

<b>FINANCE AND ADMINISTRATION COMMITTEE</b> <b>17 MARCH 2010</b>	<b>11</b>
---------------------------------------------------------------------	-----------

CORPORATE SERVICES MONTHLY REPORT FOR FEBRUARY 2010

Brett Grosser: sg : 1/3/83-01: #2188786v7

**RECOMMENDATION:**

**That the report of the Corporate Services Department for the month of February 2010 be received and noted.**

---

**COMMENT:**

This is the report of the Corporate Services Department for Operational Plan Activities for the month of February 2010 and budget performance has been reported.

**CONSIDERATIONS:**

**Statutory:**

This report highlights progress against the 2009/2010 Operational Plan and Budget.

**CONCLUSION:**

At this time, work is progressing satisfactorily against the Operational Plan and Budget.

**ATTACHMENTS:**

Monthly report for February 2010.

Brett Grosser  
**General Manager Corporate Services**

<b>ACTIVITY:</b>	<b>MANAGEMENT &amp; SUPPORT</b>
------------------	---------------------------------

**Mission:** To work with departmental managers to ensure effective services are provided to the organisation, ratepayers and residents.

Output Title	Output Description
1. Performance review of managers work	Review of work performed by each branch and the effectiveness of each branch manager; Provision of guidance and support to improve outputs; Includes the review of Departmental performance in the following areas: <ul style="list-style-type: none"> <li>• Budget management;</li> <li>• Operating initiative management;</li> <li>• Capital works management;</li> <li>• Workplace Health and Safety performance.</li> </ul>
2. Policies and Administrative Instructions relevant to Departmental operations	General Policies are Council approved statements provided for the benefit of the public; they advise Council's position with regard to specific matters. Administrative Instructions are approved by the Executive Management team (EMT) and provide direction for staff in carrying out specific functions.
3. Council Minutes and resolution notifications	Completion of minutes and issuing of notices to staff regarding resolutions requiring action for Independent Rate Relief Tribunal, Finance & Administration Committee, Sports, Arts, Culture & Community Services Committee, Works and Services Committee, Water & Waste Committee and Ordinary Meeting.

**Officer Responsible:** General Manager Corporate Services

**Staffing Level (FTE)** 2

Operating Initiative Status	Relevant linkage(s)	Due Date	Complete (enter %)	On Target	
				Yes (enter ✓)	No * (enter X)
1. Develop and implement a Communications framework with Corporate Services.	Corporate Plan 1.1, 1.2, 1.3	Feb 2010	100	✓	
2. Create and implement a procurement branch in Cairns Regional Council.	Corporate Plan 1.1, 1.2, 1.3	Jun 2010	40	✓	
<b>* Variance Report for Initiatives not on target:</b>					
<b>* Prospective Actions for Initiatives not on target:</b>					

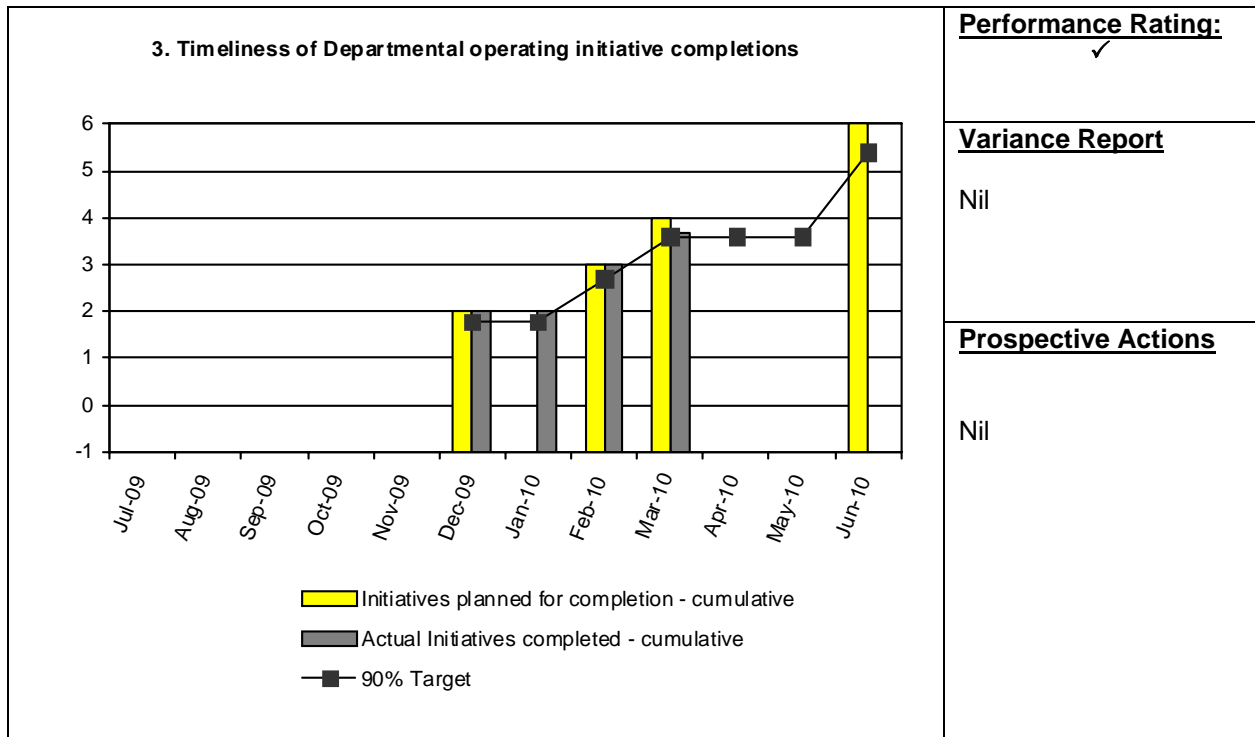
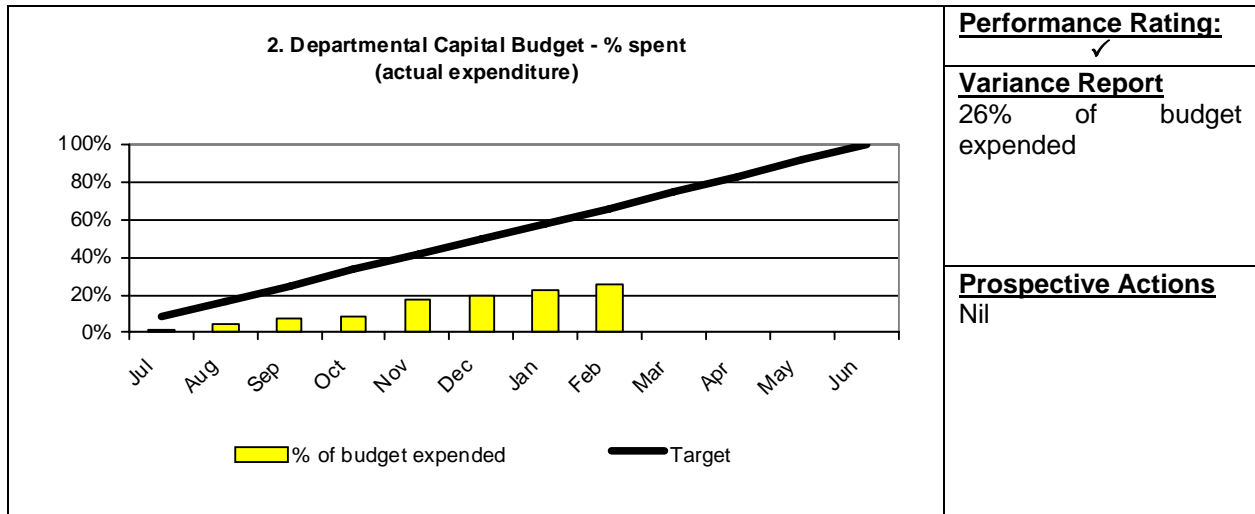
**Corporate Services - Variance Report  
For the period ended 26 February 2010**

	Note	YTD Actual \$	YTD Budget \$	Variance \$	Variance %
<b>Operating Revenue</b>					
Net Rates		63,484,475	63,138,006	346,469	1 %
Fees and Charges	1	273,353	262,251	11,102	4 %
Interest	2	4,083,603	3,351,628	731,975	22 %
Other Revenue	3	327,336	289,079	38,257	13 %
Internal Revenue		1,124,053	1,121,830	2,223	0 %
Competitive Neutrality Revenue		14,705,551	14,668,771	36,780	0 %
Operating Subsidies and Grants		4,756,354	4,724,054	32,300	1 %
<b>Total Operating Revenue</b>		<b>88,754,725</b>	<b>87,555,619</b>	<b>1,199,106</b>	<b>1 %</b>
<b>Operating Expenditure</b>					
Employee Costs	4	7,934,989	9,198,170	1,263,181	14 %
Overtime	5	31,524	28,548	( 2,976)	(10)%
Agency/Temp Staff Costs	6	5,698	7,457	1,759	24 %
Materials	7	248,174	525,203	277,029	53 %
External Services	8	1,066,168	1,592,783	526,615	33 %
Legal Services	9	1,275,423	1,542,131	266,708	17 %
Consultancy Services	10	19,658	390,634	370,976	95 %
Travel Expenses	11	61,499	138,552	77,053	56 %
Other Services		3,341,250	3,324,563	( 16,687)	(1)%
Internal Charges	12	824,697	717,831	( 106,866)	(15)%
Competitive Neutrality Charges		6,050,116	6,050,116	-	0 %
Depreciation and Amortisation Expenses	13	1,959,088	1,815,292	( 143,796)	(8)%
Borrowing Costs		36,618	37,226	608	2 %
Bank Charges	14	366,601	462,500	95,899	21 %
Bad and Doubtful Debts	15	7,085	-	( 7,085)	(100)%
Other Expenses	16	106,253	237,041	130,788	55 %
Contributions and Donations	17	848,805	955,497	106,692	11 %
<b>Total Operating Expenses</b>		<b>24,183,646</b>	<b>27,023,544</b>	<b>2,839,898</b>	<b>11 %</b>
<b>Net Operating Result before Tax &amp; Dividend</b>		<b>64,571,079</b>	<b>60,532,075</b>	<b>4,039,004</b>	<b>7 %</b>
<b>Tax &amp; Dividend</b>					
Income Tax Expense/ (Benefit)	18	( 10,315,260)	( 12,003,502)	( 1,688,242)	(14)%
Dividend Expense/ (Income)	18	( 5,633,002)	( 2,960,388)	2,672,614	90 %
<b>NET OPERATING RESULT</b>		<b>80,519,341</b>	<b>75,495,965</b>	<b>5,023,376</b>	<b>7 %</b>

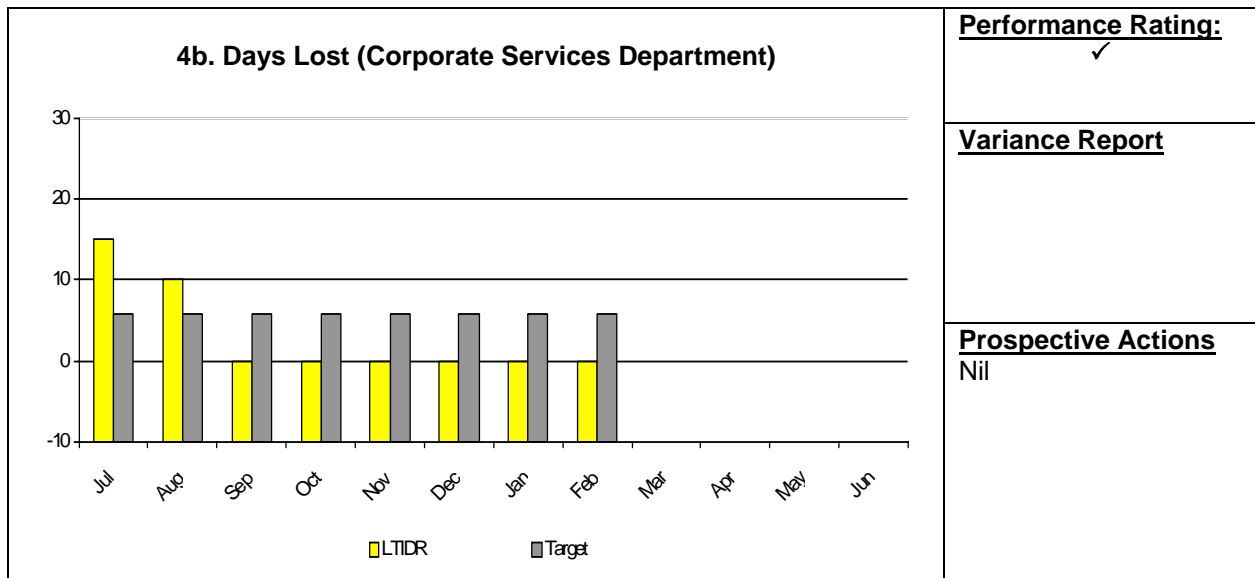
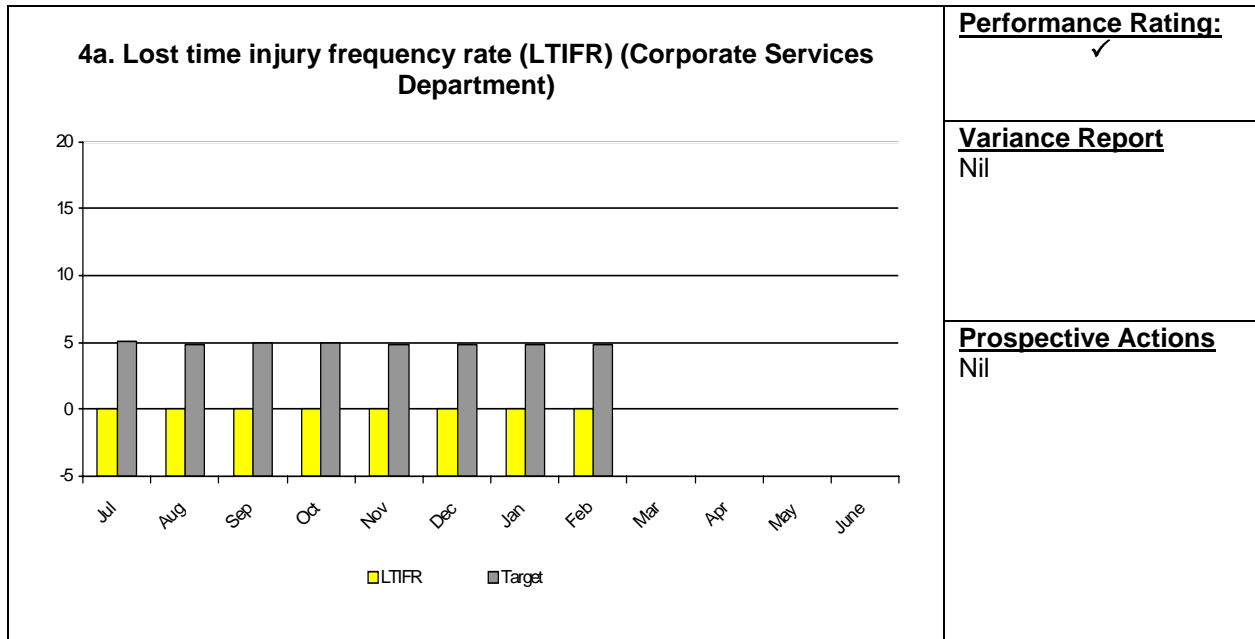
**Explanations**

- 1 Fees and Charges are higher than anticipated due to an increase in property information search fees (\$10k).
- 2 Interest received is higher than anticipated for interest on investments due to a higher than forecast cash balance predominantly associated with the timing of capital works. This will be adjusted at third budget review.
- 3 Other revenue is higher than budget due to greater than anticipated reimbursements (\$11k) and legal costs recovered (\$30k).
- 4 Employee costs are less than budget due to a lower than anticipated cost of workers compensation and sick leave as well as timing of public holidays. Adjustments to on-costs and recoveries will be made at third budget review.
- 5 Overtime costs are higher than budget due to an additional workload during rates issues. Actuals are expected to come in line with the budget as the year progresses.
- 6 Agency/Temp staff expenses are lower than budget due to lower than anticipated utilisation.
- 7 Materials are under budget due to lower than anticipated expenditure on office and other equipment and supplies (\$133k), office stationery and supplies (\$60k), non FBT meals (\$26k), safety and first aid supplies (\$19k), computer hardware and software (\$17k), staff amenities (\$12k) and newspapers, periodicals and references (\$10k). This will be monitored and adjustments made at third budget review.
- 8 Variance is due to lower than forecast expenditure on training services (\$332k), records storage services (\$61k), cleaning services (\$34k), community consultation services (\$29k), repairs and maintenance (\$24k) and IT hardware and software support services (\$38k). These variances are expected to come in line with the budget as the year progresses.
- 9 Legal services are under budget due to lower than anticipated costs of legal defence (\$55k), projects (\$53k), appeals (\$47k), property legal services (\$43k), debt recovery (\$41k) and other legal services (\$26k).
- 10 Variance is predominately due to IT consultancy services (\$315k) being lower than budget. Variance will be monitored and any necessary adjustments made at third budget review.
- 11 Travel expenses are under budget due to lower than anticipated utilisation across the Corporate Services department.
- 12 Internal Charges are over budget due to higher job charging than anticipated.
- 13 Variance in depreciation within Information Services is to be investigated by Asset Accounting, Infrastructure Services as part of the third budget review.
- 14 Expenditure on bank fees and charges is less than budget due to lower than anticipated merchant fees.
- 15 Bad and doubtful debts expense is less than budget due to the timing of doubtful debts write offs.
- 16 Variance in other expenses is due to the timing of funds released by the rates relief tribunal (\$44k) and audit expenses (\$87k). Actuals are expected to come in line with the budget as the year progresses.
- 17 Contributions and donations are less than budget due to the timing of contributions (\$68k) and less than anticipated rates based financial assistance (\$37k).
- 18 Variance is due to timing differences in the performance of the commercialised business units to budget.

