio of service catalogues, providing a sound foundation for ongoing development and refinement. In accordance with item 12 under the FY24 Operational Plan, the initial draft will continue to evolve over time to reflect the diversity of council service delivery.
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	Several flood damage resheets were completed during the quarter, including those to Brandt Road, Thomas Road, Mount Woowoonga Road, Giles Road, Blackers Road, Bluebell Road, Bluegum Road and Old Coach Road.
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	Construction is almost completed on the Biggenden Water Treatment Plant Replacement and New Raw Water Reservoir Project, with planning well advanced for staff training in its operation and commissioning. Council recently received advice of provisional approval of an extension of time under the funding round, which will allow additional float to be put back into the program to offset delays around network upgrades by Ergon. 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).
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 second workshop has been held with Councillors on the Road Network Review. Officers will continue 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	With the initial draft developed as set out in item 7 of the Operational Plan, ongoing refinement is set to commence in FY24 Q3.
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	Multiple consultation exercises were successfully undertaken during the quarter, applying the tools and taking the necessary steps as set out in the engagement framework. Most exercises evaluated to a Consult level and were undertaken in an efficient manner, having regard to available resources. Work will continue in the coming quarters to ensure the framework is embedded into the operations of the organisation and the value of the framework is maximised.

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
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	<p>Further work has continued in Q2 FY24 to manage risk and embed a culture of robust risk management.</p> <p>During the quarter, council officers continued to add risks identified across the wider organisation into SkyTrust, a software platform to support the management and monitoring of both strategic and operational risks.</p>
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 future quarters, 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 Q2 FY24, People and Performance have continued to deliver recruitment services across the organisation. A total of ten (10) new employees were welcomed into the organisation during the quarter. Council's new Enterprise Bargaining Agreement was certified by the Queensland Industrial Relations Commission on 20 November 2023.
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 begin 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>

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
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	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.
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	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 services. The evaluation stage has been completed with next steps expected to continue into future quarters.
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	An extension of time is likely to allow completion of the Biggenden WTP Upgrade and New Raw Water Storage project within funding requirements after 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 (BBR RV). The four remaining projects under the Building Our Regions funded North Burnett Regional Water Safety and Reliability Program are let and site works planned to commence in the New Year, with all parts currently on-course for completion in the 2024 Financial Year (BoR R6). The Works for Queensland funded Monto WTP Reservoir Roof Replacement has been let to a local supplier and is set for completion in the 2024 Financial Year.
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	Ongoing liaison and support occur for SES personnel, plant, equipment, activity program, review and improvement. Council continues to liaise with Queensland Fire and Emergency Services (QFES) as well as Queensland Police Service (QPS) regarding the transition of SES to Queensland Police Services (QPS) and will continue to monitor information around the transition.
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.

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
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.
30	Rural Addressing	Rural addressing is undertaken.	Undertake rural addressing consistently pursuant to the policy.	30/06/2024	Ongoing business as usual (BAU) activity. Bourke Road has been added to the road register and addresses have been issued to the property owners along the demained stretch of road.
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	Quotes were received for termite control on Council's timber bridges, work will likely occur in the next 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	The cost to maintain and operate, utilisation and age data of fleet are being used to develop a 10-year replacement plan for fleet. This has been enabled through the review and refinement of fleet data in the asset management fleet module.
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	<p>A business as usual (BAU) function for the operational team. The THMs issues continue to be problematic at Mundubbera. 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.</p> <p>The operational budget is under some pressure due to the removal of capital budget to fund renewals required from unplanned breakages and breakdowns.</p>
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	<p>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.</p> <p>The operational budget is under some pressure due to the removal of capital budget to fund renewals required from unplanned breakages and breakdowns.</p>

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
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 seven allotments. Council has also tendered for the sale of 34 Moreton Street, Eidsvold.
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 has completed the activation of the AvData systems to commence data collection from November 2023. Officers have installed additional instructional and safety signage at facilities and are in the process of engaging an environmental consultant to undertake a review of the facilities in relation to biosecurity and environmental protection.
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 maintains vigilance in monitoring communicable diseases throughout the region. The team conducts regular inspections of licenced premises, engages in environmental monitoring, and actively educates the community where appropriate.
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 draft under development. Progress is not as advanced as was initially targeted and this matter remains a priority for the coming quarter.

