



# **AGENDA**

## **Services & Organisation Committee Meeting**

**Tuesday, 9 May 2017**

**commencing at 1.30pm**

**Committee Room, 9 Pelican Street, Tewantin**

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**Committee: Crs Frank Pardon (Chair), Jess Glasgow, Tony Wellington, Frank Wilkie**

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*“Noosa Shire – different by nature”*

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**REPORTS FOR CONSIDERATION OF THE COMMITTEE****1 1617T061 SUNSHINE BEACH SKATEPARK RENEWAL TENDER**

<b>Author</b>	<b>Project Officer, Dallas Bickley Planning &amp; Infrastructure Department</b>
<b>Index</b>	<b>ECM\Projects (T1)\ Sunshine Beach, Skate Park Renewal - CAP.WORK – 500668</b>
<b>Attachments</b>	<b>1. Sunshine Beach Skatepark Renewal Evaluation Workbook 26_04_2017 - WHS</b>

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**EXECUTIVE SUMMARY**

This report provides a recommendation for the appointment of the preferred contractor for the construction of the Sunshine Beach Skatepark Renewal.

**RECOMMENDATION**

That Council note the report by the Project Officer to the Services & Organisation Committee Meeting dated 9 May 2017 and award tender 1617T061 for Construction of Sunshine Beach Skatepark Renewal to Concrete Skateparks Pty Ltd for the lump sum price of \$380,995 (excluding GST).

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**REPORT**

The project is for the construction of the Sunshine Beach Skatepark Renewal located at Girraween Street Sunshine Beach. The project is targeted at refurbishing the existing skatepark facility.

**1. Design**

Design and performance specification was provided by a specialist skatepark designers Convic Pty Ltd, and was developed through extensive public consultation with Council staff and the skate boarding community.

**2. Construction Management and Inspections**

Contract administration, management and inspections will be performed in-house by Council staff.

**3. Tender Process**

Due to the value of the works being greater than \$200,000, Council called a public tender for the works through the LG Tender Box system in accordance with the Local Government Act 2009.

An open invitation to tender was released via LG Tender Box on 25 March 2017 with advertising in the Sunshine Coast Daily on 25 March 2017 and in the Noosa News on 28 March 2017. The tender closed on 18 April 2017. Three (3) conforming tenders were received.

#### 4. Tender Assessment

The tender evaluation panel undertook an assessment of the received conforming tender submissions from the following respondents, which are listed in ascending order of price:

- 1) Concrete Skateparks Pty Ltd;
- 2) Trinity Skate Parks; and
- 3) Convic Pty Ltd.

The tenders were evaluated using the following criteria:

- Capability and resourcing;
- Contract experience and track record;
- Timeline and methodology;
- Quality;
- Health and safety;
- Environment and sustainability;
- Contribution to local economy; and
- Price.

The tendered price from Concrete Skateparks Pty Ltd is the lowest at \$380,995 excluding GST.

Concrete Skateparks Pty Ltd tender submission is favourable as they have significant previous experience, an excellent track record with similar projects, they are more than capable and have the necessary resources to meet Council's program to complete these works by 28 July 2017.

The tender evaluation team considers this tender to be the most advantageous to Council and presents the best value for money.

#### 5. Programme & Next Steps

Concrete Skateparks Pty Ltd can commence works on Wednesday 31<sup>st</sup> May 2017, with practical completion expected on or before 28 July 2017.

#### Finance & Risk

Council has allocated a total of \$400,000 (excluding GST), with \$200,000 in the 2016/17 capital works budget and a further \$200,000 identified in the draft 2017/18 capital works budget with \$8,240 spent to date. The budget for the Sunshine Beach Skatepark Renewal is sufficient to complete the project.

Item	Cost
Costs to Date (April 2017)	\$8,239.51
Tendered Contract Value	\$380,995.00
Council Project Officer	\$4,000.00
Q-leave	\$952.76
Subtotal	\$394,187.27
Contingency	\$5,000.00
<b>Total</b>	<b>\$399,187.27</b>
<b>Project Budget</b>	<b>\$400,000.00</b>

The tendered methodology has been assessed to ensure construction risks associated with the works are mitigated.

Prior to construction commencing, work place health and safety and pedestrian and traffic management plans will be required to be submitted to Council for approval. Regular audits on contractor compliance with these approved plans will be undertaken by Council throughout construction.

**Risk**

Finance risks include;

- Client request for scope changes. This is to be mitigated through project control group management and limitation of client requested scope variations.
- Latent conditions. Typically a geotechnical risk, previous investigations have mitigated much of this risk.
- Variation risks. This has been partly mitigated through the lump sum construction procurement method utilised.

Time risks include;

- Wet weather delays. Construction during the typically dry season aims to mitigate this.

Safety Risks;

- Concrete Skateparks Pty Ltd would be appointed as the Principal Contractor and responsible for Workplace Health and Safety of the site and the ultimate design and construction. Prior to construction commencing, workplace health and safety and pedestrian and traffic management plans will be required to be submitted to Council for approval. Regular audits on contractor compliance with these approved plans will be undertaken by Council throughout construction.

Scope & Quality Risk;

- The risk of meeting project objectives is to be managed through Council staff reviews supported by specialist consultants who developed the performance specifications.

Resource Risk;

- Concrete Skateparks Pty Ltd have nominated a very capable team for this project limiting the resourcing risks to the project. The addition of an engineering consultants, mitigates the resourcing risk from Council.

**External Consultation - Community & Stakeholder**

Council officers have met and notified property and business owners in 2016 about the upcoming works. The community were supportive of the skate park renewal.

Community consultation - skate day event, held at Sunshine Beach Skate Park - Saturday 23 April 2016.

Presentation of the draft concept design to community, users and stakeholders, held at the Noosa Aquatic Centre - Friday 1 July 2016.

**Internal Consultation**

Finance, Procurement, Environment, Civil Operations and Asset Planning Teams.

Departments/Sections Consulted:

- Community Services**  
Disaster Management & Public Order  
Waste & Environmental Health
- X Community Facilities  
Cultural Facilities

- Executive Office**  
X Community Engagement  
Customer Service  
Executive Support  
Governance  
Human Resources

- Planning & Infrastructure**  
Building & Plumbing Services  
DA Planning  
Strategic Land Use Planning
- X Asset Design & Investigations
- X Asset Planning
- X Civil Operations  
Environment

- Corporate Services**  
X Finance  
ICT
- X Procurement & Fleet  
Property & Facilities  
Revenue Services

Final Evaluation

Attachment 1

NOOSA SHIRE COUNCIL Weighted Attribute Evaluation Spreadsheet - Final Evaluation

Contract Title:	Sunshine Beach Skate Park Renewal
Contract No:	1617T061

No.	NAME OF TENDERER (Conforming Tenders Only)	PRICE (excl of GST)
1	Concrete Skateparks Pty Ltd	\$ 380,995.00
2	Trinity Skate Parks	\$ 487,170.50
3	Convic Pty Ltd	\$ 545,400.00
4		
5		
6		
7		
8		
9		
10		