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**



**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**



**Operating Budget Assessment: Corporate Services Department**

	<b>YTD Actual (\$)</b>	<b>YTD Budget Revised (\$)</b>	<b>Var (\$)</b>	<b>Var (%)</b>	<b>Variance Report &amp; Prospective Actions (where variance is +/- 2%)</b>
<b>Revenue</b>	104,702,987	102,519,509	2,183,479	2	N/A
<b>Expenditure</b>	24,183,646	27,023,544	2,839,898	11	<b>FAVOURABLE</b>

**Operating Budget Assessment: Corporate Services – General Manager**

	<b>YTD Actual (\$)</b>	<b>YTD Budget Revised (\$)</b>	<b>Var (\$)</b>	<b>Var (%)</b>	<b>Variance Report &amp; Prospective Actions (where variance is +/- 2%)</b>
<b>Revenue</b>	0	0	0	0	N/A
<b>Expenditure</b>	331,363	463,798	132,435	29	<b>FAVOURABLE</b>

**BRANCH: CORPORATE PERFORMANCE**

**Mission:** To provide effective administrative and governance services to the organisation.

**Officer Responsible:** Manager Corporate Performance

**Staffing Level (FTE)** 64.5

**Operating Budget Assessment:**

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 2%)
<b>Revenue</b>	188,816	188,595	221	0	<b>UNFAVOURABLE</b> – No end of year implications
<b>Expenditure</b>	6,575,579	6,912,332	336,753	5	<b>FAVOURABLE</b> <ul style="list-style-type: none"> <li>• <b>Reasons:</b></li> <li>• <b>Implications / Actions:</b> Savings made across the Branch</li> </ul>

**ACTIVITY: MANAGEMENT AND SUPPORT - 1063**

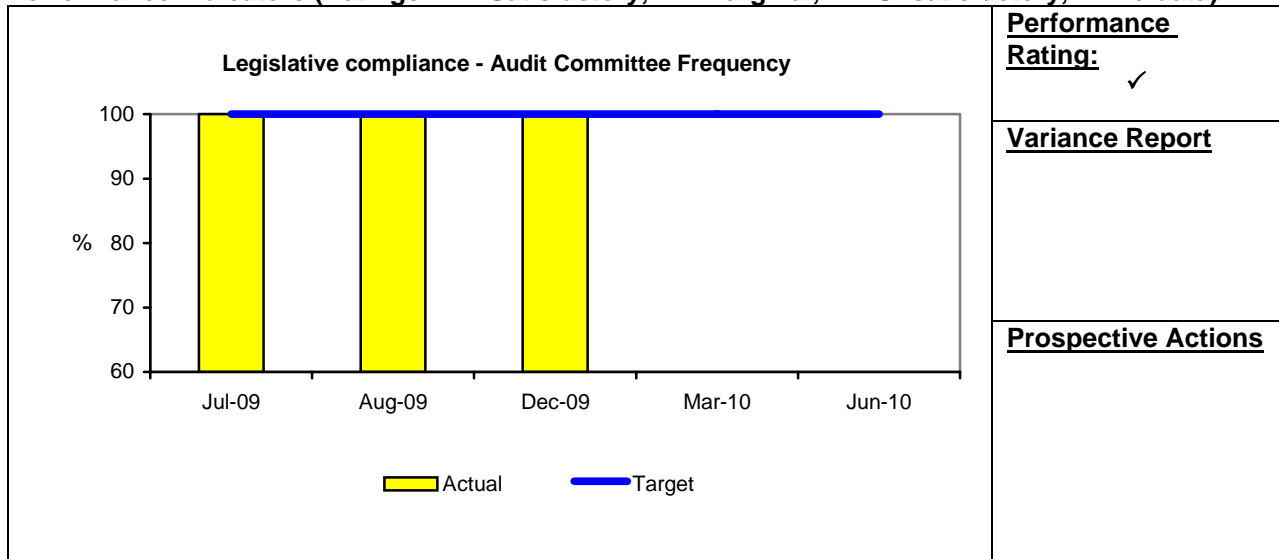
**Mission:** To provide effective administrative and governance services to the organisation.

Output Title	Output Description
1. Governance	Ensure legislative and ethical principles are understood and adhered to across the organisation.

**Officer Responsible:** Coordinator Administration Services

**Staffing Level (FTE)** 2

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**

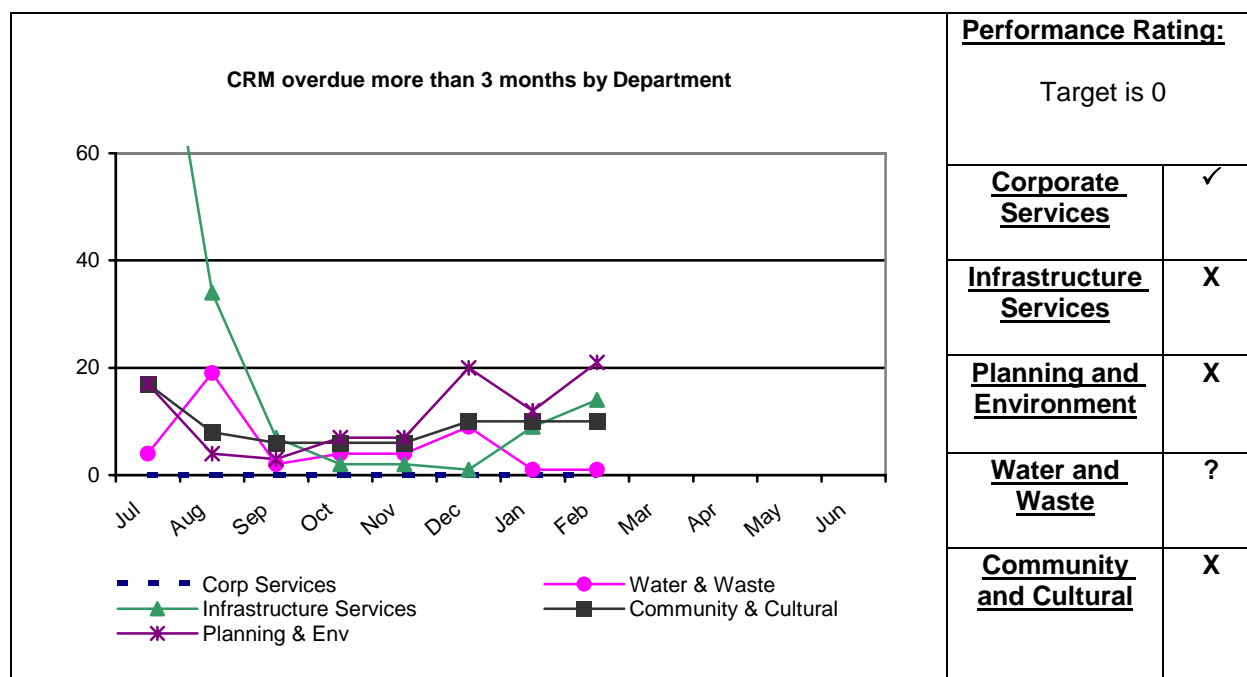


**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**

<p style="text-align: center;"><b>Management of Assets</b> <b>Asset Management Plans for Spence Street &amp; 51 Esplanade</b></p> <p>The chart displays monthly performance from July 2009 to February 2010. The y-axis represents percentage from 60 to 100. The x-axis lists months from Jul-09 to Jun-10. Yellow bars represent 'Actual' performance, which is consistently at 100%. A blue horizontal line represents the 'Target' at 100%.</p>	<p><b>Performance Rating:</b> ✓</p> <p><b>Variance Report</b></p> <p><b>Prospective Actions</b> Nil</p>																				
<p style="text-align: center;"><b>Training and Guidance</b></p> <p>The chart displays quarterly performance from Qtr 1 to Qtr 4. The y-axis represents percentage from 60 to 100. The x-axis lists quarters. Yellow bars represent 'Actual' performance, which is consistently at 100%. A blue horizontal line represents the 'Target' at 100%.</p>	<p><b>Performance Rating:</b> ✓</p> <p><b>Variance Report</b> Training undertaken by staff across the branch in accordance with performance plans.</p> <p><b>Prospective Actions</b> Available training programs will be reviewed and approved as appropriate.</p>																				
<p style="text-align: center;"><b>5. Efficient management of CRM issues</b></p> <p><b>Result Measure (description):</b> Number of matters not resolved in a timely manner.</p> <p><b>Result target:</b> No CRM issues more than 6 months overdue.</p> <p><b>Source of data:</b> Business Objects Reports</p> <p><b>Reporting frequency:</b> Monthly.</p> <table border="1" data-bbox="355 1709 751 1989"> <tr> <td>Corporate Services</td> <td>Nil</td> </tr> <tr> <td>Infrastructure Services</td> <td>1</td> </tr> <tr> <td>Planning &amp; Environment</td> <td>1</td> </tr> <tr> <td>Water &amp; Waste</td> <td>Nil</td> </tr> <tr> <td>Community &amp; Cultural</td> <td>2</td> </tr> </table>	Corporate Services	Nil	Infrastructure Services	1	Planning & Environment	1	Water & Waste	Nil	Community & Cultural	2	<p><b>Performance Rating:</b> Target is 0</p> <table border="1" data-bbox="1129 1496 1463 1951"> <tr> <td><b>Corporate Services</b></td> <td>✓</td> </tr> <tr> <td><b>Infrastructure Services</b></td> <td>✓</td> </tr> <tr> <td><b>Planning and Environment</b></td> <td>x</td> </tr> <tr> <td><b>Water and Waste</b></td> <td>✓</td> </tr> <tr> <td><b>Community and Cultural</b></td> <td>x</td> </tr> </table>	<b>Corporate Services</b>	✓	<b>Infrastructure Services</b>	✓	<b>Planning and Environment</b>	x	<b>Water and Waste</b>	✓	<b>Community and Cultural</b>	x
Corporate Services	Nil																				
Infrastructure Services	1																				
Planning & Environment	1																				
Water & Waste	Nil																				
Community & Cultural	2																				
<b>Corporate Services</b>	✓																				
<b>Infrastructure Services</b>	✓																				
<b>Planning and Environment</b>	x																				
<b>Water and Waste</b>	✓																				
<b>Community and Cultural</b>	x																				



Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)



As at 1 March 2010 there were :

- **Customer Response Management system – 890 open requests of which 370 are overdue (46 are more than 3 months and 4 are more than 6 months)**
- **Data is still being interrogated to ensure accuracy and there has been a significant amount of 'housekeeping' by branches. Infrastructure Services was 106 in July and has made good progress over**

**Customer Request Manager – Overdue for finalisation by operational area.**

<b>Category Type</b>	<b>Category</b>	<b>Number overdue &gt; than 3 months</b>	<b>Number overdue more than 6 months</b>
Cultural Services Admin	Miscellaneous	1	1
Cultural Services & Fac - Inner City Facilities	Trees/Gardens - CBD	2	
Sport Rec & Com Development - Leisure Venues	Council owned pools	1	
Sport, Rec & Com Development – Mgmt and Admin	Bookings – Community Centres/Halls	2	
Sport & Recreation	Sports Clubs – General Enquiries	1	1
Sport & Recreation	Sports clubs – Leased maintenance request	3	
Infrastructure (Works) Program Management	Tree Planting	1	
Infrastructure (Works) – Investigations	Drains – New/Additional		1
Infrastructure (Works) – Investigations	Street lighting	1	
Tech Support Services	Facilities Maintenance – Council Property	7	
Tech Support Services	Facilities Maint – Internal use only	5	

Development Engineering	Extractive industries	12	1
Development Engineering	Subdivisions	1	
Cemeteries	Damage and misc	3	
Environmental Protection	Light/Odours/Aerosols/Fumes & water contamination	2	
Local Law & Animal Mgmt	Miscellaneous	2	
Environment Assessment – Public Health	Miscellaneous	1	
Water Services	General Maintenance – Plumbing	1	
<b>TOTAL</b>		<b>46</b>	<b>4</b>

**Operating Budget Assessment:**

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 2%)
<b>Revenue</b>	0	0	0	n/m	N/A
<b>Expenditure</b>	207,358	275,313	67,956	25	<b>FAVOURABLE</b> <ul style="list-style-type: none"> <li>• <b>Reasons:</b> FNQROC contributions – Finance to investigate</li> <li>• <b>Implications / Actions:</b> No year end implications</li> </ul>

**ACTIVITY: PROPERTY AND ADMINISTRATIVE SUPPORT - 1060**

**Mission:** To provide effective and efficient Property and Administrative Services to all internal and external customers.

Output Title	Output Description
1. Property Services	Property Services to Council Departments in accordance with adopted model. Professional interaction with external Agencies to facilitate Council property matters.
2. Administrative Support	Preparation of agendas for Council meetings, Audit committee and other meetings as required.
3. Insurance services	Annual insurance renewal and management of claims.

**Officer Responsible:** Team Leader Property and Administrative Services

**Staffing Level (FTE)** 12

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**

<p style="text-align: center;"><b>1. Delivery of Property Services</b></p> <p><b>Result Measure (description):</b> Coordination of property matters across Council.</p> <p><b>Result target:</b> General matters resolved within two months of notification.</p> <p><b>Source of data:</b> Property PASS sheets.</p> <p><b>Reporting frequency:</b> Fortnightly at Commentary on Property meetings</p>	<p><b><u>Performance Rating:</u></b> ✓</p> <p><b><u>Variance Report</u></b></p> <p><b><u>Prospective Actions</u></b></p>
<p style="text-align: center;"><b>2. Production of agendas</b></p> <p><b>Result Measure (description):</b> Publication of agenda.</p> <p><b>Result target:</b> Agendas published to the web within agreed timeframes.</p> <p><b>Source of data:</b> Web.</p> <p><b>Reporting frequency:</b> Annual Report</p>	<p><b><u>Performance Rating:</u></b> ✓</p> <p><b><u>Variance Report</u></b></p> <p><b><u>Prospective Actions</u></b></p>
<p style="text-align: center;"><b>3. Insurance Claims</b></p> <p><b>Result Measure (description):</b> Resolution of insurance claims.</p> <p><b>Result Target:</b> 90% of claims are resolved within 1 months of receipt.</p> <p><b>Source of Data:</b> Insurance claims register.</p> <p><b>Reporting Frequency:</b> Annually as part of insurance renewal report to Council</p> <p><b>Performance:</b></p>	<p><b><u>Performance Rating:</u></b> ✓</p> <p><b><u>Variance Report</u></b> Impact of high tides was less than anticipated.</p> <p><b><u>Prospective Actions</u></b></p>

Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)

<b>4.Daintree Precinct Gateway Project - Project Member</b>	<b><u>Performance Rating:</u></b> ✓
<b>Result Measure (description):</b> Cross organisational coordination of short, medium and long-term planning strategies developed and implemented.	<b><u>Variance Report</u></b>
<b>Result Target:</b> Remediation of the site and development of a Masterplan in consultation with stakeholders including state agencies.	
<b>Source of Data:</b> Council report.	<b><u>Prospective Actions</u></b>
<b>Reporting Frequency:</b> Quarterly.	
<b>Performance:</b>	

**Operating Budget Assessment:**

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 2%)
<b>Revenue</b>	38,714	50,853	(12,139)	(24)	<b>FAVOURABLE</b> <ul style="list-style-type: none"> <li>• <b>Reasons:</b> Addressed as part of 3<sup>rd</sup> review</li> <li>• <b>Implications / Actions:</b> No year end implications.</li> </ul>
<b>Expenditure</b>	2,518,717	2,499,258	(19,459)	(1)	<b>UNFAVOURABLE</b> <ul style="list-style-type: none"> <li>• <b>Reasons:</b> Salary and other savings applied against increased internal charges</li> <li>• <b>Implications / Actions:</b> No year end implications</li> </ul>

**ACTIVITY: RECORDS - 1062**

**Mission:** To provide effective and efficient records management services to all internal and external customers.

Output Title	Output Description
1. RTI	Compliance with the <i>Public Records Act</i> and associated audits.
2. SAI Global	Accreditation with Record keeping standards
3. Incoming mail	Incoming mail opened, scanned and distributed
4. Outgoing mail	Outgoing mail sorted, grouped and prepared for collection

**Officer Responsible:** Team Leader Records

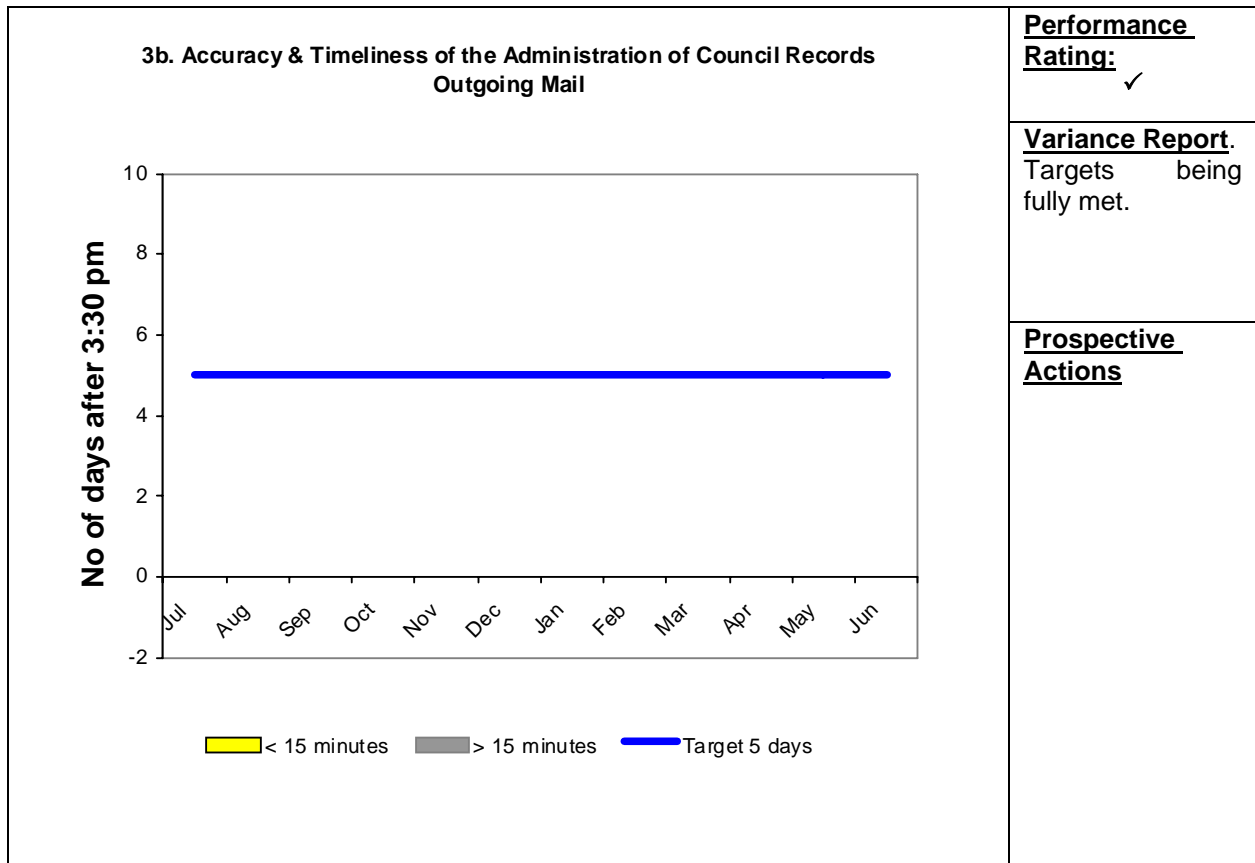
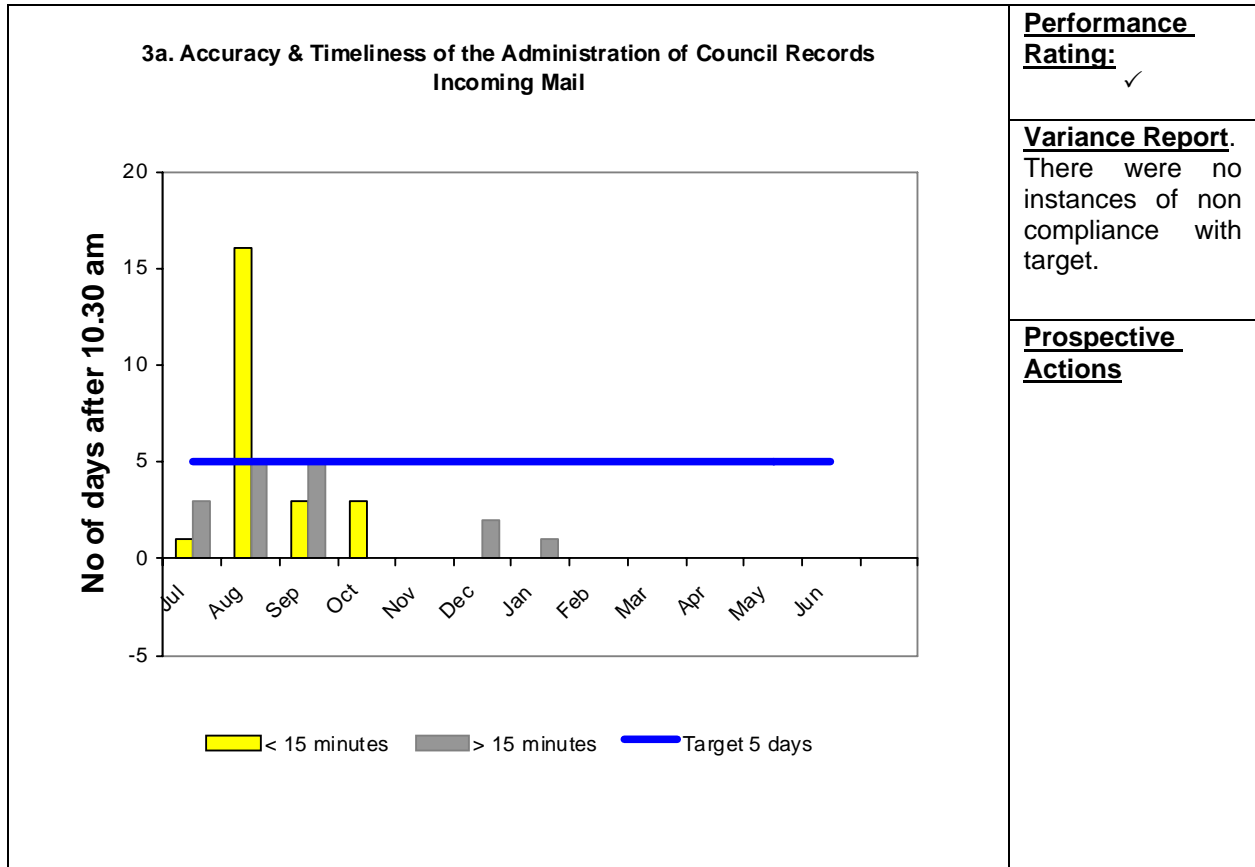
**Staffing Level (FTE)** 8.2