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>Our contracts require the North Burnett Transport Service (NBTS) to hold one community forum every twelve months with key stakeholders. Mutual agreement was reached with Translink to exempt Council from conducting a forum in November 2023.</p> <p>The North Burnett Transport Service (NBTS) had an Operator Accreditation Audit with the Department of Transport and Main Road on Wednesday, 29 November 2023. The outcome of the audit is expected in Q3, FY24.</p>
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 Library Programming Officer and Customer Service and Library Officer were invited to read stories at Mt Perry State School. • All six Libraries participated in Christmas Craft workshops for children above 6 years of age, facilitated by Communities and Customer Service and Library Officers. • First 5 Forever Christmas Storytime and craft sessions were held at each library. • 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 visited the Mundubbera Kindergarten for Storytime activities. • Fiona McArthur author talks were well attended in six towns across the region in October. • Author Talk with Fleur McDonald, was highly successful in Monto with 41 community members attending the 'Library after Dark' event. • The team continued to focus on the delivery of the First 5 Forever program by facilitating Storytime and outreach programs in all six communities.

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

ID#	Service	Outcome	Action	End Date	Comments
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>The following are key outcomes during Q2 FY24:</p> <ul style="list-style-type: none"> 2024 Australia Day event planning continued in Q2 FY24. Australia Day Award nominations were released on October 9, 2023, and November 22, 2023. The Australia Day Awards Selection Panel meeting was held on December 11, 2023. Australia Day Award letters were signed prior to the Christmas closure and mailed to nominees. Citizenship ceremony invitations were sent to candidates, as well as the Federal Member for Flynn and the State Member for Callide. Partnered with Bundaberg Fruit and Vegetable Growers (BFVG) to support the delivery of the first careers day event in the region in Gayndah. Planning is underway to hold a Monto Careers Day in 2024.
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>An online introduction to grant writing workshop was facilitated by Oliva Everitt on Wednesday, October 18, 2023, at 5.30pm. 25 community members from a range of not-for-profit (NFP) community groups registered for the event, of which 13 attended the workshop. This workshop focused on sharing best practice in grant writing, including how to plan, budget and include research in proposals, as well as how to identify what an assessor might be looking for in a grant application. Attendees were also provided with useful templates and resources.</p> <p>The Communities team are continuing to explore partnership opportunities and, through this, are seeking to deliver capacity-building workshops specific to arts, cultural, and sporting grants. 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>
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, Biggenden Museum 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 be released in Q3 FY24.</p> <p>Applications for Individual Development Grants continue to be assessed and School Bursary's have been processed for FY24.</p>

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

ID#	Service	Outcome	Action	End Date	Comments
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	Both Gyms are operating and with stable membership base between FY22 and FY23. A review of gym viability (e.g., financial) has continued with an aim to complete the review in Q3 FY24.
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 completed for all community halls roofs where required. Implementation of the plan to repair water damage within the Monto Hall is expected to be completed in Q3.
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	Local Disaster Management Plan (LDMP) enacted during the response to the North Burnett Bushfires in October 2023. A debrief from the bushfire activation will occur during Q3, with lessons learned incorporated into the plan in the future.
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	Disaster-Proof Your Business resource complete and promoted at community events. This resource is also available on Councils Website. Additional supporting material continues to be developed. Teams continue to work closely with community groups and organisations to deliver community resilience projects across the region.
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 plans to undertake further assessment over the coming months. This project is on hold due to resource constraints; however, it is targeted to commence in Q3.
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	The Wide Bay Burnett Regional Waste and Resource Recovery Plan has been finalised. Council will be involved in next steps including the formation of a Working Group and Steering Committee to implement the plan, with this expected to occur over the coming months.
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 review into the caravan park services has been finalised. Strategies to address funding shortfalls are targeted for development in Q4.

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

ID#	Service	Outcome	Action	End Date	Comments
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	With Council's Local Housing Action Plan (LHAP) currently under development, this item has been placed on hold. The Draft LHAP explores the challenges currently being experienced in the local housing market and acknowledges the pressures that government employee housing places on the open market. Draft actions have been developed which will further explore options in this regard.
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	CASA undertook a Level 1 Systems Audit of the Gayndah Aerodrome. The audit identified five Safety Findings which have all been addressed to CASAs satisfaction.
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	Mt Perry Showgrounds is reverting from Council to the Show Society as the Trustee. Next quarter Council will arrange the transfer of Trusteeship to the Mt Perry Show Society.
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	Monthly meetings are held with pool operators to ensure compliance with lease agreements, legislation, and guidelines.