NON-CONFORMING TENDERS

BMC Grout Injection Specialists Pty Ltd	\$ -
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Number of Tenders Evaluated = 3

PART A - Non price elements		1	2	3	4	5	6	7	8	9	10
		Concrete Skateparks Pty Ltd		Trinity Skate Parks		Convic Pty Ltd					
Evaluation Criteria	Weighting (%)	Score	Resultant score x weighting	Score	Resultant score x weighting	Score	Resultant score x weighting	Score	Resultant score x weighting	Score	Resultant score x weighting
Experience, Track Record & Achievement	15%	11.25	1.69	12	1.80	12	1.80	0	0.00	0	0.00
Methodology for Project Delivery	15%	10.5	1.58	10.125	1.52	10.5	1.58	0	0.00	0	0.00
Quality	5%	3	0.15	3.5	0.18	3.25	0.16	0	0.00	0	0.00
Health & Safety	5%	2.75	0.14	3	0.15	3.125	0.16	0	0.00	0	0.00
Environment & Sustainability	5%	2.5	0.13	3	0.15	3	0.15	0	0.00	0	0.00
Contribution to Local Economy	5%	1.1875	0.06	1.75	0.09	0.8875	0.04	0	0.00	0	0.00
<b>Total Technical Score</b>	<b>50%</b>	<b>3.73</b>		<b>3.88</b>		<b>3.89</b>		<b>0.00</b>		<b>0.00</b>	
<b>Normalised Technical Score (Tn)</b>		<b>48.02</b>		<b>49.91</b>		<b>50.00</b>					

PART B - Price element		1	2	3	4	5	6	7	8	9	10
		Concrete Skateparks Pty Ltd		Trinity Skate Parks		Convic Pty Ltd					
Total Fees (Pc)	50%	\$380,995		\$487,171		\$545,400		\$0		\$0	
Average Fees (Pav) \$.....	\$471,189										
Price Score		119		97		84		0		0	
Normalised Price Score (Pn)		100		81		71		0		0	
Weighted Price Score (Pw)		50.00		40.54		35.36					

<b>Total Score of price and non price elements</b>		<b>98.02</b>		<b>90.45</b>		<b>85.36</b>					
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Assessment Panel	Position Title
Contract Administrator & Assessment Panel Member 1	Project Officer (DB)
Assessment Panel Member 2	Project Officer (CE)
Assessment Panel Member 3	Safety Officer (PR)
Assessment Panel Member 4	Procurement Advisor (AH)
Assessment Panel Member 5	

The Contract Administrator confirms the above scores and weightings of this evaluation	
Contract Administrator's signature:	Project Officer (DB)

**2 EXPRESSIONS OF INTEREST FOR COMMERCIAL LEASE OF COUNCIL LAND AT 4 JARRAH ST, COOROY**

**Author** Property Advisor, Denis Wallace  
Corporate Services

**Index** ECM/Subject/46.15 Use of Council Land/Property/4 Jarrah St

**Attachments** Nil

**RECOMMENDATION**

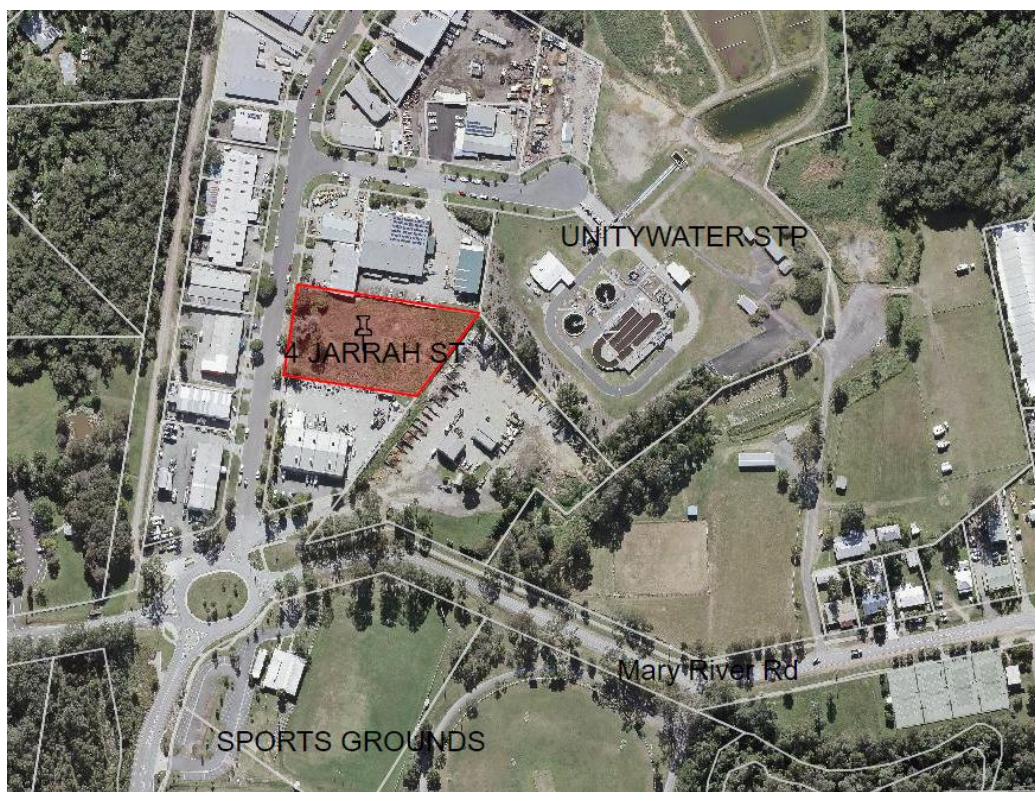
That Council note the report by the Property Advisor to the Services & Organisation Committee Meeting dated 9 May 2017 and proceed to an Expression of Interest process for occupation of the Lower Mill site (Lot 5 SP213104), as detailed in the report.

**REPORT**

The purpose of this report is to seek Council approval to proceed to an Expression of Interest process for a commercial lease of vacant Council freehold land in Cooroy.

Council owns the freehold allotment at 4 Jarrah Street, Cooroy, formally described as Lot 2 RP176126. The site is 5,800m<sup>2</sup> in area and zoned Industry under The Noosa Plan. The land had been leased as a commercial concrete batching plant since the establishment of the industrial estate in 1981. The last lessee of the site was Holcim, which vacated the site in November 2013 at the expiry of its lease.

An aerial photograph of the site and its surrounds is shown below.



**Figure 1 – Locality Plan**

A report to Council’s General Committee in April 2014 advised the site had become vacant and led to a resolution at the Ordinary Meeting dated 1 May 2014, to seek Expressions of Interest (EOI) for a new commercial lease. No suitable EOI submissions were subsequently received and the site has remained vacant with a ‘for lease’ sign and Council contact details at its frontage.