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**

1. RTI Compliance	Performance Rating: ✓
<p>1. RTI Compliance</p> <p>10 8 6 4 2 0</p> <p>Jul-09 Aug-09 Sep-09 Oct-09 Nov-09 Dec-09 Jan-10 Feb-10 Mar-10 Apr-10 May-10 Jun-10</p> <p>Extensions Target</p>	<p><b>Variance Report</b> No extensions. Full compliance. Training for Councillors to be conducted in March.</p>
	<p><b>Prospective Actions</b> Proactively ensuring new legislation is being complied with.</p>

2. SAI Global	Performance Rating: ✓
<p><b>Result Measure (description):</b> Maintain accreditation in records compliance.</p> <p><b>Result Target:</b> Successful annual and bi-annual audit.</p> <p><b>Source of Data:</b> External Audit.</p> <p><b>Reporting Frequency:</b> Annual and Bi-annual.</p> <p><b>Performance:</b></p>	<p><b>Variance Report</b> Currently undertaking review of the benefits versus costs of this accreditation.</p>
	<p><b>Prospective Actions</b></p>

Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)



**Operating Budget Assessment:**

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 2%)
<b>Revenue</b>	2,219	1,400	819	59	<b>UNFAVOURABLE</b> <ul style="list-style-type: none"> <li>• <b>Reasons:</b> FOI and RTI fees higher than expected</li> <li>• <b>Implications / Actions:</b> No year to date implications</li> </ul>
<b>Expenditure</b>	625,426	699,103	73,678	11	<b>FAVOURABLE</b> <ul style="list-style-type: none"> <li>• <b>Reasons:</b> Salary and other savings to be applied to backscanning projects.</li> <li>• <b>Implications / Actions:</b></li> </ul>

**ACTIVITY: CORPORATE PLANNING AND PERFORMANCE 1064**

**Mission:** To assist Council in planning the future direction of the organisation and in monitoring organisational performance against plan outcomes, outputs and actions.

Output Title	Output Description
1. Corporate Plan for Council	To manage the production of the Corporate Plan every 4 years.
2. Operational Plan for Council	To manage the production of the Operational Plan every year.
3. Organisational Reporting	To managing organisational reporting on a monthly, quarterly and annual basis.
4. Organisational Performance	To manage the organisational self assessment process, the establishment or organisational opportunities for improvement and monitor their progress to completion.

**Officer Responsible:** Team Leader Corporate Planning and Performance

**Staffing Level (FTE)** 3

Operating Initiative Status	Relevant Linkage(s)	Due Date	Complete (enter %)	On Target	
				Yes (enter ✓)	No * (enter X)
1. Co-ordinate the design, collation and adoption of a Community Plan and the associated Implementation Plan.	6.5	No later than 1 December 2011	15	✓	
2. Develop and implement a Service Quality Strategy for both internal and external customers.	6.5	No later than 1 December 2011	15	✓	
3. Co-ordinate the re-design of the Business Planning Framework and deliver an Implementation Plan across the whole of Council.	6.2	No later than 1 December 2011	10	✓	

**\* Variance Report for Initiatives not on target:**

**\* Prospective Actions for Initiatives not on target:**

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**

<p align="center"><b>1. Corporate Plan</b></p> <p><b>Result Measure (description):</b> Successful adoption by Council before the start of the relevant financial year and in line with legislative requirements.</p> <p><b>Result target:</b> A. adopted by 1 July each year. B. compliance with legislative requirement: Local Government Act, Regulations and Financial standards.</p> <p><b>Source of data:</b> Council minutes.</p> <p><b>Reporting frequency:</b> Annually</p>	<p><b>Performance Rating:</b> ✓</p>
	<p><b>Variance Report</b></p>
	<p><b>Prospective Actions</b></p>

<p align="center"><b>2. Operational Plan</b></p> <p><b>Result Measure (description):</b> Successful adoption by Council before the start of the relevant financial year and in line with legislative requirements.</p> <p><b>Result target:</b> A. adopted by 1 July each year. B. compliance with legislative requirement: Local Government Act, Regulations and Financial standards.</p> <p><b>Source of data:</b> Council minutes.</p> <p><b>Reporting frequency:</b> Annually</p>	<p><b>Performance Rating:</b> ✓</p>
	<p><b>Variance Report</b></p>
	<p><b>Prospective Actions</b> Quarterly review response due from Departments for adoption in April.</p>

<p align="center"><b>3. Organisation Reporting</b></p> <p>The chart displays reporting compliance percentages from July 2009 to June 2010. The Y-axis represents the percentage of compliance, ranging from 60% to 100%. The X-axis lists months from Jul-09 to Jun-10. A blue horizontal line at the 100% mark represents the target. Data series include: Monthly EMT Report (yellow bars), Quarterly return (black bars), and Annual report (grey bars). All reported items consistently reach the 100% target.</p>	<p><b>Performance Rating:</b> ✓</p>
	<p><b>Variance Report</b> Corporate and Operational quarterly returns to be tabled in February.</p>
	<p><b>Prospective Actions</b></p>



<p style="text-align: center;"><b>4. Organisational Performance</b></p> <p><b>Result Measure (description):</b> Development and implementation of a Service Quality Strategy.</p> <p><b>Result target:</b> Achievement of key project milestones by planned date.</p> <p><b>Source of data:</b> Monthly BO reports.</p> <p><b>Reporting frequency:</b> Monthly</p> <p><b>Performance:</b></p>	<b>Performance Rating:</b> ✓
	<b>Variance Report</b>
	<b>Prospective Actions</b>

**Operating Budget Assessment:**

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 2%)
Revenue	0	0	0	n/m	<b>FAVOURABLE</b> <ul style="list-style-type: none"> <li>• <b>Reasons:</b></li> <li>• <b>Implications / Actions:</b></li> </ul>
Expenditure	171,202	230,113	58,911	26	<b>FAVOURABLE</b> <ul style="list-style-type: none"> <li>• <b>Reasons:</b> Vacant position</li> <li>• <b>Implications / Actions:</b> Posts currently advertised</li> </ul>

**ACTIVITY: BUSINESS IMPROVEMENT - 1065**

**Mission:** To provide develop and deliver information management business improvements services to all customers.

Output Title	Output Description
1. Information, Communication and Technology (ICT) strategy and governance	Oversee policy relating to ICT (including the steering committee) and coordinate ICT strategy development.
2. Information, Communication and Technology (ICT) project management	Manage the business and technical aspects of ICT projects.
4. Business analysis	Review business processes and recommend/implement change in association with Information Systems.

**Officer Responsible:** Team Leader Business Improvement

**Staffing Level (FTE)** 6

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**

<p style="text-align: center;"><b>1. Project Management &amp; Business Analysis</b></p> <p>100 90 80 70 60</p> <p>%</p> <p>Qtr 1      Qtr 2      Qtr 3      Qtr 4</p> <p>■ Objectives — Meet all objectives</p>	<p><b>Performance Rating:</b> ✓</p> <p><b>Variance Report</b> Note that the objectives have been set based on the current organisational environment and available BI team resources.</p> <p><b>Prospective Actions</b></p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<p style="text-align: center;"><b>2. Strategy and Governance</b></p> <p><b>Result Measure (description):</b> ICT strategy acceptance.</p> <p><b>Result target:</b> Sign off by all departments of ICT strategy.</p> <p><b>Source of data:</b> Document.</p> <p><b>Reporting frequency:</b> Annually</p>	<p><b>Performance Rating:</b> ✓</p> <p><b>Variance Report</b> Process to commence later in the year. Currently engaging with Departments on the organisational impact identification exercise.</p> <p><b>Prospective Actions</b></p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**Operating Budget Assessment:**

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 2%)
Revenue	0	0	0	n/m	N/A
Expenditure	249,879	282,038	32,159	11	<p><b>FAVOURABLE</b></p> <ul style="list-style-type: none"> <li>• <b>Reasons:</b> Vacancies not filled.</li> <li>• <b>Implications / Actions:</b> No year end implications.</li> </ul>

**ACTIVITY: MOSSMAN OFFICE ADMINISTRATION 1066**

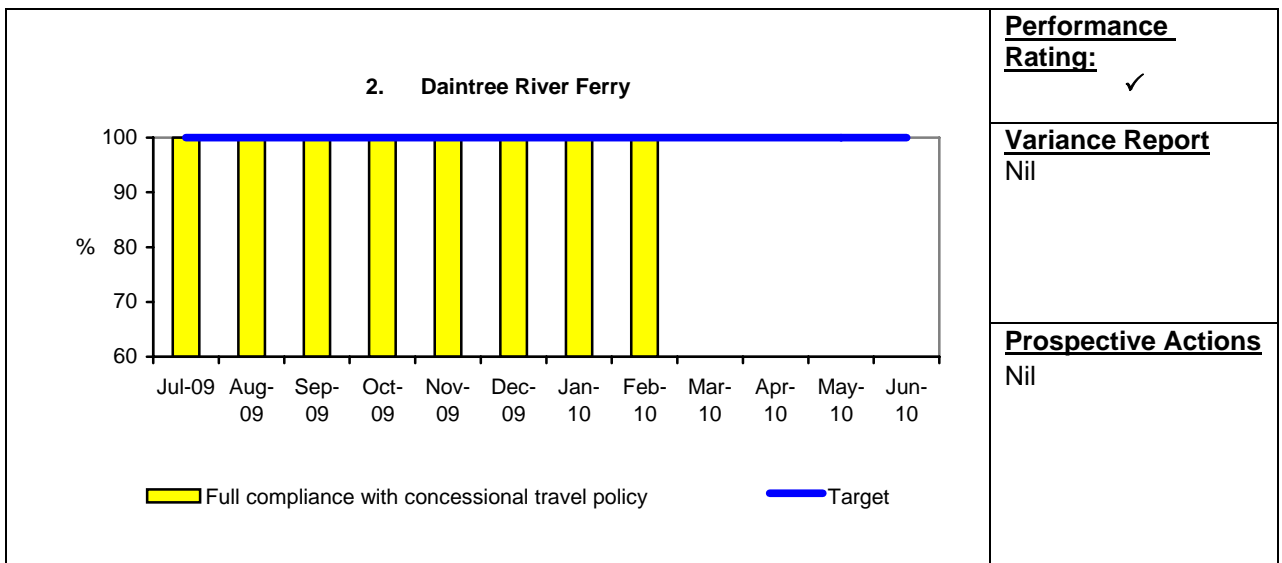
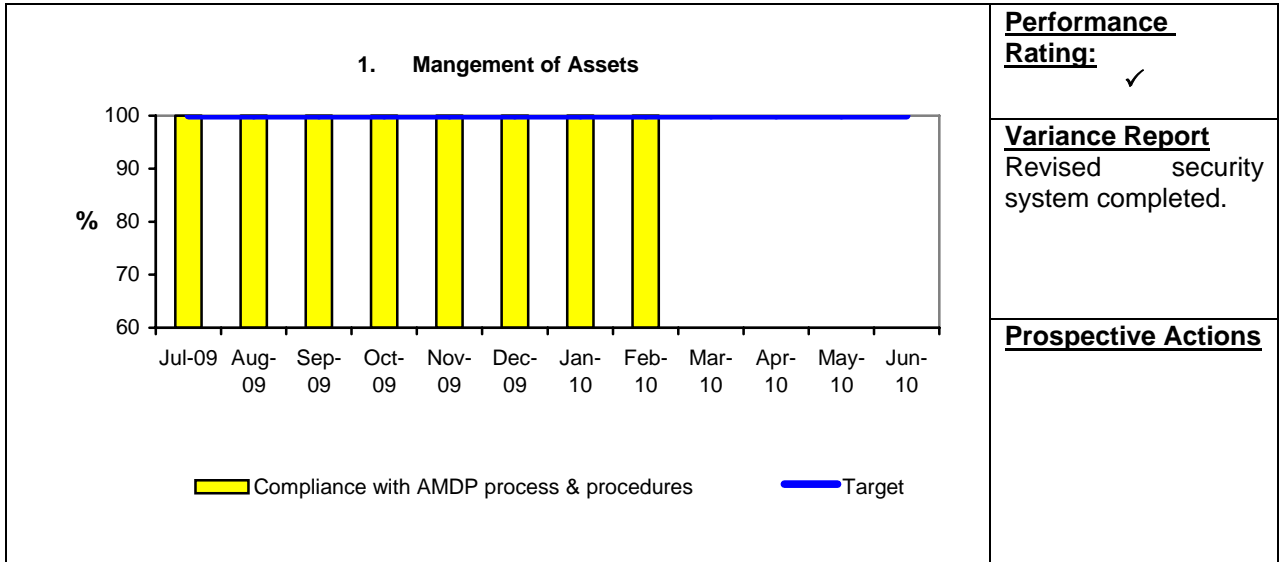
**Mission:** To provide a high standard of customer service that meets the expectations of the organisation and the community.

Output Title	Output Description
1. Management of assets	Asset management plan for Front Street administration building
2. Daintree River Ferry	Management and administration of Daintree River Ferry ticketing operations and concessional travel policy.
3. Customer Service	Provision of front line services to effectively respond to customer enquiries and transactions.