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	<p>Advocacy was discussed with Councillors at the Councillor Information Workshop held on December 6, 2023. The information received will inform the strategy document that is currently under development.</p> <p>This item will be a priority for Q3 FY24 however, final endorsement is not anticipated until subsequent quarters due to caretaker period restrictions.</p>
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 Q2 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 June 30, 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>A consultant has been engaged, and a project inception meeting was held in early December 2023. Data and information requests from the consultant are being actioned.</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 June 30, 2024.</p> <p>An evacuation centre is defined as a building located beyond a hazard to provide temporary accommodation, food and water until it is safe for evacuees to return to their homes or alternative temporary emergency accommodation.</p> <p>An assessment has been undertaken of facilities nominated within Council's Local Disaster Management Plan as potential evacuation centres, as well as existing equipment and supplies available within those facilities. These assessments are to be further analysed to determine the necessary equipment and supplies required for the operation of an evacuation centre, taking into account relevant guidance materials from Red Cross Queensland.</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 June 30, 2024.</p> <p>Assessment has been undertaken of facilities nominated within Council's Local Disaster Management Plan as potential evacuation centres to determine the suitability and benefit of providing alternative power supply capacity, as well as consultation internally to itemise critical water and sewage infrastructure that should be considered.</p> <p>Further analysis is required to prioritise sites, taking into account funding limitations.</p>

COURAGEOUS LEADERSHIP
COMMUNITY EMPOWERMENT
CONTINUOUS IMPROVEMENT

	Project Title	FY24 Budget*	FY24 YTD + Commitments	Remaining Budget**	Latest Update
✓	Disaster Management - Emergency Management Dashboard Upgrades	\$20,000	\$20,600	(\$600)	<p>Funding secured under the Local Recovery and Resilience Grant for delivery by June 30, 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>The project has been awarded, with delivery of upgrades expected during Q3, FY24.</p>
✗	Disaster Management - Dashboard Community Education Roadshow	\$15,000	\$0	\$15,000	<p>Funding secured under the Local Recovery and Resilience Grant for delivery by June 30, 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 June 30, 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 June 30, 2024.</p> <p>This project has direct links to other projects relating to nominated evacuation centres. Assessments of facilities have progressed with further analysis to be undertaken to determine the level of relevant equipment required.</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 June 30, 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>The project was awarded, and an inception meeting was completed during Q2.</p>

COURAGEOUS LEADERSHIP
COMMUNITY EMPOWERMENT
CONTINUOUS IMPROVEMENT

	Project Title	FY24 Budget*	FY24 YTD + Commitments	Remaining Budget**	Latest Update
✓	Disaster Management - Water Level Sensors	\$50,000	\$0	\$50,000	<p>Funding secured under the Local Recovery and Resilience Grant for delivery by June 30, 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 have been determined. Solutions for water level sensors are currently being investigated.</p>
✓	Disaster Management - Get Ready Queensland	\$11,640	\$0	\$11,640	<p>Funding secured under the Get Ready Queensland Fund for delivery by June 30, 2024.</p> <p>FY24 projects identified include:</p> <ul style="list-style-type: none"> • Television advertisement promoting the Emergency Management Dashboard (joint project with Wide Bay Burnett Councils) currently airing. • Working with Volunteering Queensland and GIVIT to embed services within community groups and develop a volunteering plan for the Local Disaster Management Plan <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 June 30, 2026 (extension granted).</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 June 30, 2026 (extension granted).</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>A tender was issued during Q2.</p>
✗	Disaster Management - Burnett River Weir Survey	\$11,500	\$0	\$11,500	<p>Funding secured under the Flood Risk Management Program for delivery by June 30, 2026 (extension granted).</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>This project will commence once all survey requirements are identified during the data collection phase of the Burnett River Catchment Flood Study.</p>

COURAGEOUS LEADERSHIP
COMMUNITY EMPOWERMENT
CONTINUOUS IMPROVEMENT

	Project Title	FY24 Budget*	FY24 YTD + Commitments	Remaining Budget**	Latest Update
✓	Disaster Management - Flood Warning Intelligence System	\$80,500	\$82,000	(\$1,500)	<p>Funding secured under the Flood Risk Management Program for delivery by June 30, 2026 (extension granted).</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>Delivery of the system is scheduled for Q3.</p>
✓	Disaster Management - Stakeholder Only - Local IFD Data	-	-	-	<p>Funding secured under the Flood Risk Management Program for delivery by June 30, 2026 (extension granted).</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>The project has been awarded and is 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 June 30, 2026 (extension granted).</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>This 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 June 30, 2026 (extension granted).</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 June 30, 2026 (extension granted).</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>