In recent months, Council property officers have received a number of enquiries from potential lessees indicating a change in the Cooroy commercial property market. Proposals for occupation of the site range from using it as a storage yard to the construction of a new factory. It is appropriate that an open public EOI process is again undertaken to seek a commercial lessee for the site, in accordance with the requirements of Local Government Regulations. An EOI rather than tender process is proposed due to the potential range of uses.

The following assessment criteria and weightings are proposed:

- Price, lease term and commencement date – 35%
- Business track record – 15%;
- Contribution to local economy and capital investment plan – 30%;
- Suitability of proposed use - 10%
- Environmental sustainability and emissions reduction measures – 10%.

Once EOI submissions have been received and evaluated a further report to Council will be made providing details and a leasing recommendation.

**Previous Council Consideration**

**Ordinary Meeting, 1 May 2014, Item 10, Page 9**

*That Council note the report by Property Officer, Property and Land Management to the General Committee dated 28 April 2014 and seek Expressions of Interest (EOI) for a Commercial Lease for 4 Jarrah Street, Cooroy.*

**Finance & Risk**

The report identifies legislative requirements Council must meet prior to entering a new commercial lease agreement for the site.

Any lease revenue generated from the site will assist with Council achieving its financial sustainability objectives.

**Consultation**

**External Consultation - Community & Stakeholder**

Nil.

**Internal Consultation**

- Procurement & Fleet Manager
- Manager Economic Development
- Property Officer and Manager Property & Facilities

Departments/Sections Consulted:

**Chief Executive Officer**  
Executive Officer to the Mayor & CEO  
Executive Support

**Community Services**  
Community Facilities  
Community Development  
Libraries & Galleries  
Local Laws  
Waste & Environmental Health

**Corporate Services**  
Financial Services  
ICT  
X Procurement & Fleet  
X Property & Facilities  
Revenue Services

**Executive Office**  
Community Engagement  
Customer Service  
Economic Development  
Governance  
Human Resources  
Sustainability

**Planning & Infrastructure**  
Building & Plumbing Services  
Civil Operations  
Disaster Management  
Infrastructure Planning & Design  
Planning & Environment  
Strategic Land Use Planning



**REPORTS FOR NOTING BY THE COMMITTEE****3 CORPORATE SERVICES DEPARTMENT UPDATE - 3RD QUARTER 2016/17**

<b>Author</b>	<b>Director Corporate Services, Michael Shave Corporate Services Department</b>
<b>Index</b>	<b>ECM/ Subject/ Branch Management/ Corporate Services</b>
<b>Attachments</b>	<b>Nil</b>

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**EXECUTIVE SUMMARY**

Not applicable.

**RECOMMENDATION**

That Council note the report by the Director Corporate Services to the Services & Organisation Committee Meeting dated 9 May 2017 providing an update on operations of the Corporate Services Department for the period 1 January to 31 March 2017.

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**REPORT**

The adopted organisation structure includes the following branches under the Corporate Services Department:

- Financial Services;
- ICT (including Records);
- Procurement & Fleet;
- Property; and
- Revenue Services.

Corporate Services primarily provides internal support to the other Council Departments, with the exception of the Property branch that deals primarily with land and property management issues.

This report provides a brief summary regarding recent performance, current priorities and future initiatives for the department.