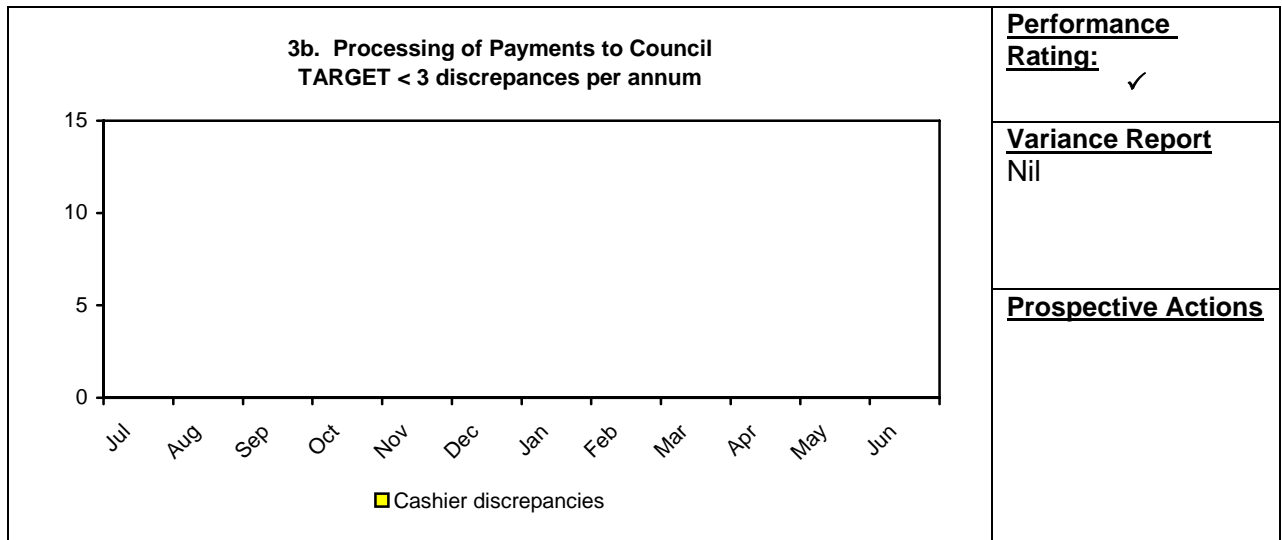
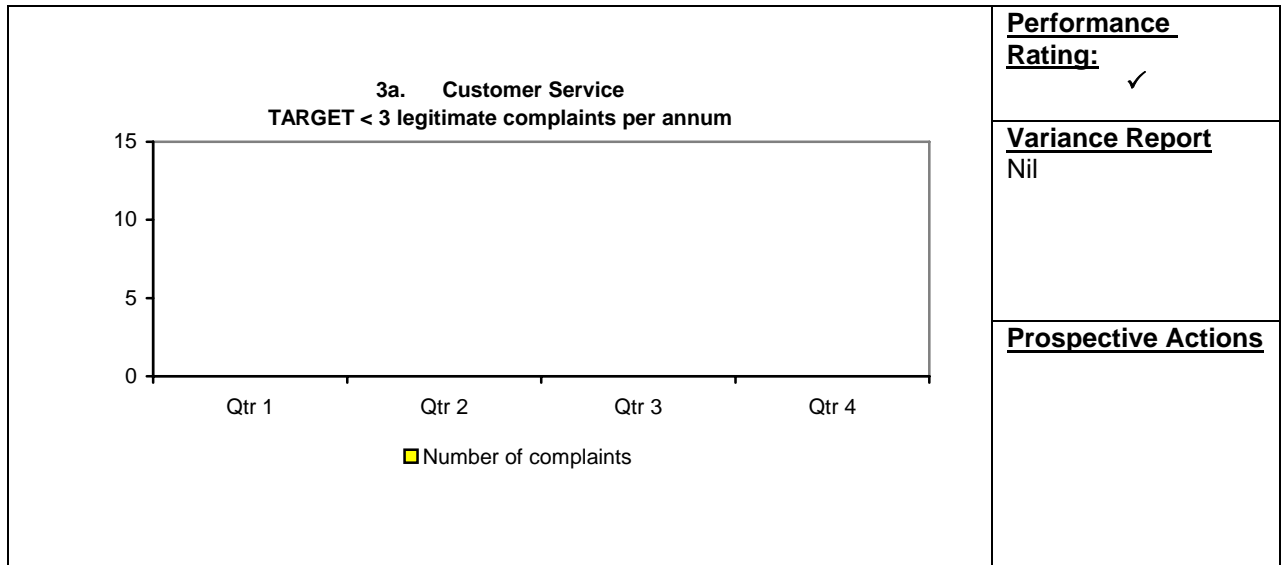
**Officer Responsible:** Coordinator Corporate Services Mossman

**Staffing Level (FTE)** 2

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**



**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**



**Operating Budget Assessment:**

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 2%)
<b>Revenue</b>	0	0	0	n/m	<b>FAVOURABLE</b> • <b>Reasons:</b> • <b>Implications / Actions:</b>
<b>Expenditure</b>	234,383	233,605	(777)	0	<b>FAVOURABLE</b> • <b>Reasons:</b> • <b>Implications / Actions:</b> No year end implications

**ACTIVITY: FAR NORTH QUEENSLAND REGIONAL ORGANISATION OF COUNCILS 1067**

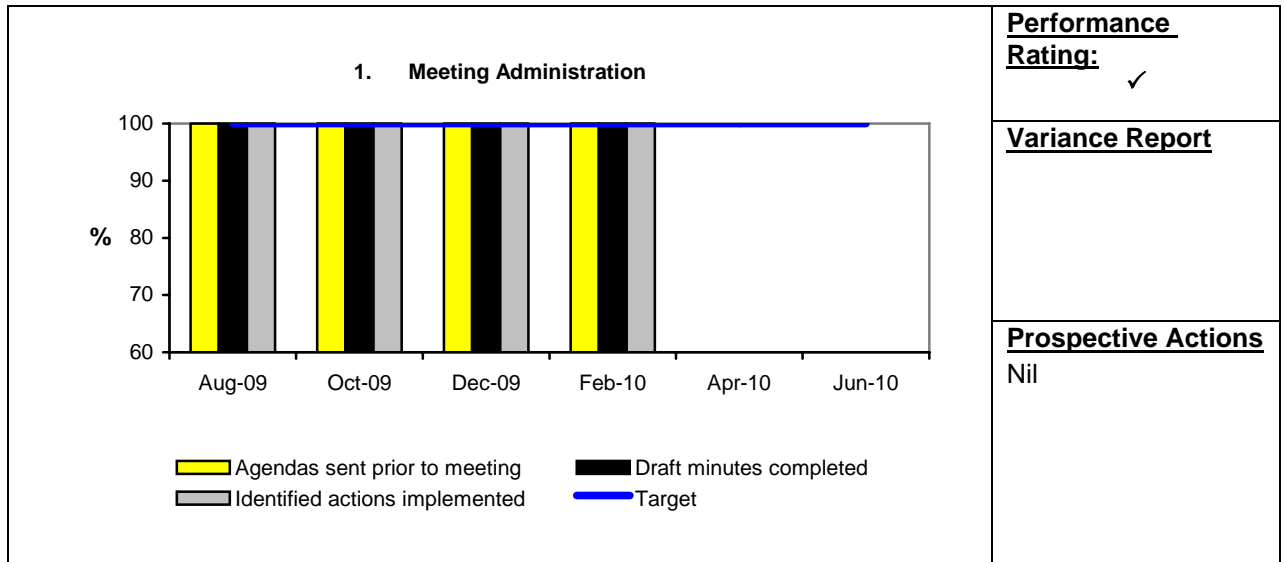
**Mission:** To foster cooperation and resource sharing between councils and effectively advocate on agreed regional positions and priorities.

Output Title	Output Description
1. Meeting administration	Manage meeting agendas and minutes. Implement actions/activities identified in meeting minutes.
2. Regional responses to Government and LGAQ	At the request of the FNQROC Board, coordinate regional submissions.
3. Management of Regional Activities/projects	Manage regional activities/projects to completion or maintenance: <ul style="list-style-type: none"> <li>➤ Asset Management Strategy</li> <li>➤ FNQ2031</li> <li>➤ Development Manual</li> <li>➤ Climate Change Project</li> <li>➤ Pest Management Strategy &amp; actions</li> <li>➤ Regional weed seed spread strategy reviewed</li> <li>➤ Regional Road Group &amp; programs</li> </ul>
4. Knowledge & experience	Assist in the cross delivery of knowledge and experience within the region.

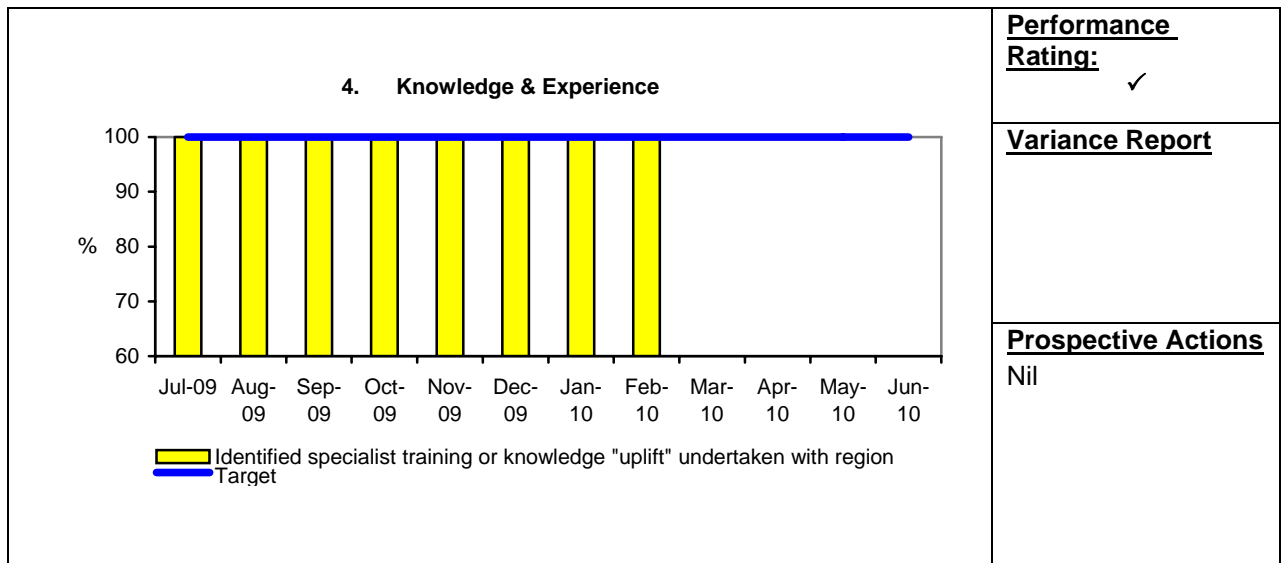
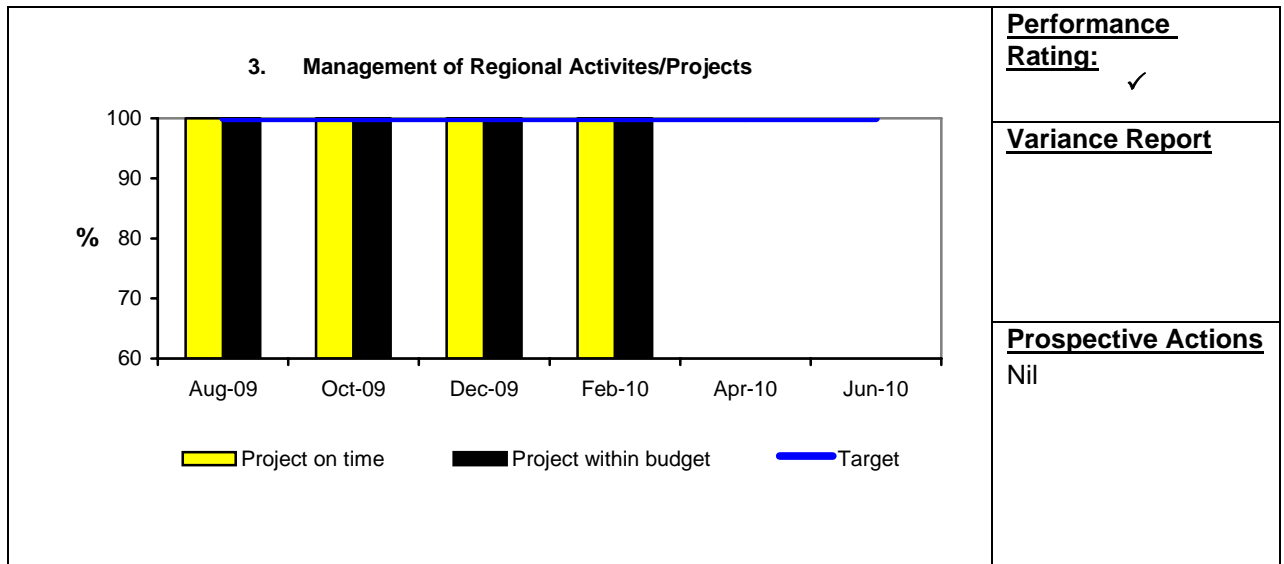
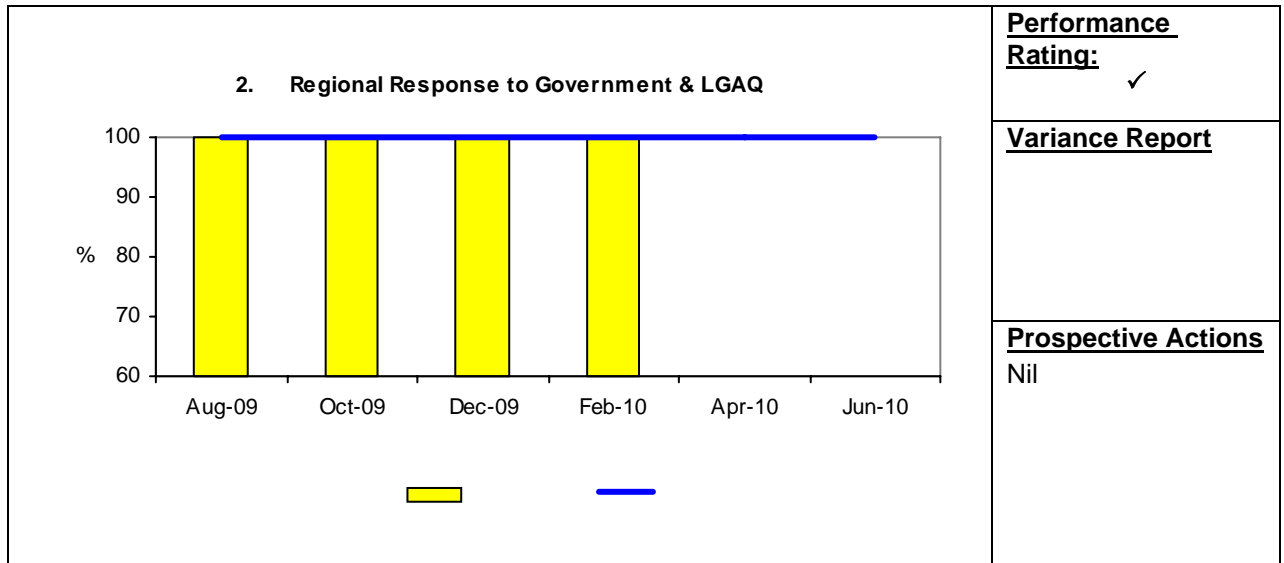
**Officer Responsible:** Executive Officer FNQROC

**Staffing Level (FTE)** 3.3

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**



**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**



## Operating Budget Assessment:

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 2%)
<b>Revenue</b>	147,229	135,742	11,487	8	<b>FAVOURABLE</b> <ul style="list-style-type: none"> <li>• <b>Reasons:</b> Timing of payments by other ROC Councils</li> <li>• <b>Implications / Actions:</b></li> </ul>
<b>Expenditure</b>	153,184	162,952	9,767	6	<b>FAVOURABLE</b> <ul style="list-style-type: none"> <li>• <b>Reasons:</b></li> <li>• <b>Implications / Actions:</b></li> </ul>

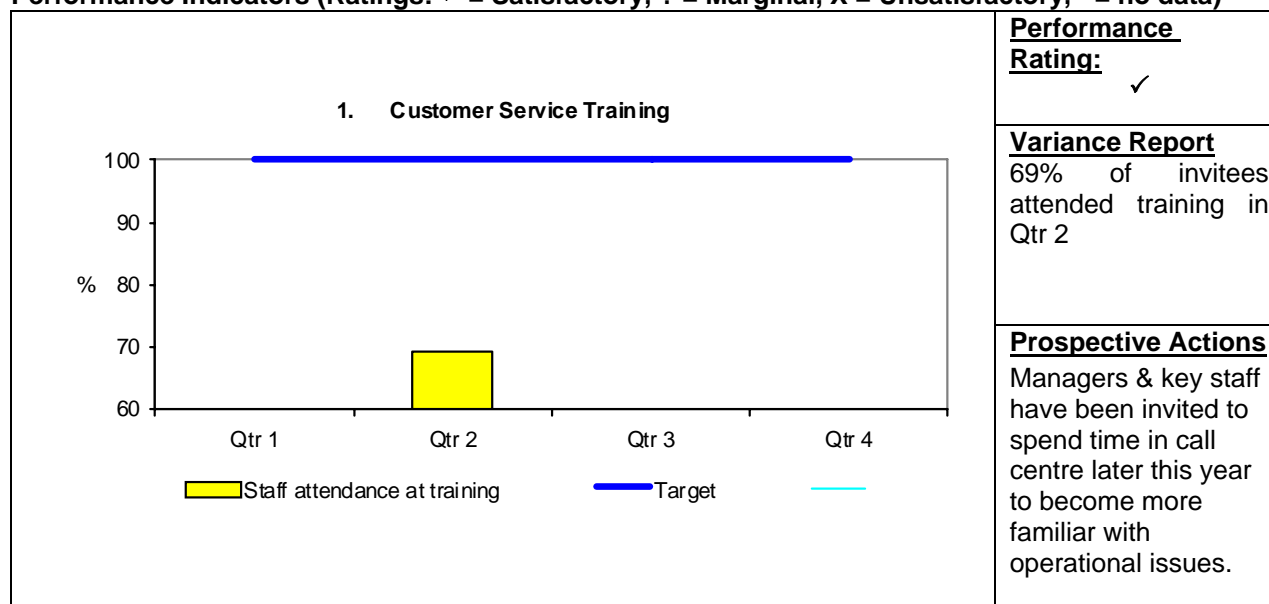
**ACTIVITY: CUSTOMER SERVICE 1097**

**Mission:** To provide a high standard of customer service, counter and call centre, that meets the expectations of the organisation and the community.

Output Title	Output Description
1. Customer Service training	Customer Service Call Centre induction for all managers and other key staff.
2. Information for the public.	Information regarding Council provided (physically or verbally) to customers.
3. Capture of customer issues	Response and capture of customer issues and requests for service.
4. Processing payments to Council	Process all counter and cash by post payments in accordance with the adopted fees and charges schedule.