COURAGEOUS LEADERSHIP
COMMUNITY EMPOWERMENT
CONTINUOUS IMPROVEMENT

	Project Title	FY24 Budget*	FY24 YTD + Commitments	Remaining Budget**	Latest Update
✓	Disaster Management - Stakeholder Only - Property Level Flood Information Portal	-	-	-	<p>Funding secured under the Resilient Homes Fund for delivery by June 30, 2025 (extension granted).</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>The project has been awarded. Stakeholder engagement and project concept scoping have commenced.</p>
Information Management					
⚠	Online Payments	-		-	Technical issue have been resolved and internal testing has been successful. A penetration test is to be completed before system is ready to be release to the public.
✓	Computer Replacement Program – Server, PC, WAN & SAN	\$80,000	\$80,994	(\$994)	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 has been installed and configured. The upgraded links are now active.
✓	Records Management - Shredding Machines	\$11,000	\$6,900	\$4,100	Compliant shredders have been purchased and installed at each office location.
Planning & Environment					
✓	Washdown Rectification Project (Stage 1 & 2)	\$380,000	\$0	\$380,000	<p>Council commenced data collection on November 27, 2023. Council is in the process of engaging an environmental consultant to undertake a review of the facilities with the aim of providing recommendations to Council for future planning and budgeting requirements.</p> <p>Council continues to review operations at the Mundubbera Washdown Bay Facility.</p>
⚠	Gayndah Waste Management Facility Fencing	\$30,196	\$0	\$30,196	Gayndah Waste Facility fencing is 90% complete, with plans for 100% completion in Q3.
✓	Monto Waste Management Facility Fencing	\$23,369	\$30,089	(\$6,720)	Works completed in September 2023.
⚠	Mundubbera Landfill, Regional Expansion	\$3,718,945	\$104,441	\$3,614,504	<p>A delay has been experienced due to the partial redesign of the landfill cell to allow for better management of leachate. Due to this delay, Council have had preliminary discussions with the funding body to explore extension options. A consultant has been engaged to manage the landfill expansion.</p> <p>Council is reviewing options and is in initial discussions with the Department of Environment and Science (DES) to expand the useful life of the existing landfill.</p>

COURAGEOUS LEADERSHIP
COMMUNITY EMPOWERMENT
CONTINUOUS IMPROVEMENT

	Project Title	FY24 Budget*	FY24 YTD + Commitments	Remaining Budget**	Latest Update
Water & Wastewater					
✓	Regional Drinking Water Safety and Reliability Project (BOR Funding Application)	\$1,250,000	\$1,475,650	(\$225,650)	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). All four remaining projects have been let with site works to commence in the New Year. On-course for completion in the 2024 Financial Year.
✓	Water Treatment Plant - Reservoir Roof Replacement Program	\$250,000	\$168,214	\$81,786	Tender has been let to a local provider to replace this roof with site works commencing in the new year.
✓	Pump Station Well Lid Upgrade Program	\$30,000	\$17,635	\$12,365	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	\$3,204	\$196,796	Staff are collecting data across the catchment and working towards a report on salinity and a licence variation application. An agronomist has provided a soil condition report, and a consultant is being briefed on providing a Medli model to determine if site irrigation is a viable alternative to release to the environment, to meet Department of Environment and Science (DES) requirements. Pond 1 has been desludged.
✓	Investigate, Design & Install Macerator - Monto Sewerage Treatment Plant (STP)	\$20,000	\$0	\$20,000	Operational staff have settled on a solution after discussions with various suppliers. No Consultants required and budget will remain unspent.
✓	Sewage Pump Station – Lifting Compliance Program	\$60,000	\$30,778	\$29,222	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	\$4,178,611	\$71,389	Construction is almost completed on the Biggenden Water Treatment Plant Replacement and New Raw Water Reservoir Project, with planning well advanced for staff training in its operation and commissioning. Council recently received advice of provisional approval of an extension of time under the funding round, which will allow additional float to be put back into the program to offset delays around network upgrades by Ergon. 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).