**CORPORATE SERVICES DEPARTMENT**

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<b>Financial Services</b>			
Rolling financial revaluation process for infrastructure assets	<ul style="list-style-type: none"> <li>• Employment of new financial accountant (assets)</li> </ul>	<ul style="list-style-type: none"> <li>• Indexation of building assets underway for finalisation by end of May</li> </ul>	<ul style="list-style-type: none"> <li>• Capitalisation of developer contributed assets and progressive write-on of completed capital works projects</li> </ul>
Annual Financial Audit	<ul style="list-style-type: none"> <li>• Planning audit completed by QAO with minimal issues raised</li> </ul>	<ul style="list-style-type: none"> <li>• Preparing for interim audit visit in May</li> </ul>	<ul style="list-style-type: none"> <li>• End of financial year completion and final audit visit in August</li> </ul>
<b>Business as Usual activities</b>	<ul style="list-style-type: none"> <li>• Budget review 3 completed</li> <li>• 2017/18 budget under review with first Councillor workshop completed</li> <li>• Management of investments in accordance with policy</li> <li>• Development of reporting framework for related party transactions completed</li> </ul>	<ul style="list-style-type: none"> <li>• Preparation for second Councillor budget workshop</li> <li>• Monthly financial performance reporting</li> <li>• Quarterly performance plan reviews for all staff</li> </ul>	<ul style="list-style-type: none"> <li>• Collation of proposed next budget review adjustments</li> <li>• Quarterly performance plan reviews for all staff</li> </ul>
<b>ICT</b>			
TechnologyOne - migration to new cloud version	<ul style="list-style-type: none"> <li>• Testing of the new cloud and monitoring progress with TechnologyOne on outstanding issues</li> <li>• One-on-one sessions training sessions completed for administration staff and key module owners</li> </ul>	<ul style="list-style-type: none"> <li>• Testing of new cloud solution prior to go live</li> <li>• Communication to staff on the changes</li> </ul>	<ul style="list-style-type: none"> <li>• Go-live of the new TechnologyOne cloud version</li> <li>• Review of migration and post project review</li> </ul>
TechnologyOne CI Anywhere (web browser based) functionality to simplify systems and make them accessible on mobile devices	<ul style="list-style-type: none"> <li>• Staff appraisal system in use throughout Council.</li> </ul>	<ul style="list-style-type: none"> <li>• Procure to pay implementation</li> <li>• Meetings and minute manager software including configuration, testing and training</li> </ul>	<ul style="list-style-type: none"> <li>• Planning implementation for new property and rating system and online customer portals</li> <li>• Planning finance and assets transition to CI Anywhere software</li> <li>• New CI Anywhere Enterprise Budgeting system</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
GIS Mapping	<ul style="list-style-type: none"> <li>• TechnologyOne internal GIS implemented with positive reviews</li> <li>• The internal GIS is now available to staff on mobile devices including smartphones</li> <li>• Advertisement of vacant GIS positions</li> </ul>	<ul style="list-style-type: none"> <li>• Processing as-constructed drawings for completed capital projects and developer contributed assets</li> <li>• External review as-constructed procedures and tools</li> <li>• Recruitment of GIS officer positions</li> </ul>	<ul style="list-style-type: none"> <li>• Implement improvements to assets processes to ensure timely and accurate entry of information using automation.</li> <li>• Complete review of GIS Strategy</li> </ul>
Managed ICT Services Tender	<ul style="list-style-type: none"> <li>• Implementation of changes including upgrades to the Council’s telephony solution, file storage and remote access to files</li> </ul>	<ul style="list-style-type: none"> <li>• The “back-end” changes to infrastructure being completed as scheduled</li> <li>• Planning for the implementation of NBN services</li> </ul>	<ul style="list-style-type: none"> <li>• Progressing the implementation of the new services in the tender and migration to NBN services throughout the year as they become available throughout the shire</li> </ul>
ICT Security	<ul style="list-style-type: none"> <li>• New PC and server protection software implemented</li> <li>• New monitoring of Windows 10 devices implemented to detect suspicious activity</li> <li>• Improvements to TechnologyOne Financials security auditing and role assignment</li> <li>• Draft TechnologyOne change management process and policy completed</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of better change management processes for TechnologyOne changes</li> <li>• Separating Community Care customer ICT systems for improved protection</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous improvement of ICT security to meet emerging threats</li> <li>• Reorganise and improve system security of shared documents</li> </ul>
ICT Strategy and roadmap	<ul style="list-style-type: none"> <li>• Monthly steering group meetings with TechnologyOne</li> <li>• Bi-monthly Council ICT Steering Group meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Continuing positive partnership arrangement with TechnologyOne to progress projects</li> <li>• Update the ICT Strategy including integration with Digital Transformation Strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Progress implementation</li> </ul>
Customer Contact Centre systems	<ul style="list-style-type: none"> <li>• The new call centre system and customer service information system successfully completed and well received by staff</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing review</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing review</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
Business as Usual activities	<ul style="list-style-type: none"> <li>Over 1,000 internal support calls completed Jan-March 2017.</li> <li>Twelve-month ICT Trainee started on the 6<sup>th</sup> March</li> <li>2017/18 ICT budget developed.</li> <li>Amazon cloud “thin client” desktop trial to evaluate as an alternative to replacing PCs</li> </ul>	<ul style="list-style-type: none"> <li>Upgrade projector equipment in the committee room to allow for wireless presentations and support of visiting Apple and Android devices.</li> <li>Three additional Wi-Fi access points at Tewartin Office to improve Wi-Fi availability</li> <li>Increase the speed of public Internet at Council offices and Libraries</li> <li>Replace old Apple 4S phones</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing desktop and mobile support</li> <li>Quarterly performance plan reviews for all staff.</li> </ul>
<b>Procurement &amp; Fleet</b>			
Fleet Replacement and Maintenance Program	<ul style="list-style-type: none"> <li>Fleet Policy &amp; Guideline review undertaken by AEC Group &amp; with draft report under review</li> <li>All fleet registrations &amp; insurances actioned as at April 1<sup>st</sup> 2017</li> <li>Leased vehicle replacement strategy on target. One leased vehicle remains scheduled to be returned in June 2017</li> </ul>	<ul style="list-style-type: none"> <li>2017/18 fleet capital replacement program completed as identified in the fleet 10-year capital replacement program</li> <li>Ongoing maintenance for fleet and small plant on target</li> <li>All fleet capital purchases scheduled for delivery prior to 30 June 2017 (including Noosa Community Support bus)</li> </ul>	<ul style="list-style-type: none"> <li>Fleet reports to be modified to capture fuel usage, utilisation and investigation into emissions</li> <li>Preparation to be undertaken with stakeholders in relation 2017/18 Fleet capital purchases.</li> </ul>
Local Buy Alliance	<ul style="list-style-type: none"> <li>Ongoing contract arrangements either out to tender, under evaluation or completed</li> <li>New contract awarded in conjunction with Local Buy for Council's small electricity sites, commences 1/7/17</li> </ul>	<ul style="list-style-type: none"> <li>Contract arrangements to be determined in conjunction with Local Buy.</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly meeting scheduled for May 2017 to determine suitable contract arrangements.</li> </ul>
Undertake pilot project with Technology One to implement the new Procure to Pay module and roll out in CI Anywhere	<ul style="list-style-type: none"> <li>Continued testing of CI Anywhere purchasing system to be undertaken</li> <li>Further scripts developed to validate testing regime</li> </ul>	<ul style="list-style-type: none"> <li>Continue testing of system as part of early adopter program with TechnologyOne</li> <li>Old quotation method in T1 to be removed &amp; replaced with Vendorpanel Marketplace</li> <li>Communication with key stakeholders to be undertaken prior to any change in operations</li> </ul>	<ul style="list-style-type: none"> <li>Go live of new system to be determined and transition strategy to be undertaken</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
Vendor Panel Marketplace	<ul style="list-style-type: none"> <li>Vendor Panel Marketplace e-quotation tool follow up use being undertaken by Procurement staff</li> </ul>	<ul style="list-style-type: none"> <li>Suppliers encouraged to register with VendorPanel marketplace so that e quotations can be actioned by staff</li> </ul>	<ul style="list-style-type: none"> <li>Continued engagement with internal stakeholders &amp; staff to ensure the marketplace quotation tools are used for all quotations</li> <li>Consider mandatory requirement timeline for e quotations</li> </ul>
<b>Business as Usual activities</b>	<ul style="list-style-type: none"> <li>Procure to pay internal audit completed with draft report pending</li> <li>Procurement &amp; Contracts support to staff across the organisation</li> <li>Numerous tenders awarded and results published on the Council website</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly performance plan reviews for all staff completed</li> <li>2017/18 capital &amp; operational budgets completed.</li> </ul>	<ul style="list-style-type: none"> <li>Preparation for End of Year 30<sup>th</sup> June Procurement roll</li> <li>Preparation for Stores financial year stocktake</li> <li>Quarterly performance plan reviews for all staff</li> <li>Ongoing Procurement training for relevant staff scheduled to start in May 2017</li> </ul>
<b>Property</b>			
Holiday Parks – develop new management agreements, business models and strategic planning	<ul style="list-style-type: none"> <li>Evaluated tender submissions and awarded contract for management services for Noosa River Holiday Park</li> <li>Extended current management agreement for Noosa North Shore Campground</li> </ul>	<ul style="list-style-type: none"> <li>Progress Boreen Point campground 2016/17 capital works</li> <li>Progress Noosa River Holiday Park 2016/17 capital works</li> </ul>	<ul style="list-style-type: none"> <li>Initiate internal discussions regarding the future management services for the Noosa North Shore beachfront campground (after redevelopment)</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p>Development and finalisation of community tenure documents with community groups</p>	<ul style="list-style-type: none"> <li>• Executed tenure agreements:                             <ul style="list-style-type: none"> <li>○ Tewantin Tennis Club</li> <li>○ Tewantin Noosa Pony Club</li> <li>○ Tewantin Noosa Cricket Club – Read park</li> <li>○ Renewed one year permits for lifeguard towers, coastguard tower and Peregian Veggie Village</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• The following leases to be signed:                             <ul style="list-style-type: none"> <li>○ Kin Kin Sport and School of Arts</li> <li>○ Kin Kin Sport and Recreation</li> <li>○ Cooroora Woodworkers – Wood Storage</li> <li>○ Camphor Laurel Group – Wood storage</li> <li>○ Shine Houses</li> <li>○ Pomona Memorial School of Arts</li> <li>○ Pomona Gallery</li> <li>○ Federal Hall</li> <li>○ Cooran Memorial School of Arts</li> <li>○ Pomona Amateur Rugby League Club</li> <li>○ Girraween Sports Complex</li> <li>○ Tait Duke Cottage (new tenure)</li> <li>○ Noosa Malibu Club (new tenure Wallum Lane)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Continue with expired community tenure renewals</li> <li>• Classic Car club (new tenure, Noosa Navy Cadets Noosa Sports Complex)</li> </ul>
<p>Development and finalisation of commercial tenure documents</p>	<ul style="list-style-type: none"> <li>• Cooroy Data Centre – Proposed option executed</li> </ul>	<ul style="list-style-type: none"> <li>• Continuing to align Certificates of Currency for Public Liability to financial year</li> <li>• Renew co-location lease agreement for sub tower at the Noosaville depot</li> </ul>	<ul style="list-style-type: none"> <li>• Initiate lease negotiations for Sunrise Shop 8 – supermarket (market valuation has been obtained)</li> <li>• EOI / tender for 4 Jarrah Street, Cooroy</li> <li>• EOI for Lot 5 Lower Mill site, Cooroy</li> </ul>
<p>Noosa River Foreshore Management Plan</p>	<ul style="list-style-type: none"> <li>• Assessment of submissions finalised</li> <li>• Contract awarded and consultants have commenced</li> </ul>	<ul style="list-style-type: none"> <li>• Finalisation of Community Consultation Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Initial stakeholder engagement and community consultation</li> </ul>
<p>North Shore Campground conceptual planning &amp; feasibility assessment</p>	<ul style="list-style-type: none"> <li>• Lodgement of DA for MCU</li> <li>• Bushfire Management plan completed.</li> <li>• Landcare weed removal and species mapping completed</li> <li>• Disaster Management Plan completed</li> </ul>	<ul style="list-style-type: none"> <li>• Project detailed design</li> <li>• Obtain MCU approval</li> <li>• Early works approval from State to commence redevelopment</li> </ul>	<ul style="list-style-type: none"> <li>• Project tender packages to be issued</li> <li>• Continuing Landcare works onsite</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p><b>Business as Usual activities</b></p>	<ul style="list-style-type: none"> <li>• 2017/18 build from base budget development</li> <li>• Draft ownership transfer agreement sent to SEQWater for Noosa Botanical Gardens</li> <li>• Rufous Street Digital Hub PCG meetings</li> <li>• Commercial High Use permit renewal process underway</li> <li>• Quarterly performance plan reviews completed for all staff</li> <li>• Various High Use Permit and Temporary Event applications decided</li> <li>• Written to DNRM re support of compliance activities along Noosaville foreshore</li> <li>• Written to Noosaville foreshore commercial jetty leaseholders re activity encroachment and upcoming compliance program</li> </ul>	<ul style="list-style-type: none"> <li>• Friendly audit of foreshores and parks for Commercial Use activities continuing</li> <li>• Quarterly performance plan reviews for all staff</li> <li>• Workshop and report on future of Tingira Crescent as a launch site for Hang gliding/paragliding</li> <li>• Finalising service plan for Lifeguard Services for Council consideration</li> <li>• Finalising land tenure issues with DNRM for Cooroy RSL to enable the issue of a trustee lease</li> <li>• Oversee Pomona Memorial School of Arts roof repairs</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of service review recommendations</li> <li>• Ongoing assessment of applications and permits for use of Council owned or managed land</li> <li>• Quarterly performance plan reviews for all staff</li> </ul>
<p><b>Revenue Services</b></p>			
<p>Prepare for implementation of new bin charges per the new waste contract</p>	<ul style="list-style-type: none"> <li>• Work undertaken to identify properties that will be affected by the new 3 bin service, and commence discussions with TechnologyOne and external printer regarding the changes that will take effect in the July levy</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare for the required changes to the Property and Rating system that must take effect as at 1 July, include full testing to ensure they do not delay the issue of the July levy</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to work with the waste management team to implement the changes under the new contract, and assist with communicating the changes as necessary</li> </ul>
<p>BpayView implementation</p>	<ul style="list-style-type: none"> <li>• Commencement of the implementation of BPayView for both rates and animal registration notices</li> </ul>	<ul style="list-style-type: none"> <li>• Work with printer to finalise implementation and go live with BpayView to allow registration for the service from property owners and dog owners.</li> </ul>	<ul style="list-style-type: none"> <li>• Communication of new payment system prior to the issue of the next rates levy and dog registration renewal notices</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
Outsourcing of outstanding rates for collection	<ul style="list-style-type: none"> <li>Approved summons to be issued for those properties who did not respond to collection service letters of demand.</li> </ul>	<ul style="list-style-type: none"> <li>Continue working with collection provider d to collect outstanding debts on referred properties</li> </ul>	<ul style="list-style-type: none"> <li>Continue to monitor effectiveness of using an external debt collector</li> </ul>
<b>Business as Usual activities</b>	<ul style="list-style-type: none"> <li>Preparation for the July levy including review of pensioner concessions and general rate concessions for the budget workshop</li> <li>March Fire Returns completed</li> <li>Staff rotation and multi-skilling undertaken while Rates Supervisor is on long service leave</li> </ul>	<ul style="list-style-type: none"> <li>Further work on rates and levies for next budget workshop</li> <li>Undertake data validation of PPR vs NonPPR rate categories and work to ensure that all properties being offered for short term rental are levied accordingly</li> <li>Preparation for July levy, including a system test run</li> </ul>	<ul style="list-style-type: none"> <li>Finalise the 2017/18 Revenue policy and statement</li> <li>End of financial year including 30 June Fire returns, Rural Fire returns, and final pensioner claim</li> <li>Validation pensioner eligibility for the July levy</li> </ul>