**Officer Responsible:** Team Leader Customer Service

**Staffing Level (FTE)** 26

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**

<p style="text-align: center;"><b>2. % of queries resolved by Customer Service</b></p> <p style="text-align: center;"> <span style="color: yellow;">■</span> Front Counter               <span style="color: grey;">■</span> Call centre               <span style="color: black;">■</span> Total               — Target 85%         </p>	<p><b>Performance Rating:</b> ✓</p> <p><b>Variance Report</b> 83% queries resolved in Call Centre</p> <p><b>Prospective Actions</b> Monitor &amp; Maintain</p>
<p style="text-align: center;"><b>3. % of calls abandoned</b></p> <p style="text-align: center;"> <span style="color: orange;">■</span> 2008 - 09               <span style="color: red;">■</span> 2009 - 10               — Target 3%         </p>	<p><b>Performance Rating:</b> ✓</p> <p><b>Variance Report</b> Over target due to Rates and staff shortage.</p> <p><b>Prospective Actions</b> Monitor &amp; Maintain</p>
<p style="text-align: center;"><b>4. % of Calls Answered within 60 Seconds</b></p> <p style="text-align: center;"> <span style="color: yellow;">■</span> 2009 - 2010               — Target 85%         </p>	<p><b>Performance Rating:</b> X</p> <p><b>Variance Report</b> Under target – 69.1 – Rates and staff shortage</p> <p><b>Prospective Actions</b> Monitor for improvement.</p>



### Customer Request Management – Top 10 Issues for the Month

Major Category	Council	After Hours	Total
Local Laws & Animal Management	928	218	1146
Waste Services	733	1	734
Water Services	265	76	341
Maintenance Central	316	23	339
Maintenance North	157	5	162
Maintenance Far North 1	90	9	99
Public Health	92	7	99
Works Investigations	93	1	94
Maintenance South - Gordonvale	70	0	70
Building Services	52	1	53

### Customer Service Call Centre

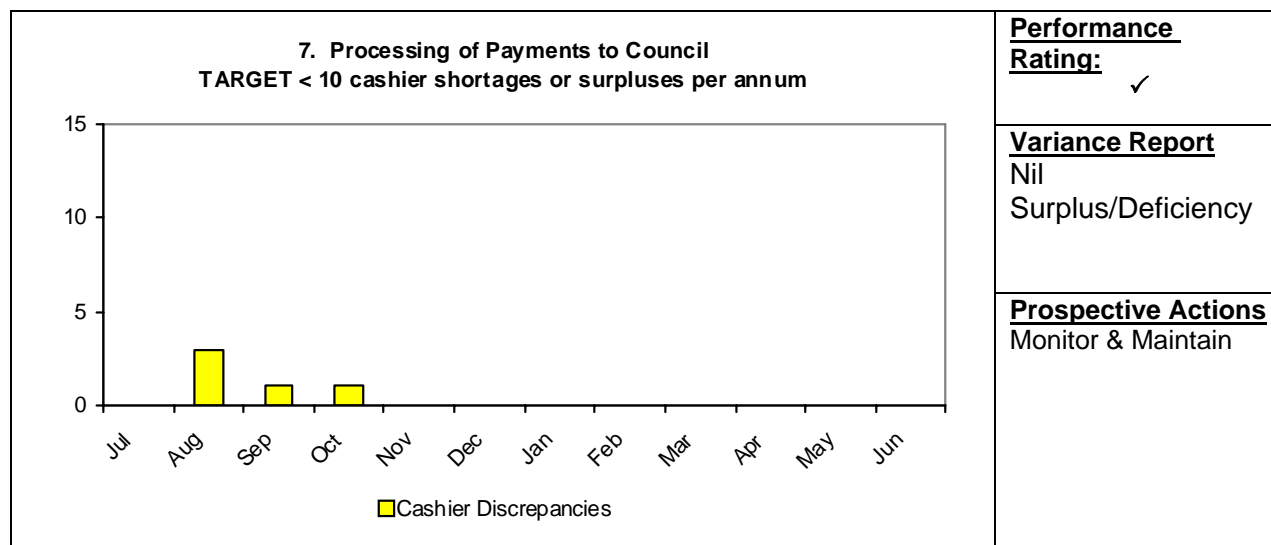
#### Top 5 – Phone Call Topics

1. Rates
2. Water
3. Animal Management
4. Depots Works
5. Waste

#### Top 5 – Phone Call Types Transferred to Departments

1. Building Services
2. Rates
3. Water
4. Planning
5. Depot Works

### Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)



### Operating Budget Assessment:

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 2%)
<b>Revenue</b>	654	600	54	9	N/A – No year end implications
<b>Expenditure</b>	1,210,071	1,254,584	44,513	4	<p><b>UNFAVOURABLE</b></p> <ul style="list-style-type: none"> <li>• <b>Reasons:</b> Budget savings by team.</li> <li>• <b>Implications / Actions:</b></li> </ul>

**ACTIVITY: MAYOR AND DIVISIONAL COUNCILLORS - 4500**

**Mission:** To provide resources and support to the Mayor AND 10 Divisional Councillors to enable them to fulfil their community representation responsibilities.

Output Title	Output Description
1. Level of administrative support to Councillors	Administrative support. Budget

**Officer Responsible:** Manager Corporate Performance

**Staffing Level (FTE)** 2

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**

<p><b>1. Level of Administrative Support to Councillors</b> TARGET &lt; 5 formal complaints from Councillors</p> <p>Legend: No of compliants</p>	<p><b>Performance Rating:</b> ✓</p> <p><b>Variance Report</b> No complaints</p> <p><b>Prospective Actions</b> Nil</p>
<p><b>2. Councillors Training Programs</b> focused on Corporate Governance</p> <p>Legend: Target (Yellow), Actual (Blue)</p>	<p><b>Performance Rating:</b> ✓</p> <p><b>Variance Report</b> All Councillors attended the Leadership workshop and with the exception of the Mayor who was unavailable all Councillors attended the GEMS training.</p> <p><b>Prospective Actions</b> Councillors will be undertaking Seven Habit training on the 27 May.</p>

**Operating Budget Assessment:**

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 2%)
<b>Revenue</b>	0	0	0	n/m	N/A
<b>Expenditure</b>	1,205,359	1,275,366	70,007	5	<b>UNFAVOURABLE</b> <ul style="list-style-type: none"> <li><b>Reasons:</b> Budget savings achieved where possible.</li> <li><b>Implications / Actions:</b> No end of year impact anticipated.</li> </ul>

**ACTIVITY: LEGAL SERVICES**

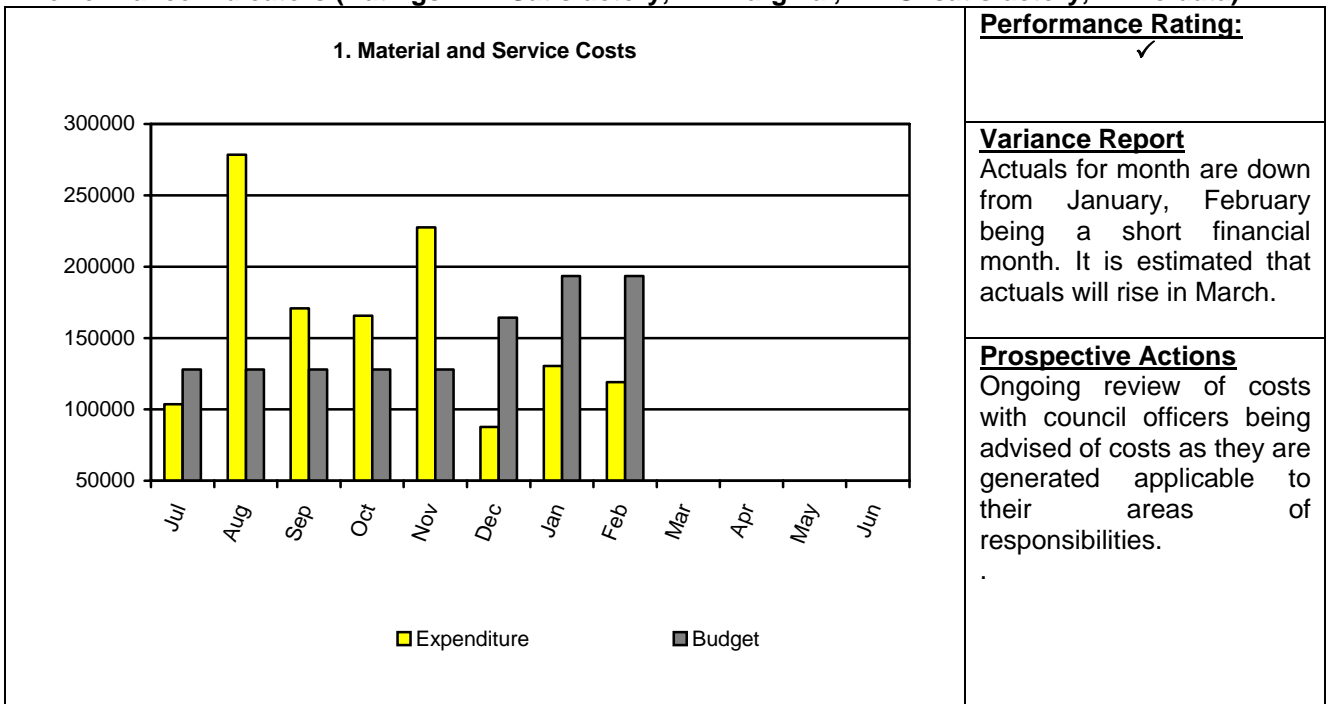
**Mission:** To assist in the provision of documents in court and coronial matters and to assist Council officers to use legal processes and knowledge in providing service to their customers and the community

Output Title	Output Description
1. Purchase of – <ul style="list-style-type: none"> <li>External legal services</li> <li>Expert witnesses for court matters</li> </ul>	The buying of external legal services including sub-contractors and administration of client agreements.
2. Legal advice	Brief legal suppliers.
3. Responses to – <ul style="list-style-type: none"> <li>subpoenas;</li> <li>orders for non party disclosure; and</li> <li>requests for information by the Coroner</li> </ul>	Compliance with Court rules and the Coroners Act for the information obligations of Council.
4. Reporting and monitoring the use of resources by the Branch	Monthly reporting, quarterly and annual reviews; for operating budget; WIP; and improvements.

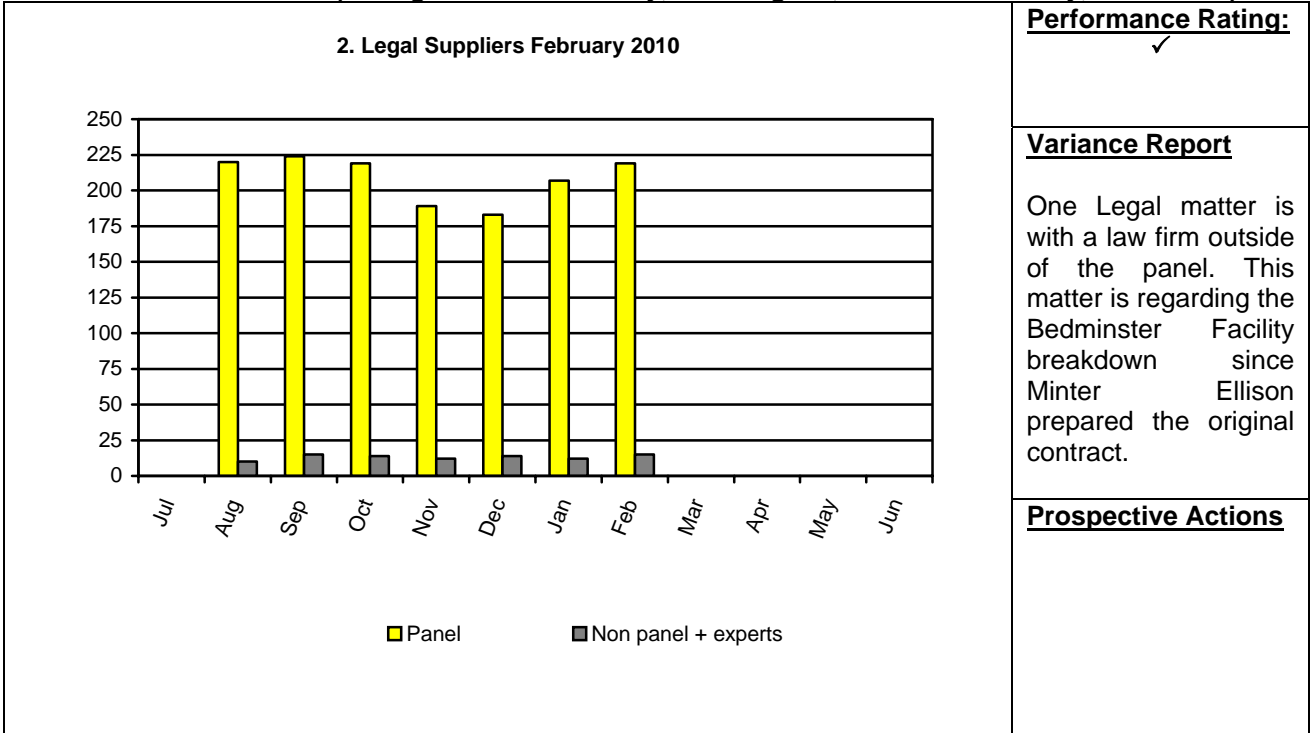
**Officer Responsible:** Manager Legal Services

**Staffing Level (FTE)** 2

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**



**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**



**Open purchase orders - Legal**

Jan 2010	Panel	Non panel	Percentage
<b>Panel total</b>	<b>219</b>		<b>94%</b>
Non panel		<u>1</u>	
Experts		<u>14</u>	6%
<b>Non panel total</b>		<b><u>15</u></b>	<b>6%</b>
<b>Total</b>		<b>234</b>	<b>100%</b>

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**

3. Information compliance		<b>Performance Rating:</b> ✓
<p><b>Result Measure (description):</b> Compliance with Court rules and the Coroners Act for the information obligations of Council.</p> <p><b>Result Target:</b> By statutory/court or otherwise agreed date</p> <p><b>Source of Data:</b> Check sheet</p> <p><b>Performance:</b> Annual</p>		<p><b>Variance Report</b></p>
		<b>Prospective Actions</b>

**Operating Budget Assessment:**

	<b>YTD Actual (\$)</b>	<b>YTD Budget Revised (\$)</b>	<b>Var (\$)</b>	<b>Var (%)</b>	<b>Variance Report &amp; Prospective Actions (Where variance is +/- 2%)</b>
<b>Revenue</b>	30,258	0	30,258		<b>UNFAVOURABLE/FAVOURABLE</b> <ul style="list-style-type: none"> <li>• <b>Reasons:</b></li> <li>• <b>Implications / Actions:</b></li> </ul>
<b>Expenditure</b>	1,371,331	1,638,743	267,412	16%	<b>UNFAVOURABLE/FAVOURABLE</b> <ul style="list-style-type: none"> <li>• <b>Reasons</b> Actuals for month are down from January, February being a short financial month. It is estimated that actuals will rise in March</li> <li>• <b>Implications / Actions:</b> Ongoing review of costs with council officers being advised of costs as they are generated applicable to their areas of responsibilities.</li> </ul>

<b>BRANCH:</b>	<b>FINANCE</b>
----------------	----------------

<b>ACTIVITY:</b>	<b>FINANCIAL SERVICES</b>
------------------	---------------------------

**Mission** To provide excellent financial services and professional advice to enable our customers to achieve their plans.

Output Title	Output Description
1. Financial Reports and Information	Standard monthly, quarterly and adhoc financial reports to customers. Including: <ul style="list-style-type: none"> <li>the 10 Year Financial Model</li> <li>Budget Estimates and</li> <li>Council's Fees &amp; Charges.</li> </ul>
2. Payroll services	Provide an efficient fortnightly payroll to council staff and elected members. Process all leave requests, process all timesheets.
3. Purchasing services	Council's Purchasing System.
4. Accounts Payable services	Creditor Payments System.
5. Debt Recovery services	Management of accounts receivable, banking relationship and control of the effective recovery of outstanding debts.
6. Regulatory Returns	Preparation of various statutory returns. Some examples include Annual FBT and Tax returns, Monthly BAS Returns and various ABS Returns.
7. Rates notices	Rate notices and associated charges levied by Council

**Officer Responsible:** Manager Financial Services

**Staffing Level (FTE)** 59

Operating Initiative Status	Relevant Linkage(s)	Due Date	Complete (enter %)	On Target	
				Yes (enter ✓)	No * (enter X)
1. Specify and implement a project to improve wage on-cost and corporate overhead recovery (Corporate OFI)	8 8/9	June 2010	0%	✓	

**\* Variance Report for Initiatives not on target:**

Discussions being held by the Executive to determine if a major or minor review to be conducted and the timing of such.

**\* Prospective Actions for Initiatives not on target:**

Await Executive direction.

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**

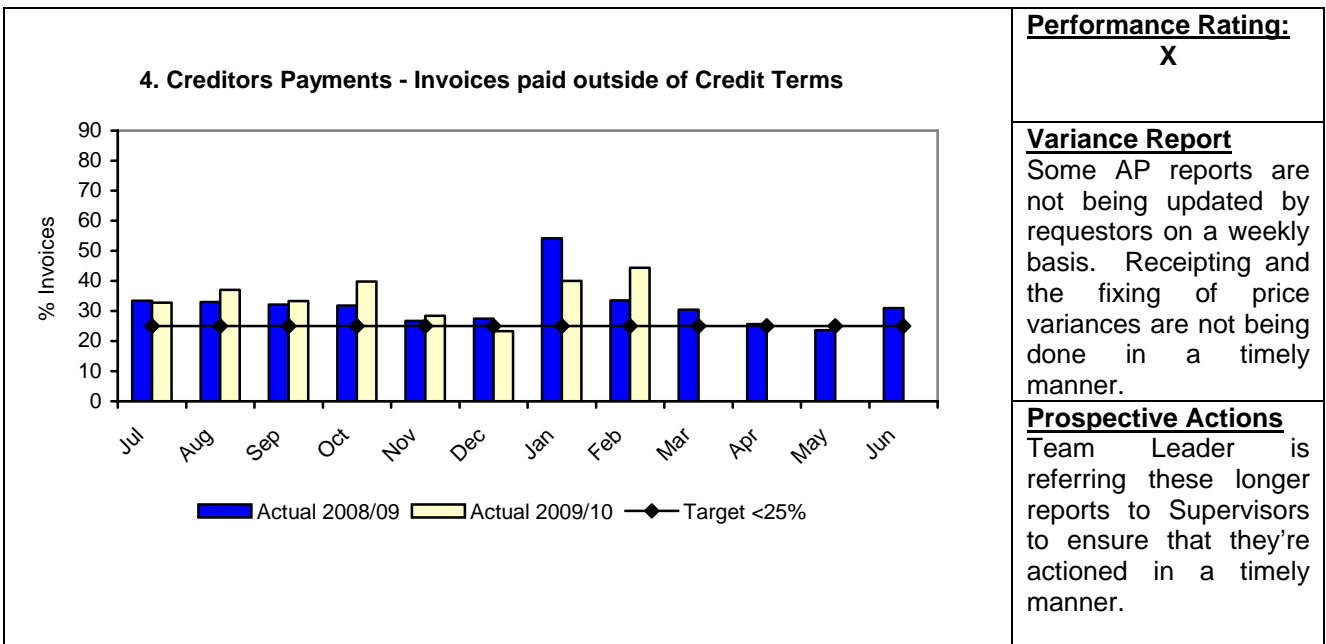
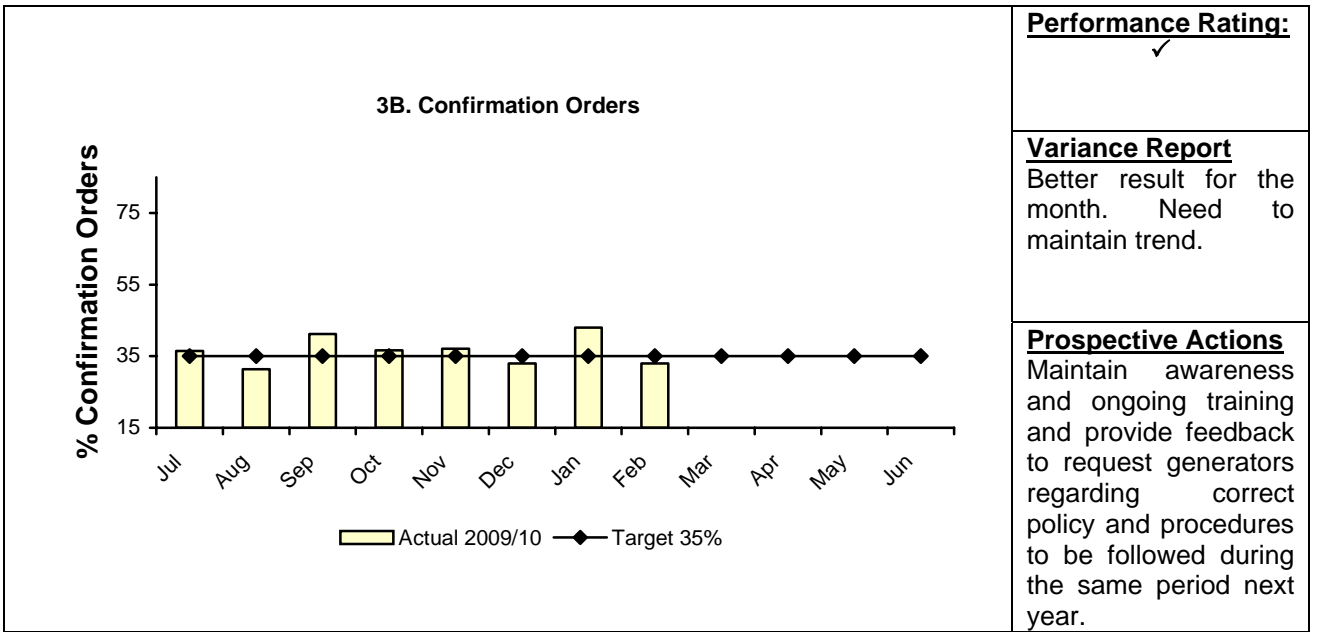
<b>1. Reporting deadlines</b>	<b>Performance Rating:</b> ✓
<b>Result Measure (description):</b> Number of occasions that reporting deadlines are missed.	<b>Variance Report</b>
<b>Result Target:</b> 0 missed	
<b>Source of Data:</b> Check sheet	
<b>Reporting Frequency:</b> Monthly	<b>Prospective Actions</b>
<b>Performance:</b> 0 deadlines missed	