COURAGEOUS LEADERSHIP
COMMUNITY EMPOWERMENT
CONTINUOUS IMPROVEMENT

	Project Title	FY24 Budget*	FY24 YTD + Commitments	Remaining Budget**	Latest Update
Civil Works					
✓	Bridge Refurbishment Program	\$851,438	\$0	\$851,438	No works undertaken this quarter.
✓	SafeStreets - Coalstoun Lakes State School	\$35,000	\$51,228	(\$16,228)	This project has been completed.
✓	Engineering Design for Future Capital Projects	\$250,000	\$16,369	\$233,631	No designs completed this quarter.
✓	Gravel Re-sheets 2023-2024	\$1,344,067	\$228,674	\$1,115,393	Several flood damage resheets were completed during the quarter, including those to Brandt Road, Thomas Road, Mount Woowoonga Road, Giles Road, Blackers Road, Bluebell Road, Bluegum Road and Old Coach Road.
✓	Reseal Program – 2022-2023	\$962,584	\$0	\$962,584	This project is completed.
✓	Reseal Program – 2023-2024	\$1,587,280	\$45,197	\$1,542,083	The program for this year has been developed and the successful tenderer has been appointed this quarter.
✓	TIDS - Gayndah – Mount Perry Road – 2023-2024 (Year 1 of 4)	\$983,708	\$0	\$983,708	Transport and Main Roads (TMR) are close to finalising the design of this project.
✓	Disaster Recovery Betterment Rain Event Feb 2022 - Bon Accord Bridge	\$2,794,923	\$4,863,391	(\$2,068,468)	This project has commenced and is on track for completion in 2024.
✓	Disaster Recovery REPA Rain Event Feb 2022	\$3,065,515	\$5,672,704	(\$2,607,189)	Works on the resheeting is underway. The tenderer for the Gospel Hall Road floodway has been selected and will commence work early in the New Year.
⚠	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 has commenced.
⚠	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. Consultation currently underway with TMR. Initial investigation into the most appropriate solution have commenced.
⚠	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. Consultation currently underway with TMR. Initial investigation into the most appropriate solution have commenced.

	Project Title	FY24 Budget*	FY24 YTD + Commitments	Remaining Budget**	Latest Update
Assets, Facilities & Fleet					
⊖	Plant Replacement Program – 2021-2022	\$885,464	\$857,166	\$28,298	The plant replacement program for 2021-22 has been reviewed and any unspent funds have been transferred into a consolidated 2023-24 program.
⊖	Plant Replacement Program – 2022-2023	\$630,953	\$632,268	(\$1,315)	The plant replacement program for 2022-23 has been reviewed and any unspent funds have been transferred into a consolidated 2023-24 program.
✓	Plant Replacement Program – 2023-2024	\$2,666,155	\$8,491	\$2,657,664	Procurement of replacement plant for 2023-2024 is underway, with the tender closing December 21, 2023.
✓	Monto Administration Building	\$250,000	\$48,830	\$201,170	Geotechnical investigations and x-raying of the front and back walls have been completed. The consultants have provided a report outlining how the structural issues can be addressed. Scoping for the repairs will commence in Q3.
✓	Community Hall Roof Restoration	\$300,000	\$13,056	\$286,944	Repairs have been completed for all community halls rooves where required.
⚠	Community Pool Maintenance Program	\$150,000	\$73,310	\$76,690	Repairs have been completed for the Mundubbera wading pool. Repair work for the Mundubbera 50 metre pool is expected to commence in April 2024 once the pool season is over.

* 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 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Office of the CEO					
Number of policies and/or administration directives formally approved and consequently brought into effect ¹	4	5	11	3	2
Number of documented procedures formally approved and consequently brought into effect ¹	1	8	4	1	1
Number of councillor requests actioned or otherwise closed requiring no further action	88	44	72	29	46
Number of internal Media support tickets actioned	313	213	213	282	348
Number of Local Disaster Management Group (LDMG) meetings	3	1	2	1	7
Number of District Disaster Management Group (DDMG) meetings	1	0	1	1	3
Number of Local Disaster Management Group (LDMG) stand-ups	1	0	0	0	1
Information Management					
Number of internal ICT support tickets actioned	419	476	510	495	538
Number of internal Records support tickets actioned	391	460	349	489	479
Number of new records added to council's Electronic Document and Records Management System (EDRMS)	761	5261	4432	5079	5835
Number of records destroyed in line with (and as required by) retention and disposal schedules	0	0	33602	32334	0
Financial Services					
Number of internal Finance support tickets actioned	458	453	458	530	462
Number of creditor accounts having received at least one payment in the period	466	434	450	466	436
Number of all purchase orders raised (created) within the period ²	2043	1933	2013	2286	2063
Number of purchase orders raised (created) with local suppliers within the period ^{2,3}	961	959	942	1101	1093
Number of purchase orders raised (created) by the finance or procurement teams within the period ²	257	321	295	313	299
Community Engagement					
Number of phone interactions via customer contact centre	3202	3733	3152	3497	3028
Number of calls received by afterhours service	157	58	43	46	84
Number of customers visiting Biggenden Customer Service & Library (CSL) centre ⁴	814	998	797	1163	623
Number of customers visiting Gayndah Customer Service & Library (CSL) centre ⁴	2220	2500	2070	2292	1448
Number of customers visiting Mundubbera Customer Service & Library (CSL) centre ⁴	2181	1802	1484	2069	1645
Number of customers visiting Eidsvold Customer Service & Library (CSL) centre ⁴	939	878	980	1026	844
Number of customers visiting Monto Customer Service & Library (CSL) centre ⁴	3075	3059	2525	3210	2497
Number of customers visiting Mt Perry Customer Service & Library (CSL) centre ⁵	374	484	551	778	537
Number of customer interactions via Biggenden Customer Service & Library (CSL) centre	475	395	406	466	393