**Previous Council Consideration**

Nil.

**Finance & Risk**

Periodic reporting of departmental performance allows Council to fulfil their governance responsibilities and ensures transparency within the organisation and to the community.

**Consultation**

**External Consultation - Community & Stakeholder**

Nil.

**Internal Consultation**

Departments/Sections Consulted:

- |  |  |  |
|--|--|--|
| <p><input type="checkbox"/> <b>Chief Executive Officer</b><br/>Executive Officer to the Mayor &amp; CEO<br/>Executive Support</p>  | <p><input type="checkbox"/> <b>Community Services</b><br/>Community Facilities<br/>Community Development<br/>Libraries &amp; Galleries<br/>Local Laws<br/>Waste &amp; Environmental Health</p>   | <p><input checked="" type="checkbox"/> <b>Corporate Services</b><br/>X Financial Services<br/>X ICT<br/>X Procurement &amp; Fleet<br/>X Property &amp; Facilities<br/>X Revenue Services</p> |
| <p><input type="checkbox"/> <b>Executive Office</b><br/>Community Engagement<br/>Customer Service<br/>Economic Development<br/>Governance<br/>Human Resources<br/>Sustainability</p> | <p><input type="checkbox"/> <b>Planning &amp; Infrastructure</b><br/>Building &amp; Plumbing Services<br/>Civil Operations<br/>Infrastructure Planning &amp; Design<br/>Planning &amp; Environment<br/>Strategic Land Use Planning</p> |  |

**4 COMMUNITY SERVICES DEPARTMENT UPDATE - 3RD QUARTER 2016-17**

<b>Author</b>	<b>Director Community Services, Alan (Fox) Rogers Community Services Department</b>
<b>Index</b>	<b>ECM/ Subject/ Branch Management/ Community Services</b>
<b>Attachments</b>	<b>Nil</b>

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**EXECUTIVE SUMMARY**

Not applicable.