<b>2. Payroll completion and accuracy &lt; 3% Pay adjustment</b>	<b>Performance Rating:</b> ✓
<p>The chart displays the percentage of pay adjustments for each month from July to June. The y-axis ranges from 0 to 3.5. The target is a constant 3% (indicated by a black line with diamonds). Actual data for 2008/09 is shown in blue bars, and actual data for 2009/2010 is shown in yellow bars. Most months are below the target, with July and December being the highest at approximately 1.0% and 0.8% respectively.</p>	<b>Variance Report</b>
	<b>Prospective Actions</b>

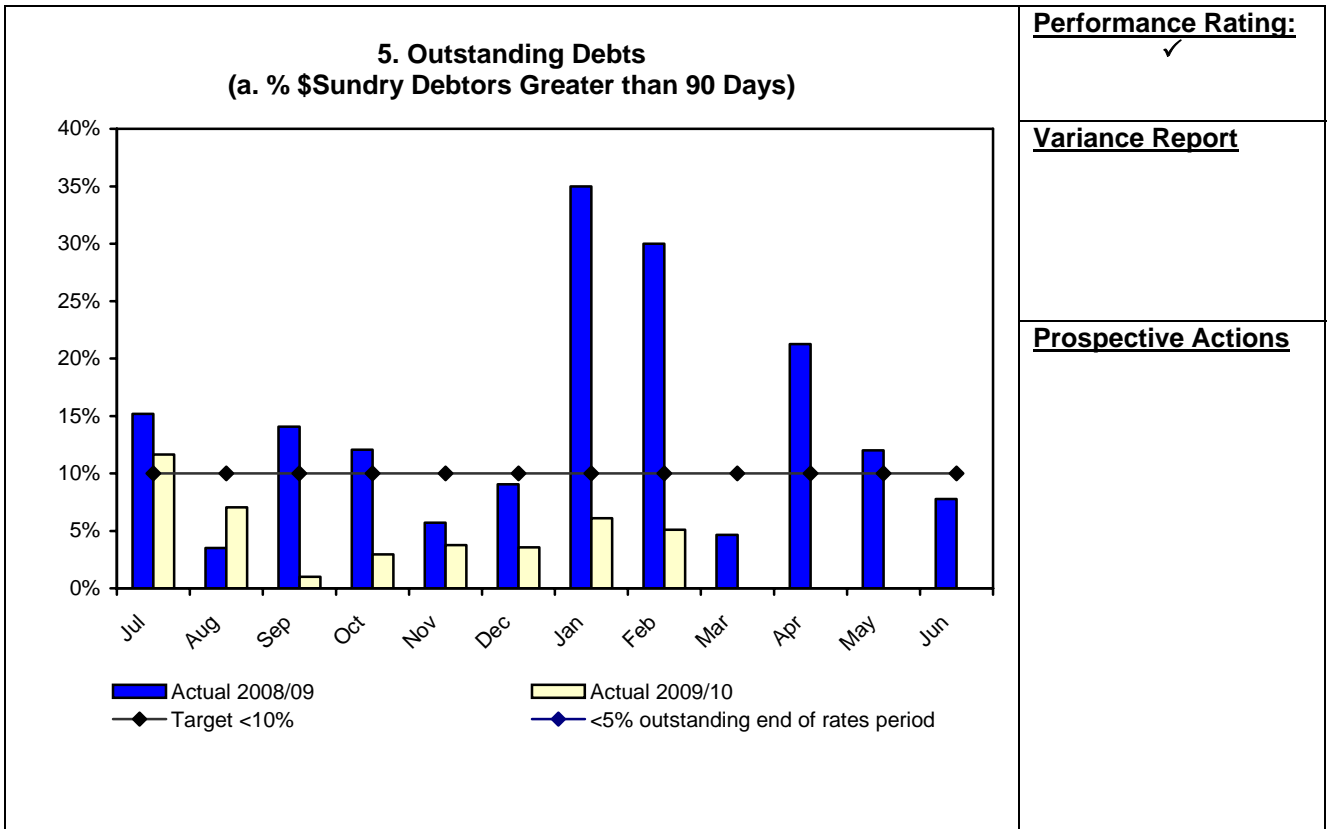
<b>3A. Timely processing of purchase requisitions</b>	<b>Performance Rating:</b> ✓
<p>The chart displays the percentage of orders converted within 2 days for each month from July to June. The y-axis ranges from 40 to 100. The target is a constant 90% (indicated by a black line with diamonds). Actual data for 2008/09 is shown in blue bars, and actual data for 2009/2010 is shown in yellow bars. Performance is generally below the target, with the lowest point in November at approximately 78%.</p>	<b>Variance Report</b> Better result for the month. Still need to improve
	<b>Prospective Actions</b> Purchasing unit to monitor and action identified issues with responsible officers.



Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)



Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)



<p style="text-align: center;"><b>6. Regulatory Return Deadlines</b></p> <p><b>Result Measure (description):</b> Number of occasions that regulatory return deadlines are missed.</p> <p><b>Result Target:</b> 0 missed</p> <p><b>Source of Data:</b> Check sheet</p> <p><b>Reporting Frequency:</b> Monthly</p> <p><b>Performance:</b> 0 missed</p>	<p><b>Performance Rating:</b> ✓</p> <p><b>Variance Report</b></p> <p><b>Prospective Actions</b></p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------

Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)

7. Accuracy of Rates Levied					<u>Performance Rating:</u> ✓
	1 <sup>st</sup> 08/09	2 <sup>nd</sup> 08/09	1 <sup>st</sup> 09/10	2 <sup>nd</sup> 09/10	<u>Variance Report</u>
Total number	76,283	77,195	77,910	78,691	
No. incorrect	33	55	24	4	
Actual % incorrect	0.0%	0.0%	0.0%	0.0%	
Target % incorrect	<0.5%	<0.5%	<0.5%	<0.5%	
Performance	✓	✓	✓	✓	<u>Prospective Actions</u>

**Operating Budget Assessment:**

	YTD Actual (\$)	YTD Budget (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 2%)
Revenue	398,770	395,288	3,482	1%	<b>FAVOURABLE</b>
Expenditure	3,645,259	3,829,632	184,373	5%	<b>FAVOURABLE</b>

**Variance Explanations:**

**Expenses**

Variance is predominantly due to:

- Savings in employee costs (\$140k) due to vacancies throughout the year.
- Expenditure on materials and other services is less than anticipated as at February 2010 (\$34k).
- Favourable variance in other expenses is due to the timing in external audit fees (\$11k).

**ACTIVITY: CORPORATE FINANCING & OVERHEADS**

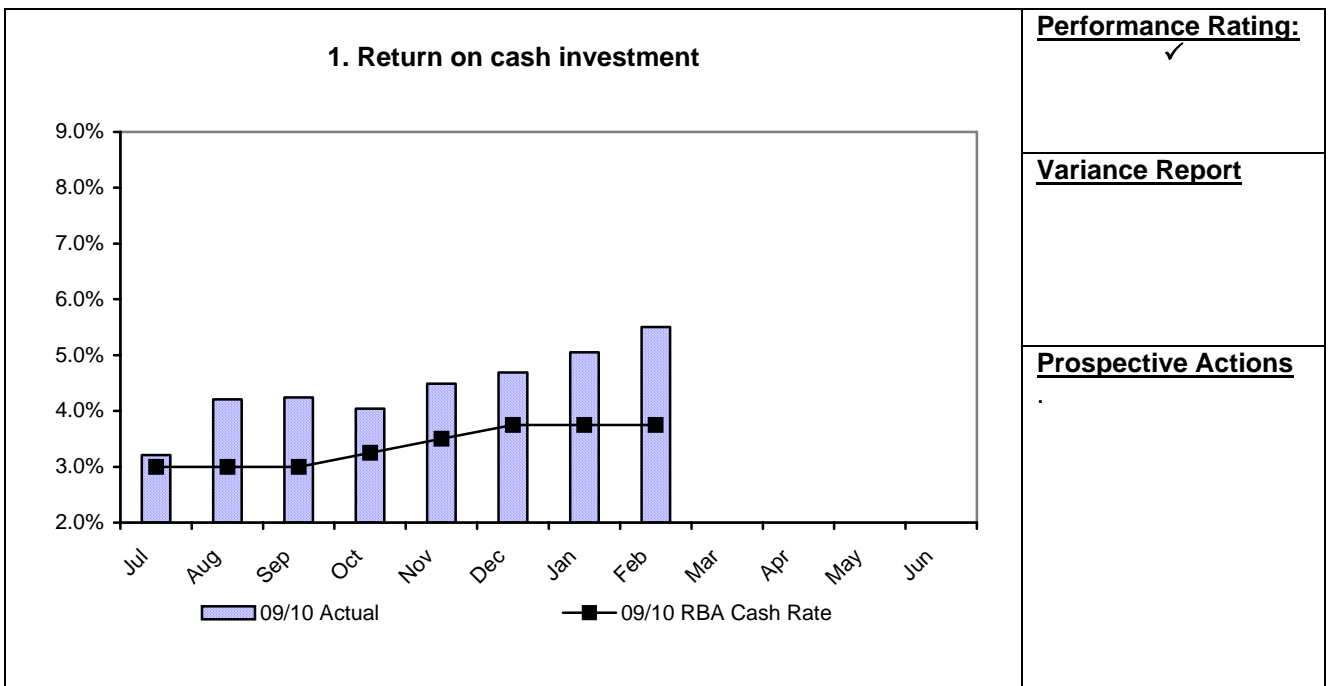
**Mission** To manage Council’s corporate funding and overhead allocation.

<b>Output Title:</b> 1. Treasury services	<b>Output Description:</b> Services to effectively manage Council’s Cash Assets and Debt portfolio by maximising returns and minimising financial risk to an acceptable level.
----------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

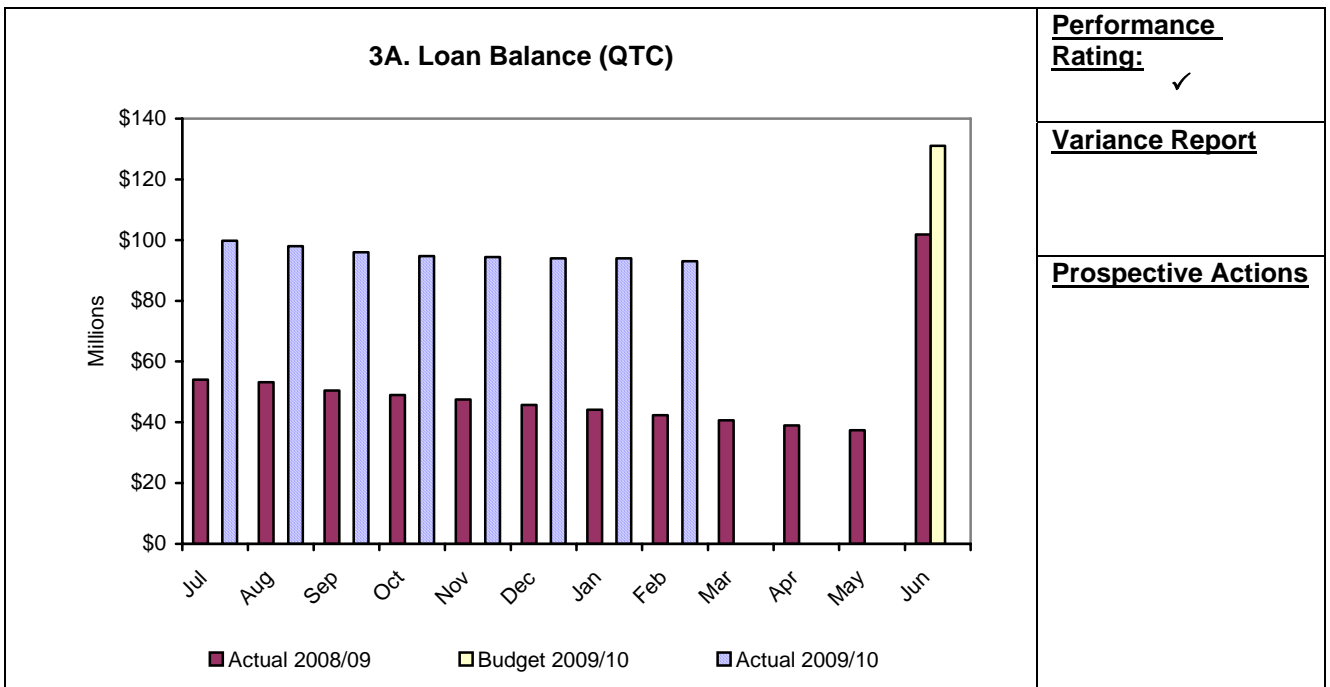
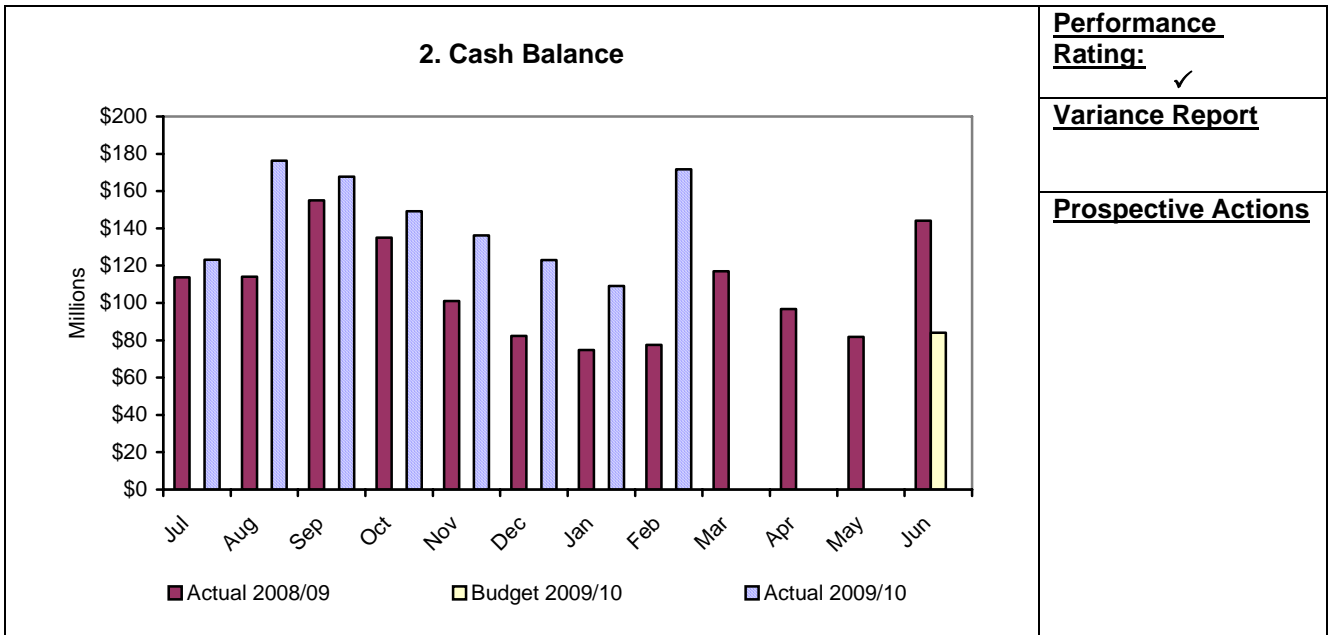
**Officer Responsible:** Manager Financial Services

**Staffing Level (FTE)** 0 – covered under Financial Services

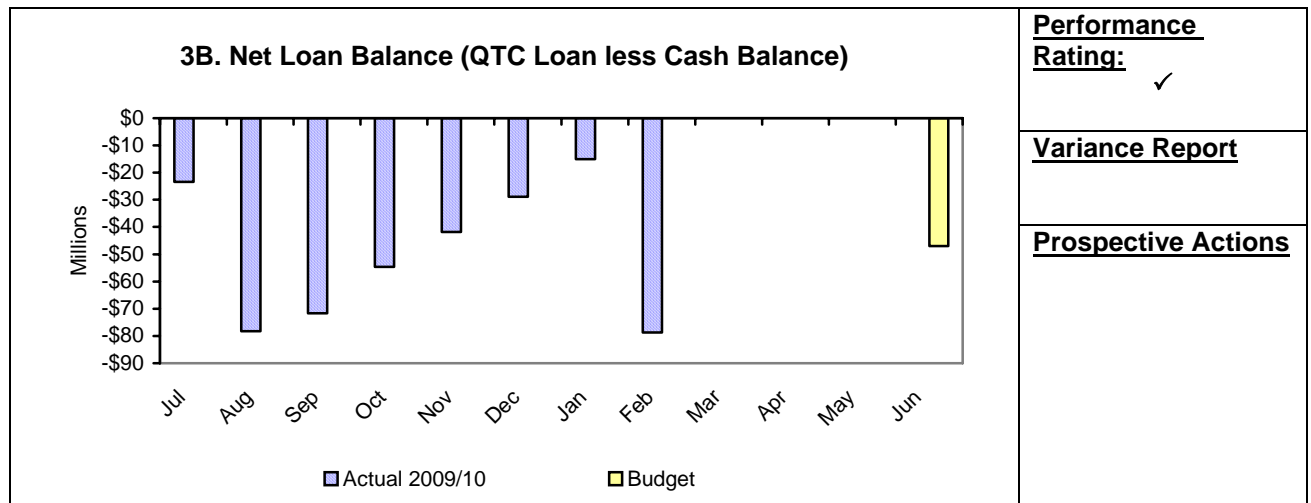
**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**



**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**



**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**



**Operating Budget Assessment:**

	YTD Actual (\$)	YTD Budget (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 2%)
<b>Revenue</b>	103,935,299	101,835,603	2,099,697	2%	<b>FAVOURABLE</b>
<b>Expenditure</b>	6,435,012	7,486,438	1,051,426	14%	<b>FAVOURABLE</b>

**Variance Explanations:**

**Revenue**

Variance is predominantly due to:

- The tax benefit and dividend income being greater than budget by (\$984k). Tax and dividend is dependant on the performance of the business units. Actuals should come in line with budget as the year progresses.
- Interest revenue is greater than budget (\$732k). This is due to higher than anticipated interest on investments (\$563k), interest on the bank account (\$118k) and interest on overdue rates and charges (\$51k).