Workflow Measures – QOQ to End of Reporting Quarter					
Measure	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Number of customer interactions via Gayndah Customer Service & Library (CSL) centre	1072	1596	783	1803	1180
Number of customer interactions via Mundubbera Customer Service & Library (CSL) centre	484	732	499	860	590
Number of customer interactions via Eidsvold Customer Service & Library (CSL) centre	426	401	471	536	369
Number of customer interactions via Monto Customer Service & Library (CSL) centre	1597	1949	1487	2048	1590
Number of customer interactions via Mt Perry Customer Service & Library (CSL) centre	287	376	350	460	250
Number of visitors to the Reginald Murray Williams Centre	616	467	1209	1541	568
Number of campers staying at the Reginald Murray Williams Campgrounds	42	20	162	294	42
Number of total library borrowings (physical items) ⁶	6890	6639	6493	7116	6104
Number of total eResource borrowings (electronic items) ⁷	1488	1229	1340	1263	TBA
Number of First 5 Forever (F5F) sessions conducted (Library sessions only)	38	72	76	77	71
Number of attendees at First 5 Forever (F5F) sessions (Library sessions only)	140	203	260	314	250
Number of Library Program sessions conducted (excluding F5F Library sessions)	8	2	12	8	25
Number of attendees at Library Programs (excluding F5F Library sessions)	87	4	95	121	277
People & Performance					
Number of internal HR support tickets actioned	875	743	707	663	854
Number of WHS inspections completed	98	121	53	43	107
Worker initiated hazard reports assessed	56	11	116	6	5
Number of job applications received	110	156	296	310	192
Number of advertised staff vacancies as at the end of the period	24	14	22	13	29
Planning & Environment					
Number of licenced food businesses as at the end of the period	86	88	86	85	89
Number of Higher Risk Licence businesses as at the end of the period (personal appearance)	1	1	1	0	0
Number of food business inspections completed	6	59	49	18	31
Number of community food event notices received	30	34	40	27	28
Number of staff attending external sustainability education events	0	5	3	10	2
Tonnes of waste discarded into landfill site	1140	1061	1056	980	999
Number of environmental authority (EA) compliance inspections completed by council	22	15	15	18	6
Number of community event bins emptied (not fixed services) ⁸	167	157	447	192	184
Number of applications received for new kerbside bin collection services	27	27	11	17	10

Workflow Measures – QOQ to End of Reporting Quarter					
Measure	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Number of Illegal dumping investigations initiated	13	30	34	37	16
Number of Illegal dumping compliance notices issued	0	0	1	4	0
Number of Illegal dumping clean ups completed by Council	7	14	25	26	10
Number of mosquito investigations commenced	3	1	1	0	0
Number of mosquito traps serviced	60	100	120	0	0
Number of mosquito treatments undertaken (public land and council facilities only)	0	0	0	0	0
Number of environmental nuisance complaints received	16	11	8	12	8
Number of swimming pool public health assessments completed (council pools only)	0	3	0	4	15
Number of approval to burn applications received	11	0	1	4	0
Number of active flying fox roosts as at the end of the period ⁹	1	3	0	1	2
Number of noncompliance notices issued (local laws)	79	28	43	29	59
Number of animals impounded	17	29	13	25	21
Number of animals seized	4	0	0	2	0
Number of local law permits assessed	1	17	3	4	5
Number of infringement notices issued (Local Laws)	6	6	1	14	58
Number of show cause and enforcement notices issued (building, planning and plumbing)	6	1	9	4	2
Number of building applications received for assessment (EX Private certifier lodgements)	30	23	14	9	5
Number of private certifier building approval lodgements received	20	22	39	22	26
Number of planning applications received for assessment	21	18	14	18	11
Number of plumbing applications received for assessment	12	13	10	13	13
Number of pre lodgement meetings held – In person & online	5	8	5	10	7
Number of pre lodgement advice(s) given regarding potential planning applications (Written advice)	38	17	25	110	16
Water & Wastewater					
Number of Water & Wastewater related service requests determined and responded to, with any identified work either scheduled or completed	145	203	158	181	188
Number of afterhours callouts	17	13	12	11	14
Number of water main brakes repaired	1	3	7	4	2
Number of sewer main breaks and chokes repaired	16	9	8	10	9