**RECOMMENDATION**

That Council note the report by the Director Community Services to the Services & Organisation Committee Meeting dated 9 May 2017 providing an update on operations of the Community Services Department for the period 1 January to 31 March 2017.

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**REPORT**

The adopted organisation structure includes the following branches under the Community Services Department:

- Community Development and Community Grants;
- Community Facilities (including Noosa Community Support, The J, The Bicentennial Centre, The Noosa Aquatic Centre, and The Noosa Leisure Centre);
- Director's Office;
- Local Laws;
- Libraries and Galleries; and
- Waste, Environmental Health and Cemeteries.

This report provides a brief summary regarding recent performance, current priorities and future initiatives for the Community Services Department.

**COMMUNITY SERVICES DEPARTMENT**

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p><b>Community Development</b></p>			
<p>Develop and adopt the Noosa Social Strategy</p>	<ul style="list-style-type: none"> <li>• Community Roundtable established and TOR agreed to.</li> <li>• Second edition of 'Grow your Arts' E-Newsletter distributed</li> <li>• Successful Grow Your Arts Workshop – Find Your Arts Funding held on the 9th February</li> <li>• Second Youth Network meeting held</li> <li>• EOI for Free One on One tailored strategic planning sessions to not for profits conducted. Six organisations were successful - 30 EOI applications received</li> <li>• Developed a joint funding application in a collaborative Regional Sports Facility Plan for sports outside of scope of Sport and Active Recreation Plan that will encompass the local government areas of Noosa, Sunshine Coast and Gympie – waiting on notification</li> </ul>	<ul style="list-style-type: none"> <li>• Developing a project plan to address the social issues at Johns Landing with the impending retirement of the owner</li> </ul>	<ul style="list-style-type: none"> <li>• Commence drafting Sport and Active Recreation plan</li> <li>• Continue consultations re Arts, Culture and Heritage Plan</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p>Council Community Grants Program including RADF</p>	<ul style="list-style-type: none"> <li>• 100 people attended February 2017 Grants Network and Nibbles Night to support volunteers and community organisations</li> <li>• Addressed overdue acquittals and payments from last rounds</li> <li>• Latest Feb – March RADF Grant and Community Project Grants closed</li> <li>• 33 Project Grant applications received</li> <li>• RADF stats – 40 inquiries, 19 Pitch applications and 13 Full applications received.</li> <li>• Provided administration support for latest Economic Development Grant round</li> <li>• Bi annual RADF report to Arts Qld for 2016-17 program submitted</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment of RADF and Community Project grant rounds</li> <li>• Submit Application to Arts Qld for 2017-18 RADF program</li> </ul>	<ul style="list-style-type: none"> <li>• Finalise assessment and seek Council approval for latest round of RADF and Community Project grants</li> </ul>
<p>Tait Duke Cottage</p>	<ul style="list-style-type: none"> <li>• 90% of renovation works completed</li> </ul>	<ul style="list-style-type: none"> <li>• Complete renovations</li> <li>• Finalise lease with Rotary Club of Noosa Heads (draft with group)</li> </ul>	<ul style="list-style-type: none"> <li>• Planning for the official opening – 7<sup>th</sup> June</li> <li>• Secure additional community partnerships and future tenancies</li> </ul>
<p>Disaster Management</p>	<ul style="list-style-type: none"> <li>• Cyclone Debbie – Community Development Manager played the roles of Community Liaison and Recovery Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Assisting community organisations with their recovery and preparedness</li> </ul>	