**Expenditure**

Variance is predominantly due to:

- Employee costs are less than budget (\$802k) due to a lower than anticipated cost of workers compensation and sick leave as well as timing of public holidays.
- Expenditure on bank fees and charges is less than budget (\$96k) due to lower than anticipated merchant fees.
- Other services are less than budget (\$45k) due to less than anticipated expenditure on EDI bulk postage.
- Other expenses are less than budget (\$45k) due to the timing of funding provided by the rates relief tribunal. Actuals should align with budget in the coming months.
- Contributions and donations are less than budget (\$42k) due to less than anticipated rates based financial assistance.
- Materials are less than budget (\$28k) due to lower than anticipated expenditure on office stationery and supplies.

**ACTIVITY: HUMAN RESOURCES**

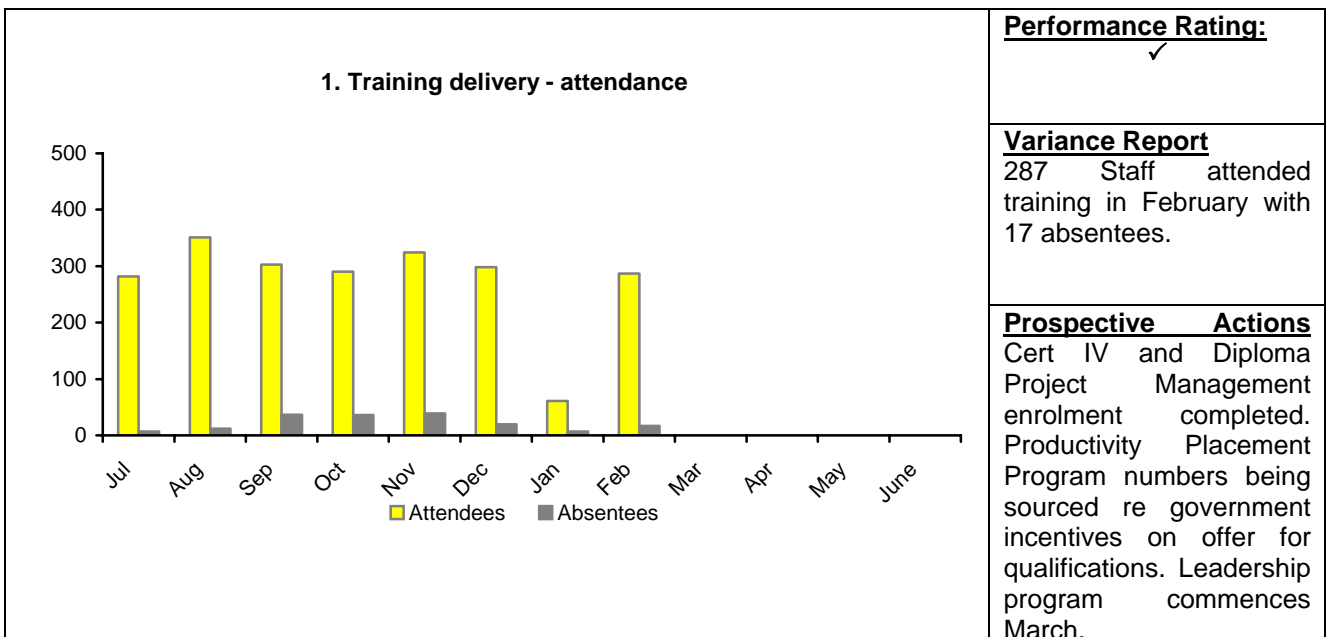
**Mission** To provide Human Resource services, consultancy and support, by working in partnership with the organisation, to engage, value and inspire our people.

Output Title:	Output Description:
1. Learning & Development services	Learning and development consultancy, support, coordination and delivery aligned with Hr Workforce Strategy, Council Corporate Plan and Operational Plan and individual development plans, and budget.
2. Human Resources information services	An information system to develop, analyse and report on human resource measures that will assist and support effective management of labour within the organisation.
3. Staff recruitment and retention services	Effective recruitment strategies and processes provided to client branches for the selection and retention of full-time, part-time, temporary, casual, trainee, and apprenticeship positions.
4. Employee Relations advice and support	Employee / industrial relations consultancy and support.

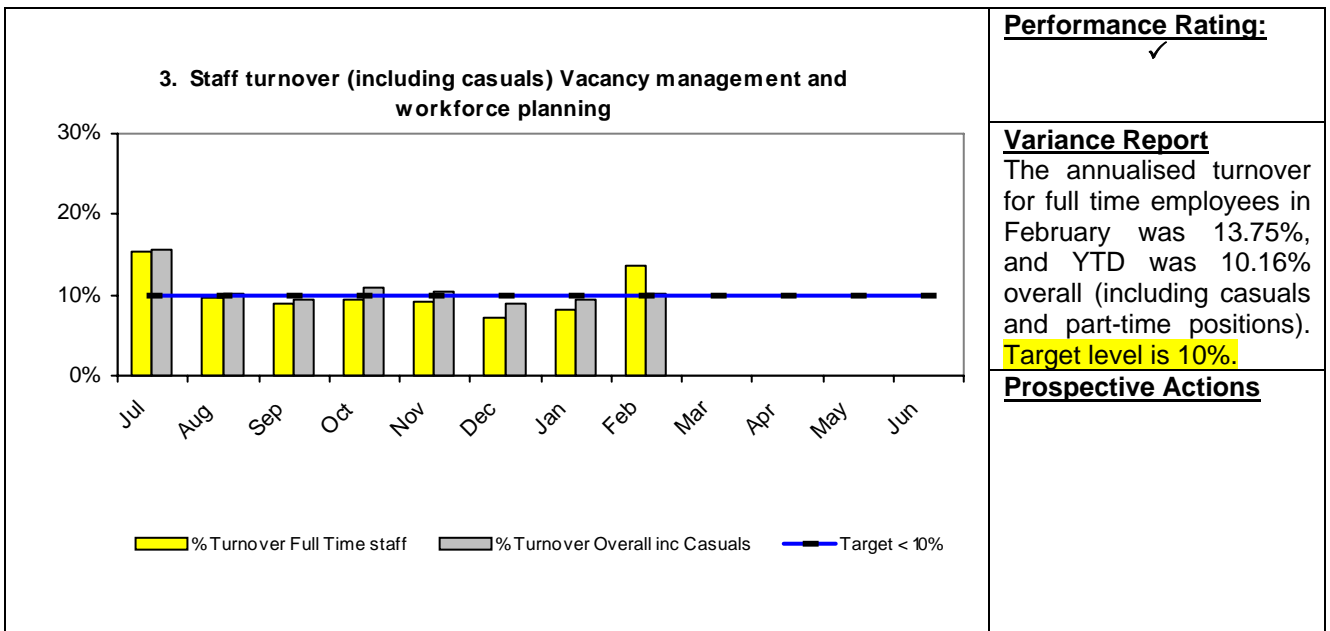
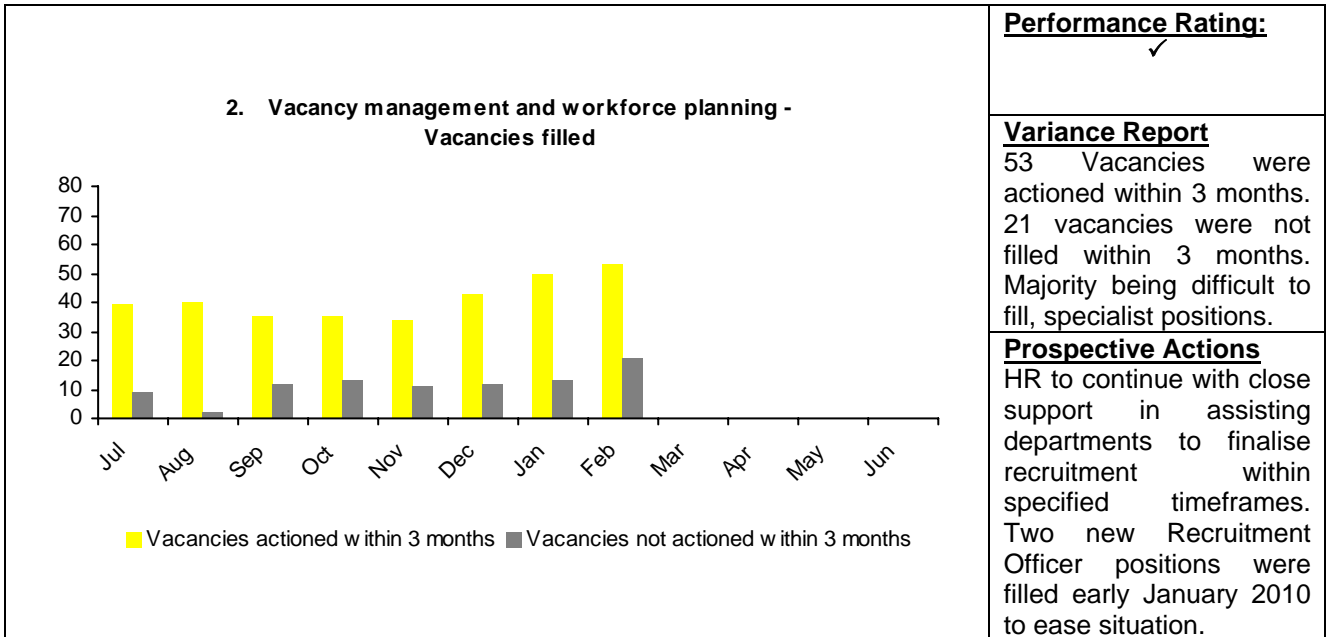
**Officer Responsible:** Manager Human Resources

**Staffing Level (FTE)** 20

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**

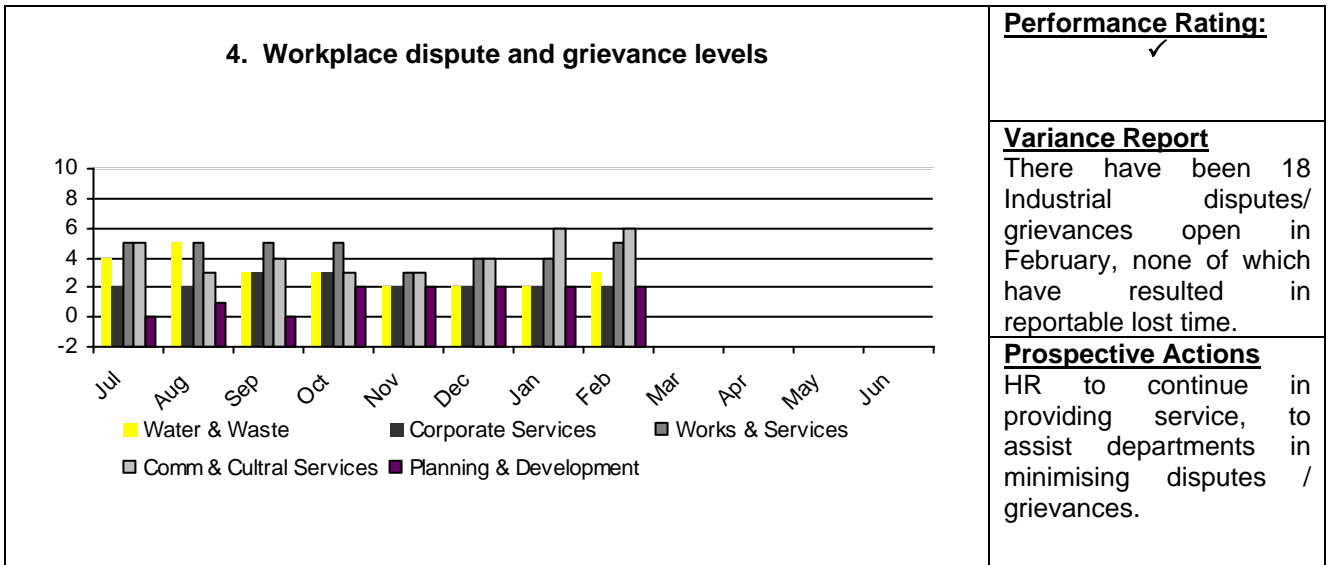


**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**





**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**



**Operating Budget Assessment:**

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 2%)
<b>Revenue</b>	129,555	94,750	34,805	37	<p><b>FAVOURABLE</b></p> <ul style="list-style-type: none"> <li>• <b>Reasons:</b> Government grants for trainees/ apprentices are based on completion date of such employee</li> <li>• <b>Implications / Actions:</b> Due to various completion dates of trainees/ apprentices, funding payment will vary throughout year as processed – end result favourable.</li> </ul>
<b>Expenditure</b>	1,570,860	2,160,411	589,551	27	<p><b>FAVOURABLE</b></p> <ul style="list-style-type: none"> <li>• <b>Reasons:</b> As per previous report on-line with YTD activity</li> <li>• <b>Implications / Actions:</b> Streamlining of recruitment advertising is continuing. Costs are being saved due to new initiatives and practices in recruitment and training. There have been reductions in WH&amp;S costs due to best practice in service provision and delivery. Approved branch restructure with associated costs.</li> <li>• Whole Council Fire Compliance costs to be incurred due to changes to Fire Regulations in 2009</li> </ul>

**ACTIVITY: WORKPLACE HEALTH & SAFETY**

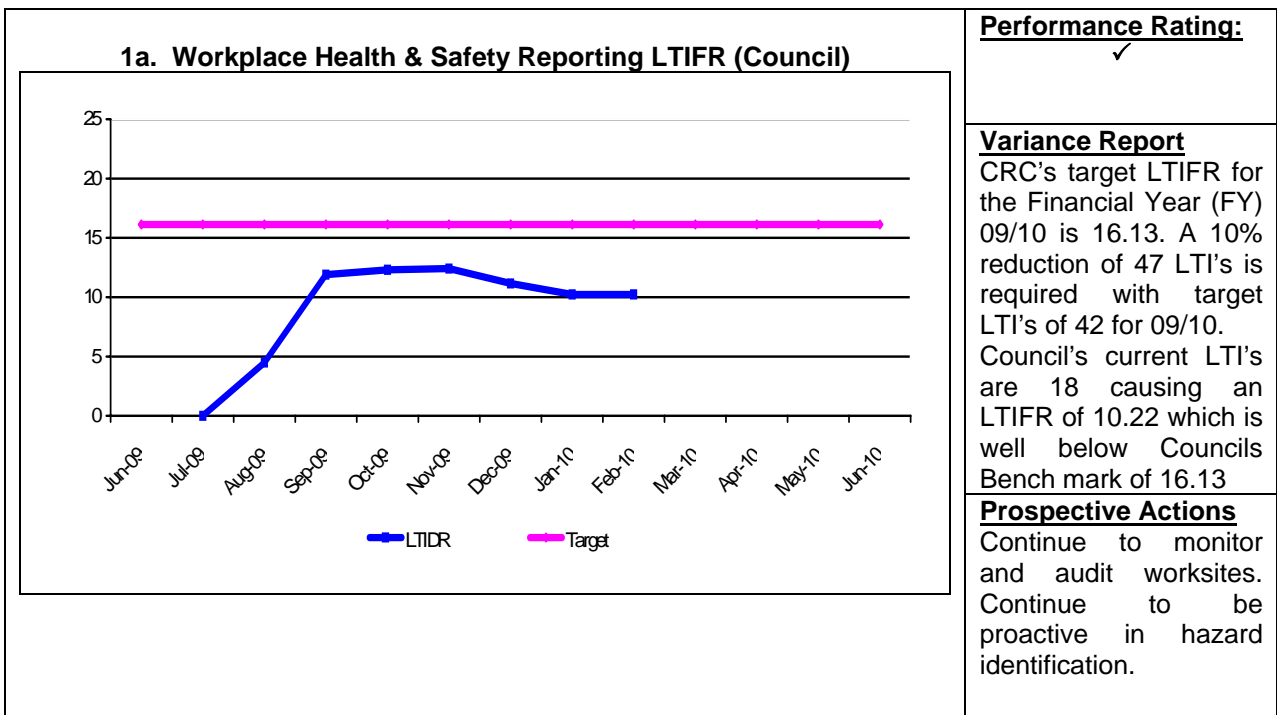
**Mission:** To provide advice and support on appropriate Workplace Health and Safety systems, processes and procedures in line with the direction and values of Cairns Regional Council.

Output Title:	Output Description:
1. WH&S Consultation	Effective, timely WH&S consultation and advice to client branches and the executive management.
2. WH&S System Compliance management	Effective support, training, advice, policies, procedures and assistance in meeting all legislative requirements in relation to WH&S.
3. Rehabilitation System Compliance management	Effective consultancy, support, policies, procedures and assistance in meeting all legislative requirements in relation to Rehabilitation / Return to Work.