Workflow Measures – QOQ to End of Reporting Quarter

Measure	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Civil Works					
Number of Civil Works related service requests determined and responded to, with any identified work either scheduled or completed	624	593	344	258	275
Number of Parks & Open Spaces related service requests determined and responded to, with any identified work either scheduled or completed	94	91	64	158	160
KM of gravel resheeting completed ¹⁰	0	21.5	9.57	5.12	5.34
KM of sealed roads resealed (Spray seal only)	1	32	0	0	0
KM of unsealed roads graded – Zone 1 ¹⁰	25	0	93	128	96
KM of unsealed roads graded – Zone 2 ¹⁰	83	15	100	125	110
KM of unsealed roads graded – Zone 3 ¹⁰	27	0	97	77	75
KM of unsealed roads graded – Zone 4 ¹⁰	20	50	86	49	51
KM of unsealed roads graded – Zone 5 ¹⁰	86	118	84	63	7
KM of unsealed roads graded – Zone 6 ¹⁰	52	0	0	15	0
KM of unsealed roads graded – Zone 7 ¹⁰	180	291	282	149	74
KM of unsealed roads graded – Zone 8 ¹⁰	147	112	85	74	0
KM of unsealed roads graded – Region Total ¹⁰	620	586	827	680	413
Hours spent grading unsealed roads (Machine hours) – Zone 1	57	0	211	268	168
Hours spent grading unsealed roads (Machine hours) – Zone 2	128	23	266	154	154
Hours spent grading unsealed roads (Machine hours) – Zone 3	76	0	228	216	131
Hours spent grading unsealed roads (Machine hours) – Zone 4	63	147	237	171	178
Hours spent grading unsealed roads (Machine hours) – Zone 5	117	329	207	255	26
Hours spent grading unsealed roads (Machine hours) – Zone 6	50	0	0	42	0
Hours spent grading unsealed roads (Machine hours) – Zone 7	286	175	281	149	50
Hours spent grading unsealed roads (Machine hours) – Zone 8	259	216	103	74	0
Hours spent grading unsealed roads (Machine hours) – Region Total	1036	890	1533	1329	707
Assets, Facilities & Fleet					
Number of internal Facilities support tickets actioned	196	157	279	312	409
Number of internal Fleet support tickets actioned	415	316	276	388	345
Number of Facilities related community requests determined and responded to with any identified work either scheduled or completed.	107	189	151	85	86
Total number of fleet items as at end of the period ¹¹	489	506	473	488	483

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	-	5,691	-	-	1,804	2,440	-	-	10,003	10,008	(5)	9,433	9,440	(7)
Fees and charges	-	-	39	12	-	267	61	185	396	960	730	230	842	611	231
Sales Revenue	-	-	-	-	-	-	-	1,096	-	1,096	1,064	32	1,670	835	835
Grants, subsidies, contributions and donations	30	-	180	66	60	-	-	1,278	37	1,651	1,592	59	2,206	2,094	112
Total recurrent revenue	98	-	5,910	78	60	2,071	2,501	2,559	433	13,710	13,394	316	14,151	12,980	1,171
Capital revenue															
Grants, subsidies, contributions and donations	-	-	127	-	-	-	2,308	-	-	2,435	2,435	-	1,393	893	500
Total Capital Income	-	-	127	-	-	-	2,308	-	-	2,435	2,435	-	1,393	893	500
Interest received	-	-	753	-	-	18	17	-	-	788	347	441	444	206	238
Other income	-	-	85	285	-	18	5	-	60	453	481	(28)	467	503	-36
Total Income	98	-	6,875	363	60	2,107	4,831	2,559	493	17,386	16,657	729	16,455	14,582	1,873
Expenses															
Recurrent expenses															
Employee benefits	883	336	804	896	395	676	911	2,251	624	7,776	9,062	(1,286)	7,473	8,218	(745)
Materials and services	306	332	1,421	351	446	1,610	1,222	3,005	477	9,170	8,245	925	8,404	7,211	1,193
Finance costs	-	-	22	-	-	-	16	14	-	52	57	(5)	54	62	(8)
Depreciation expense	131	-	2	113	-	216	1,197	6,200	1,650	9,509	9,469	40	8,181	7,725	456
Total	1,320	668	2,249	1,360	841	2,502	3,346	11,470	2,751	26,507	26,833	(326)	24,112	23,216	896
Capital Expenses															
Loss on disposal of non-current assets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provision for landfill and quarry restoration	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total expenses	1,320	668	2,249	1,360	841	2,502	3,346	11,470	2,751	26,507	26,833	(326)	24,112	23,216	896
Net result	(1,222)	(668)	4,626	(997)	(781)	(395)	1,485	(8,911)	(2,258)	(9,121)	(10,176)	1,055	(7,657)	(8,634)	977