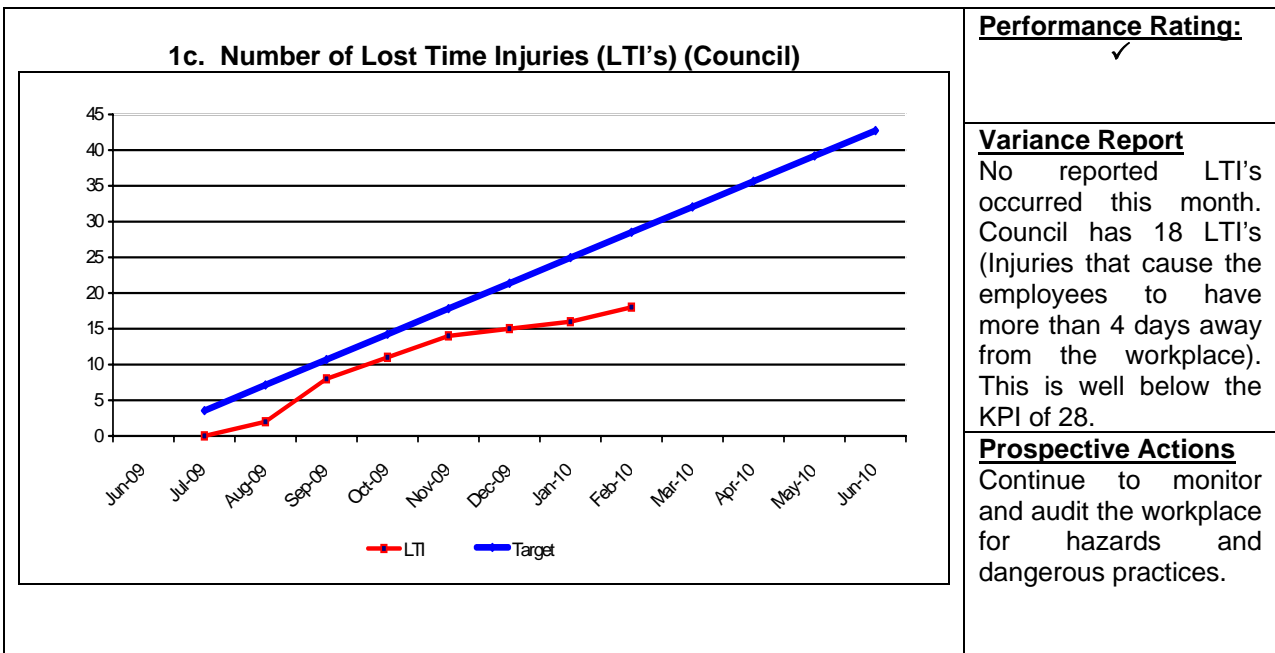
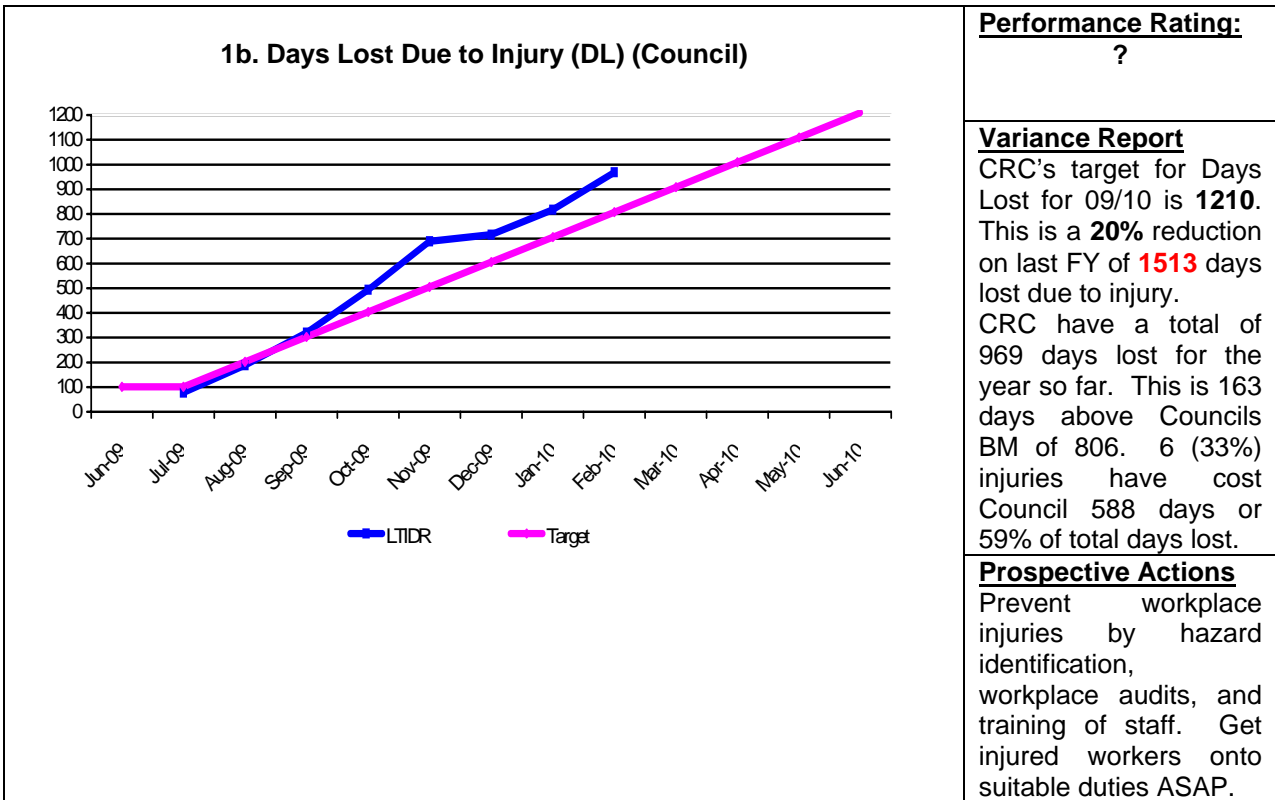
**Officer Responsible:** Manager Human Resources

**Staffing Level (FTE)** 6

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**



Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)



**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**

<b>2. WH&amp;S Compliance External</b>	<b>Performance Rating:</b> <b>X</b>
<p><b>Result Measure (description):</b> Compliance with Safeplan system. Compliance with WH&amp;S QLD inspections.</p> <p><b>Result Target:</b> To achieve 80% or better on LGW internal audit. 100% compliance to all notices received.</p> <p><b>Source of Data:</b> Audit results / Improvement, Prohibited, Directive notices.</p> <p><b>Reporting Frequency:</b> Quarterly/Annually</p> <p><b>Performance:</b> A Rectification Action Plan has been implemented for the External Audit and progress can be followed in #2462734 .</p>	<p><b>Variance Report</b> Council continues to work on the Improvement notices for the Hazsub for the pools. Fleet is nearing completion for the 2 improvement notices pertaining to the cylinder rupture.</p>
	<p><b>Prospective Actions</b> Act on recommendations of Improvement notices and RAP</p>

<b>3. Rehabilitation System Compliance Manager</b>	<b>Performance Rating:</b> <b>?</b>
<p><b>Result Measure (description):</b> Meeting all legislative standards. Days lost for the month/year Direct/indirect costs due to injury</p> <p><b>Result Target:</b> 100% compliance with legislative standards. Reduction in day lost to injury. Reduction in direct costs due to injury.</p> <p><b>Source of Data:</b> BO report – Workers compensation cost</p> <p><b>Reporting Frequency:</b> Quarterly and annually.</p> <p><b>Performance:</b> Although Council is doing well in reducing the Lost Time Injuries, the injuries that are being recorded as lost time are requiring extensive rehabilitation. Council is continuing to work towards a preferred treating medical practitioner.</p>	<p><b>Variance Report</b> Days lost are above Councils KPI. This is mainly due to long term injuries.</p>
	<p><b>Prospective Actions</b> Continue to look for a preferred Treating Medical Practitioner that fits in with Councils requirements. Continue to foster acceptance of RRTW practices within the workforce.</p>

**Operating Budget Assessment:**

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 2%)
Revenue	0.00	0.00	0.00	0	N/A
Expenditure	340,664	371,842	31,178	8	<p><b>FAVOURABLE</b></p> <ul style="list-style-type: none"> <li>• <b>Reasons:</b></li> <li>• <b>Implications / Actions:</b> WH&amp;S costs have been reduced due to best practice in service provision and delivery and imposed saving for the Fire Compliance Audit</li> </ul>

<b>ACTIVITY: INFORMATION SERVICES</b>
---------------------------------------

**Mission:** To enable Council to have the capacity and capability to manage the collection and flow of data, information and knowledge; and to ensure that management of information systems, infrastructure and information management services support Council's role in providing customer and community services, decision-making and business operations.

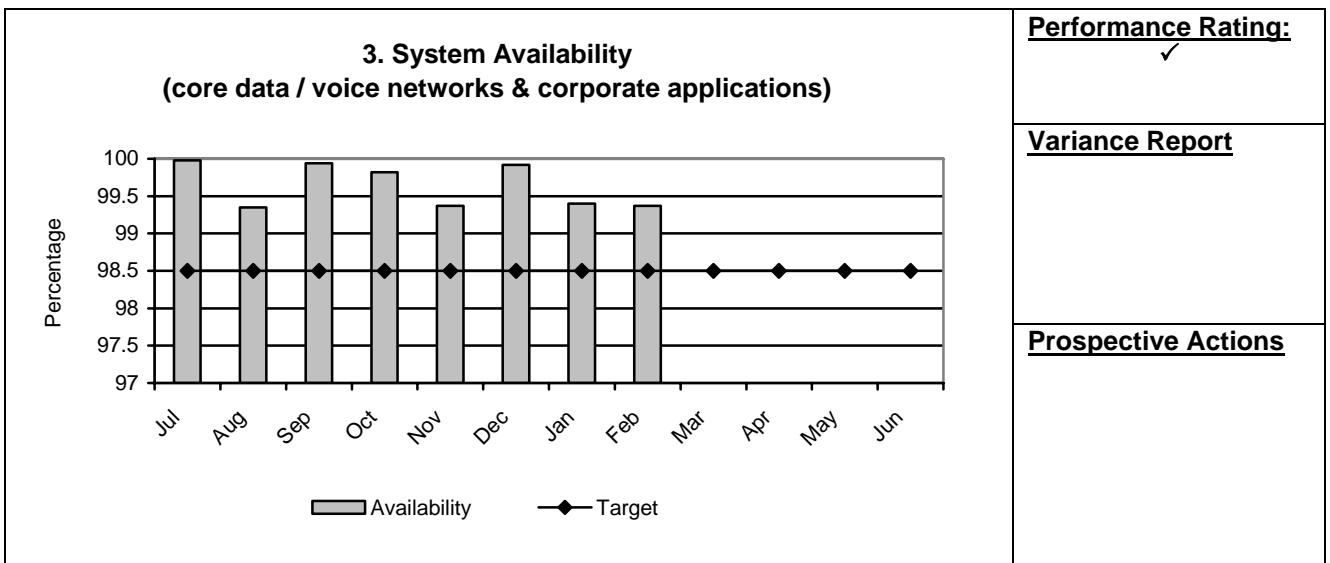
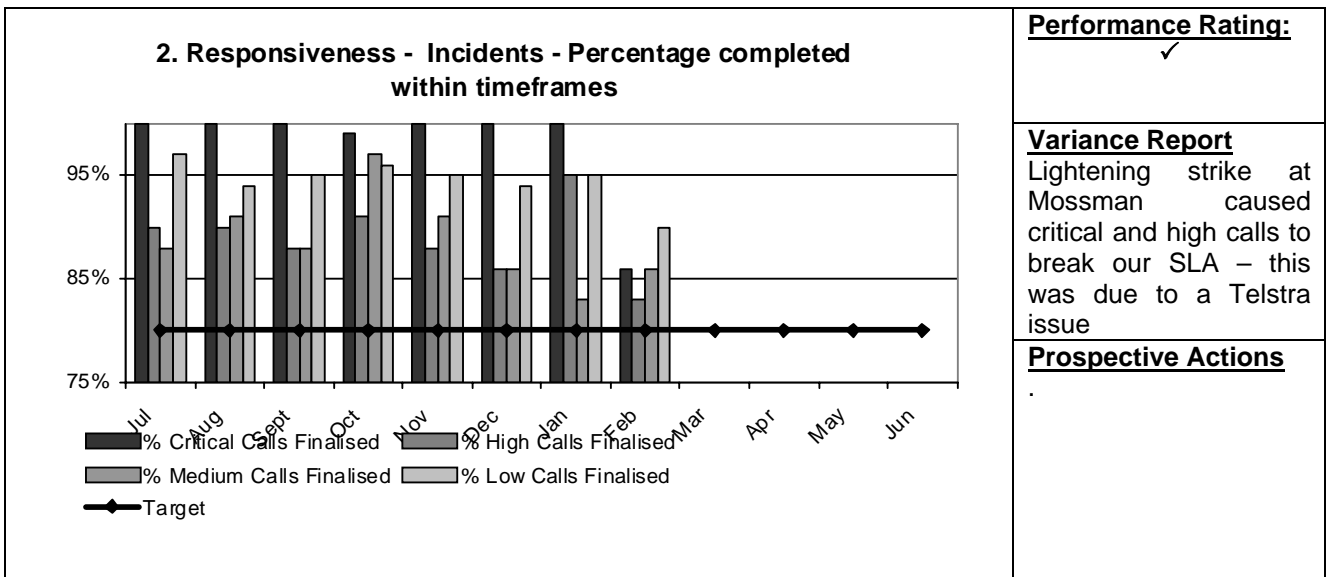
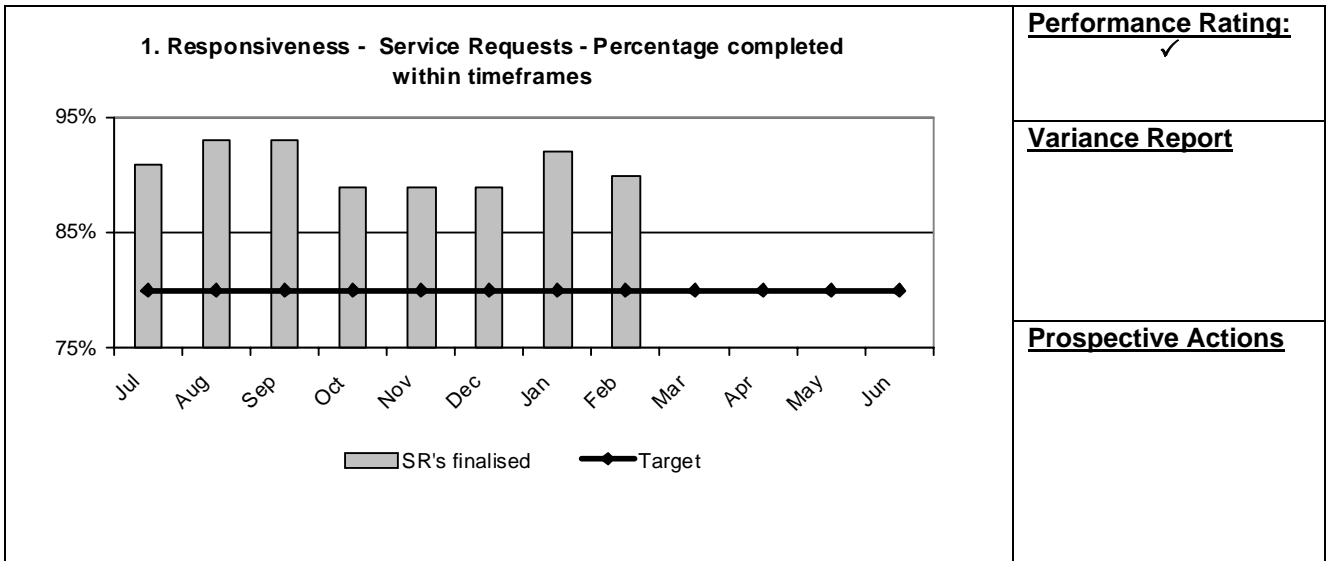
Output Title	Output Description
1. ICT Support Services	Provide monitoring and resolution of ICT System related problems
2. ICT Service Provision	Provision of ICT related service requests
3. Computer systems	Provision of computer hardware and software to allow officers to efficiently and effectively function.
4. Advisory Services	Provide input into IT strategy, solution concept and evaluations, information communications technology strategy research and development, information modelling, management and planning.

**Officer Responsible:** Manager Information Services

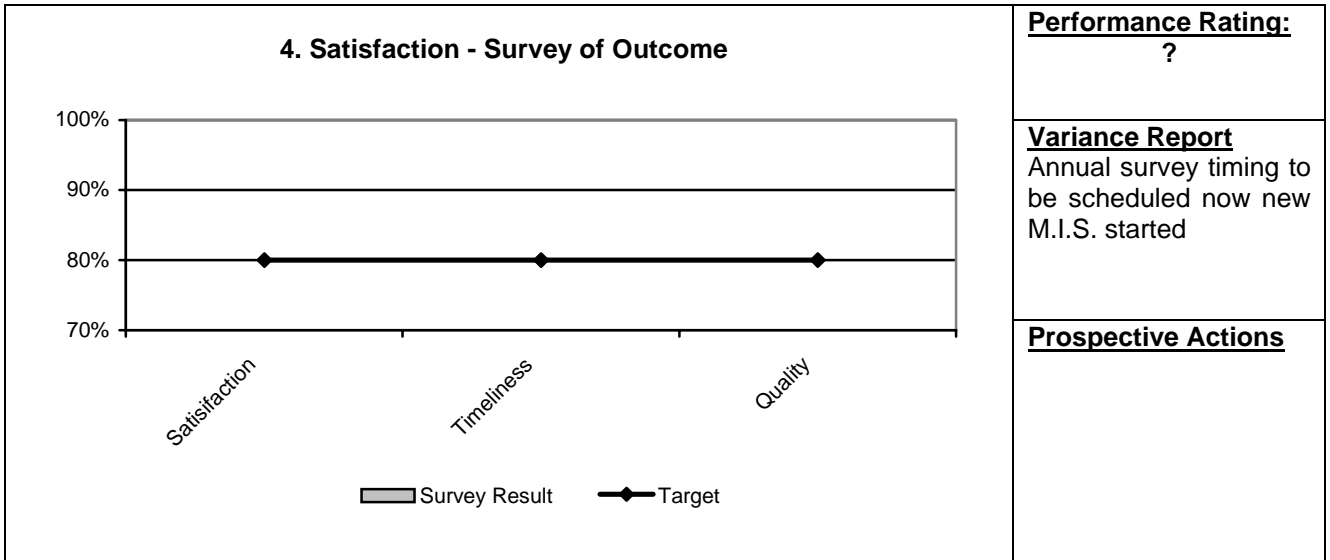
**Staffing Level (FTE)** 30

Operating Initiative Status	Relevant Linkage(s)	Due Date	Complete (enter %)	On Target	
				Yes (enter ✓)	No * (enter X)
1. Progress the Availability Management ITIL process to a level of 3.0 on the CMMi scale.	Corporate Plan 6.2 Branch OFI 7.2.2	Jun 2010	10%	✓	
2. Progress the Release/Change Management ITIL process to a level of 3.0 on the CMMi scale.	Corporate Plan 6.2 Branch OFI 7.2.4	Mar 2010	85%	✓	
3. Investigate, evaluate and prioritise emerging technologies and strategic direction to reduce asset management/replacement costs and increase IT infrastructure efficiencies including a revision of the 5 year IS Strategic Plan.	Corporate Plan 6.3, 6.5, 6.6, 6.7	Dec 2009	100%	✓	
<b>* Variance Report for Initiatives not on target:</b>					
<b>* Prospective Actions for Initiatives not on target:</b>					

**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**



**Performance Indicators (Ratings: ✓ = Satisfactory, ? = Marginal, X = Unsatisfactory, - = no data)**



**Operating Budget Assessment:**

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 2%)
<b>Revenue</b>	20,289	5,273	15,016	285%	<b>FAVOURABLE</b> <ul style="list-style-type: none"> <li>Received \$15K Subsidies &amp; Grants for Trainees, to be adjusted at next budget review.</li> </ul>
<b>Expenditure</b>	4,254,241	4,532,189	277,948	6%	<b>FAVOURABLE</b> <ul style="list-style-type: none"> <li>Over Budget from depreciation (\$136K) and licence timing issue (\$20K) which is offset by a timing difference in Consultancy of \$215K.</li> </ul>