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 \$4,514, Water Consumption has decreased to budget by \$12,521, Discounts have decreased to budget by \$17,572 and Waste Management is above budget by \$3,341. Whereas General Rates are lower than budget by \$10,267, Natural Resource Management Levy is lower than budget by \$52, Water has decreased to budget by \$2,119 and Sewerage has decreased by \$290 to budget and Other Levies - including Local Disaster Management Levy is lower than budget by \$290.
- Fees and Charges have increased to budget in December by \$230,494 due to additional Caravan Park Takings that are above budget by \$96,152 mainly due to increases in Mt Perry and Mingo Crossing, Building and Development Fees have increase by \$14,120, Community Service Fees are above budget by \$26,066, Trade Waste & Recycling revenue has increased by \$27,409 mainly relating to Biggenden, Monto and Mt Perry waste management facilities, Other Fees and Charges have increased by \$43,285 mainly due to rates search fees, show grounds Fees & charges and aviation fuel sales and Licences and Registrations have increased to budget by \$10,582 and Water and Sewer Fees have increased by \$12,880 to budget.
- Interest received is favourable to budget due to higher levels of average investments to date.
- Other Income is above budget by \$13,786 mainly due to an insurance recovery of \$15,055 for an older vehicle, that was damaged, being written off, Bus revenue is above budget by \$28,526. Whereas *Washdown Bays* in Gayndah, Eidsvold, and Monto are below budget by \$20,052 and Reginal Murray Williams Centre is below budget by \$1,816, other varying small amounts make up the difference.
- Recurrent Grants, subsidies, contributions are above budget by \$58,703 due to timing of early receipt of Road to Recovery income as compared to forecast.
- Rental Income has decreased from budget by \$41,793, which relates to Council housing and a minor timing difference in invoicing.
- Sales revenue is slightly above budget by \$32,249, which is due to Road Maintenance Performance Contract (RMPC) income being above budget by \$42,148 and Roadworks Performance Contract (RPC) income above budget by 8,108 whereas *Contract and Recoverable works* is below budget by \$19,164 other varying small amounts make up the difference.
- Materials & Services is above budget by \$925,005 which relates to maintenance of transport infrastructure of \$189,739, and insurance costs of \$165,890. In addition, RPC and RMPC received are higher than budget forecasts.
- Depreciation is slightly above budget by \$40,335 as at 31st December 2023, this will even out as the year progresses.
- Capital Revenue is on par with budget. Associated with the funding of the Biggenden Water Treatment Plant upgrade project, revenue has been recognised of \$2,308,123 from the Commonwealth Governments Building Better Regions Fund.
- YTD Cash and cash equivalents has decreased from 30 November 2023 to 31 December 2023 by \$955,000. This is due to additional costs incurred relating to major works including flood damage repairs, and the Biggenden Water Treatment Plant.

- Trade and other receivables have increased from 30 November 2023 to 31 December 2023 by \$174,000 due to recoverable contract works being invoiced.
- Contract assets represent predominantly works carried out for flood recoveries to date and payable through Disaster Recovery Funding Arrangements (DRFA).
- Current Liabilities have increased from 30 November 2023 to 31 December 2023 by \$509,000 in line with recognition of revenue received and work completed for grant funded projects. Contract liabilities of \$5,950,000 relates to capital grants received in advance and as respective projects are completed, the revenue is therefore able to be recognised for these grants.
- Other non-current liabilities of \$891,535 relate to the prepayment of the state government waste levy charges for the years 2024-2025 to 2025-2026. These payments will be brought to account in their respective future years.
- In December 2023 the rates overdue has decreased from November 2023. This has been a decrease from November (1,088,669) to December (996,182) of \$92,487.
- In December 2023 the rates overdue balance has decreased by 8.5%.
- Approximately 70.39% of rates overdue as at 31 December 2023 are less than one year overdue.
- Discount take up for 23/24 year to date is 86.53% 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 need to increase to maintain the ratio at acceptable levels. The ratio currently is at a cash management level of three (3) months, which is within the target range, calculated allowing for restricted funds as follows:
 - Internally restricted for building infrastructure of \$7,920
 - Externally Restricted funds including:
 - unspent capital government grants and subsidies of \$5,950,155
 - landfill management levy of \$8,287,087
 - state government prepaid waste management levy of \$1,738,004.
- 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 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 December 2023 is 3.27:1. After consideration of funds held for external and internal restrictions (as above), Council's current ratio at December 2023 is 2.06:1.
- Cash and investments as at 31 December 2023 totals \$28,885,000. After consideration of funds held for external and internal restrictions (as above), the total unrestricted cash balance available for operational purposes is currently \$12,902,000.

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.