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p>Noosa Sport and Active Recreation Plan</p>	<ul style="list-style-type: none"> <li>• Targeted consultation with local sport and active recreation providers / organisations including online survey and face to face workshop</li> <li>• Broader Community consultation with 56 local organisations (commercial and NFP) and 359 individuals.</li> <li>• Pop ups conducted in Cooroy, Tewantin, Peregian Beach and Noosa Junction. Displays in both libraries.</li> <li>• Review of State and National Strategic Priorities, trends and facility development plans</li> </ul>	<ul style="list-style-type: none"> <li>• Commence drafting of the Sport and Active Recreation plan</li> </ul>	<ul style="list-style-type: none"> <li>• Public forum and feedback on draft plan. Draft plan to go to July 20 Council meeting.</li> </ul>
<p>Arts, Culture &amp; Heritage Plan</p>	<ul style="list-style-type: none"> <li>• Community consultation for development of Arts, Culture &amp; Heritage Plan underway.</li> <li>• 70 people attending a community breakfast and workshop on 16 February</li> <li>• Reference Group met for the first time on March 10</li> </ul>	<ul style="list-style-type: none"> <li>• Reviewing consultation feedback</li> <li>• Literature review</li> <li>• Undertaking targeted consultation</li> </ul>	<ul style="list-style-type: none"> <li>• Identifying key themes</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p><b>Business as Usual activities</b></p>	<ul style="list-style-type: none"> <li>• Prepared and distributed the 11<sup>th</sup> edition of the quarterly Community Connections e-newsletter to not for profits</li> <li>• Negotiated new or expired leases: Noosa District Sports Complex – 6 signed; Noosa tri Club – signed; Noosa Junior Rugby League – signed; Cooroy-Noosa Genealogy and Family History Group – signed; Camphor Laurel (Mill Place) – signed; Tewanin Noosa Playgroup – signed;</li> <li>• Successful Come and Try Winter Sports Day – held on the 15 February 2017 with approximately 100 children participating</li> <li>• Sports Turf networking meeting held in March with relevant sports clubs</li> <li>• Provided a financial contribution toward the development and print of “mankies” (microfiber cloth) which denotes the Wooroi trails and the Noosa Trail Network. Developed by the Noosa Trailblazers mountain biking club</li> <li>• Another successful Booin Gari Festival held and supported by Noosa Council</li> <li>• Tewanin Tennis selected as Qld pilot for the Tennis Australia book-a-court program which includes a \$12,000 investment in local infrastructure</li> <li>• Supporting transition of Pomona Arts Inc to new committee</li> </ul>	<ul style="list-style-type: none"> <li>• Negotiate expired leases on community halls, community centres and sports complexes</li> <li>• Planning for the Celebration of Heart Week (30 – 6 May) which includes 60 volunteers undertaking an accredited first aid course and promotion of local walking groups</li> <li>• Assisting with the event preparation of Safe Families Day – 6 May and Noosa Come Together – 11 June</li> <li>• Partnering with the DNPSR to deliver two workshops for community groups:                         <ul style="list-style-type: none"> <li>9 May, “Updating your constitution”</li> <li>8 June, “Event Management – Planning it right”</li> </ul> </li> <li>• Liaise with SC Open House group to support involvement of Noosa locations in October event</li> <li>• Continue to support transition of Pomona Arts Inc to new committee at AGM in June.</li> <li>• Development of the 2017/18 operational budget</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to work with the State Government (Department of National Parks, Sport and Racing) to deliver events in Noosa as part of the Building Active Communities program</li> <li>• Queens Baton Relay preparation</li> <li>• Planning around Commonwealth Games Legacy</li> <li>• Planning for World Surfing Reserve Status</li> <li>• Summer Come and Try Sports Day</li> <li>• Support development and delivery of Floating Land Festival</li> <li>• Official opening of the new Cooroy Noosa Genealogy and Family History Group building</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<b>Community Facilities</b>			
<b>Noosa Aquatic Centre</b>			
Appoint staff into two new key roles of Customer Service Supervisor and Pool Operations Supervisor.	<ul style="list-style-type: none"> <li>• Successful applicants have settled into their respective roles and are performing well.</li> <li>• No further updates required against this action.</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Investigate ways to enhance the centre's sustainability practices to achieve Council's Emission Reduction Policy goals.	<ul style="list-style-type: none"> <li>• An audit of energy use has begun with Anne Nolan (Council) and John Hicks (HFM Assets).</li> <li>• Discussed current practices and possible improvements.</li> </ul>	<ul style="list-style-type: none"> <li>• Investigate costs associated with repair/reconnection of the BMS System.</li> <li>• Continue to provide data as requested.</li> </ul>	<ul style="list-style-type: none"> <li>• Plan and implement improvements.</li> </ul>
Finalise fees and charges review and introduce new fees effective 1 January 2017.	<ul style="list-style-type: none"> <li>• Completed.</li> <li>• Changes have been well received.</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Procure and install new gym equipment (as per capital works program).	<ul style="list-style-type: none"> <li>• Implementation of a quality Gym facility and membership options on par with or better than our competitors.</li> <li>• The attraction of 149 new members to the facility.</li> <li>• Total members with access to the gym has increased to 283.</li> <li>• Interaction with members ('touch points') have begun, the first of which was based around nutrition.</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on delivering the 8-week challenge program that has attracted 20 participants.</li> <li>• Look to consolidate member gains by running an in-house referral campaign.</li> </ul>	<ul style="list-style-type: none"> <li>• Revisit the gym rostering allowing for the significant growth in the membership base.</li> <li>• Settle on the best configuration of equipment now the settling in period is complete.</li> </ul>
Undertake a detailed pool plant and equipment assessment and develop a centre asset management plan as a pilot project for CF.	<ul style="list-style-type: none"> <li>• Assessment completed and condition report received by external consultants Roejen.</li> <li>• Over 75% recommendations have now been actioned.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring report recommendations are fed into future years' maintenance and capital budgets.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to conduct an internal cost benefit analysis on some recommendations and implement recommended actions.</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p><b>Business as Usual activities</b></p>	<ul style="list-style-type: none"> <li>• After 9 months of the financial year the NAC is exceeding its revenue budget by \$121,921.</li> <li>• Expenditure is overspent by \$52,777 which is the result of uncontrollable expenses: a \$44k increase to water charges and \$14k to depreciation.</li> <li>• Survey completed of the NAC Junior Squad Program users.</li> <li>• Winter operating hours commenced 18 April and will remain in place until September. .</li> </ul>	<ul style="list-style-type: none"> <li>• Successfully hosting the National Schools Water Polo Championships in May 2017.</li> <li>• Implement standard Term 2 operations (reduced roster, covering of pools) following the Easter school holidays.</li> <li>• Analyse data collected and provide feedback to the Contractor delivering the program.</li> <li>• Maintain favourable results achieved YTD in the centre's operation.</li> <li>• Development of the 2017/18 operational budget</li> </ul>	<ul style="list-style-type: none"> <li>• Investigate electronic rostering systems.</li> <li>• Consider continuing the 8-week challenge concept at the gym on a regular basis.</li> <li>• Determine the NAC area to be surveyed next.</li> <li>• Continue discussions on the development of a marketing strategy for the centre.</li> <li>• Enhance family change space amenities.</li> </ul>
<p><b>The J &amp; BCC</b></p>			
<p>Finalise the extension of the University of the Sunshine Coast's lease for another 10 years.</p>	<ul style="list-style-type: none"> <li>• Council approval received to amend USC lease to reflect 5 plus 5 year term options.</li> </ul>	<ul style="list-style-type: none"> <li>• Approve lease amendment draft recently received from legal firm engaged by Council and gain sign-off from USC.</li> </ul>	<ul style="list-style-type: none"> <li>• Finalise lease amendment.</li> </ul>
<p>BCC hall extension in partnership with Noosa Gymnastics Club.</p>	<ul style="list-style-type: none"> <li>• Design finalised and tender docs released on Wednesday 26 April.</li> </ul>	<ul style="list-style-type: none"> <li>• Review tender submissions and appoint contractor with a view to start works by mid to late June.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing liaison with Project Control Group.</li> <li>• Commence works.</li> </ul>
<p>Progress negotiations regarding the establishment of Noosa Montessori School as a permanent tenant of the BCC demountable building.</p>	<ul style="list-style-type: none"> <li>• Montessori Noosa School Official Opening was held on site at The BCC Demountable on 15 March 2017.</li> <li>• Considerable maintenance to demountable building and surrounds in preparation for commencement of Montessori was undertaken.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue building relationships with Montessori Noosa</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing liaison and support.</li> </ul>
<p>Successfully deliver all capital works projects, including:</p> <ul style="list-style-type: none"> <li>- Mezzanine seating</li> <li>- Renewal of sound and lighting equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Reviewed mezzanine wall options given increase in proposed cost. Obtained additional funding to complete as per specs.</li> <li>• Finalised plan for sound and lighting equipment procurement priorities.</li> </ul>	<ul style="list-style-type: none"> <li>• Commence mezzanine seating works and procurement of AV equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete mezzanine seating works and finalise procurement of AV equipment.</li> </ul>



BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
Review fees and charges and special arrangements (such as not running the bar) for community groups and look to increase fees and/or shift events from peak times.	<ul style="list-style-type: none"> <li>Fruitful discussions with Noosa Heads Jazz Club and Noosa Community Radio re previous arrangements and future options.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing negotiation with community groups to ensure consistency across hire arrangements.</li> </ul>	<ul style="list-style-type: none"> <li>Implement new agreed fee arrangements with Noosa Heads Jazz Club for 2017/18 FY.</li> <li>Further discussions with Noosa Community Radio re lease fees.</li> </ul>
Undertake an evacuation centre training exercise and ensure appropriate preparedness for the storm season.	<ul style="list-style-type: none"> <li>Learnings from Cyclone Debbie included necessity for relevant parties (internal/external) to be more proactive in securing appropriate generators.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure staff are clear on the process of placing a generator on standby prior to the commencement of a major storm event (where possible).</li> </ul>	<ul style="list-style-type: none"> <li>Action accordingly</li> </ul>
<b>Business as Usual activities</b>	<ul style="list-style-type: none"> <li>As at the end of Q3 The J YTD revenue is \$35,429 ahead of budget while expenditure is over budget by \$23,685, of which \$16k relates to uncontrollable depreciation expenses. After allowing for this the net operating position is \$11k ahead of budget. The J continues to increase activity with a variety of events and performances.</li> <li>The BCC YTD revenue is \$4,500 ahead of budget and operational expenditure is \$6k under budget, resulting in a net position \$10,500 ahead of budget.</li> <li>Improved ticketing procedures implemented with the option for print at home tickets now in place.</li> </ul>	<ul style="list-style-type: none"> <li>Identify the most efficient and effective treatment options for The J theatre based on the recent acoustic report.</li> <li>The development of a marketing strategy for The J.</li> <li>Review ticketing operations/ procedures to ensure back of house efficiency.</li> <li>Development of the 2017/18 operational budget</li> </ul>	<ul style="list-style-type: none"> <li>Finalise acoustic plan</li> <li>Implement ideas gleaned from recent study tour of comparable facilities.</li> </ul>
<b>Noosa Leisure Centre</b>			
Complete service review and commence implementation of recommendations.	<ul style="list-style-type: none"> <li>Service review completed and recommendations are being progressively implemented.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to implement recommendations.</li> </ul>	
Install and launch new retail area in refurbished entrance foyer.	<ul style="list-style-type: none"> <li>Shop fittings and stock received. Items now on display and available for sale.</li> </ul>	<ul style="list-style-type: none"> <li>Monitor sales and refine retail offering.</li> </ul>	

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p>Undertake an evacuation centre training exercise and ensure appropriate preparedness for the upcoming storm season.</p>	<ul style="list-style-type: none"> <li>Exercise successfully conducted on Nov 28 in conjunction with QFES and the Red Cross.</li> <li>The recent ex TC Debbie event was also a great learning process for the Centre.</li> <li>Expressions of interest for additional staff to work at the Centre were called for and responses were received. This was an outcome of a training exercise recommendation.</li> </ul>	<ul style="list-style-type: none"> <li>Implement recommendations from key learnings.</li> </ul>	<ul style="list-style-type: none"> <li>Implement recommendations from key learnings.</li> </ul>
<p>Successfully deliver all capital works projects, including:</p> <ul style="list-style-type: none"> <li>- Stadium fans</li> <li>- Stadium LED lighting</li> <li>- Purchase stadium floor scrubber</li> <li>- Revitalisation of café floor</li> <li>- External storage shed</li> </ul>	<ul style="list-style-type: none"> <li>Timelines established for all projects.</li> <li>Stadium fans and LED were installed in December. Both have been well received with the fans in particular receiving regular praise from patrons.</li> <li>Floor scrubber has recently been purchased.</li> <li>Storage shed and café floor projects will be completed by end of year.</li> </ul>	<ul style="list-style-type: none"> <li>Finalise dates and details for remaining capital projects.</li> </ul>	<ul style="list-style-type: none"> <li>Complete capital projects.</li> </ul>
<p><b>Business as Usual activities</b></p>	<ul style="list-style-type: none"> <li>Attendance numbers sit at 85,441, up over 40% on the same time last year. This can largely be attributed to very strong group fitness program performance.</li> <li>YTD revenue as at end of Q3 is \$38,026 up on budget while expenditure is \$22,501 underspent. Collectively this leads to a net position \$60,528 ahead of budget.</li> </ul>	<ul style="list-style-type: none"> <li>Progress negotiations of a formal user agreement with Noosa District Basketball Association.</li> <li>Finalise project plan details to replace all remaining existing lighting throughout the Centre with LED lights, following the failure of several old lights.</li> <li>Plan for removal of condemned tiered seating units.</li> <li>Planning to freshen up areas of the facility via painting and replacement of worn carpet in the Group Fitness room.</li> <li>Development of the 2017/18 operational budget</li> </ul>	<ul style="list-style-type: none"> <li>Trial of early morning group fitness classes to test the demand.</li> <li>Preparation for upcoming large events including NLWF performance by Opera Australia and a professional boxing event.</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<b>Noosa Community Support</b>			
Launch a standalone NCS website.	<ul style="list-style-type: none"> <li>The NCS website is now live.</li> </ul>	<ul style="list-style-type: none"> <li>Refine website content.</li> </ul>	<ul style="list-style-type: none"> <li>Continually improve website.</li> </ul>
Investigate mobility app solutions to aid staff who are out on the road.	<ul style="list-style-type: none"> <li>Conversations with current software provider have revealed mobility solution won't be available for another 18 months.</li> </ul>	<ul style="list-style-type: none"> <li>Identify an interim solution to assist offsite staff. Initial conversations around this have occurred with IT staff.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to consider interim mobility solutions.</li> </ul>
Finalise operating arrangements and officially launch the Client Workshop.	<ul style="list-style-type: none"> <li>Induction processes for staff, volunteers and clients finalised. As such the Client Workshop is now in use. The workshop has been well received by clients and also by local community groups such as the Salvation Army who received donated wooden toys for their Christmas appeal.</li> </ul>	<ul style="list-style-type: none"> <li>Grow the usage of the workshop.</li> <li>Finalise partnership with waste transfer station staff to use salvaged timber for projects in the workshop.</li> <li>Introduce a second day for clients to attend and participate in activities</li> </ul>	<ul style="list-style-type: none"> <li>Launch of the workshop with Mayor Tony Wellington planned for April 24.</li> <li>Continue to develop partnerships with Cooroora Woodworkers and the Noosa Men's shed.</li> </ul>
<b>Business as Usual activities</b>			
	<ul style="list-style-type: none"> <li>Purchased 22 seater now needs signwriting to complete.</li> <li>New large screen TV with sound system installed and funded by a bequest from a past centre client.</li> </ul>	<ul style="list-style-type: none"> <li>Investigate opportunities with package care.</li> <li>New bus shed to be constructed.</li> <li>Automatic door to be installed in passageway.</li> <li>Development of the 2017/18 operational budget</li> </ul>	<ul style="list-style-type: none"> <li>Look into a water exercise program for clients in conjunction with the NAC.</li> <li>Investigate sit down dance classes in conjunction with NLC.</li> <li>External refurbishment of Centre including upgrading to energy efficient LED lighting throughout.</li> </ul>
<b>Director's Office</b>			
Rufous St Precinct Development	<ul style="list-style-type: none"> <li>Shadforths commenced work on the Rufous St civil works in mid-January 2017. Works scheduled for completion prior to the end of the financial year. .</li> <li>The tender for the design and construction of the Digital Hub awarded to Hutchinsons Builders March 16 2017.</li> <li>Applications for Federal Government's Building Better Regions Funding lodged 28 February 2017.</li> </ul>	<ul style="list-style-type: none"> <li>On-going liaison with individuals and community groups regarding the Rufous St civil works</li> <li>Development of management models for the operation of the Digital Hub</li> <li>Project management of the Rufous St Civil works project.</li> </ul>	<ul style="list-style-type: none"> <li>Liaison with Hutchinsons to finalise the Digital Hub building design</li> <li>Call for tenders to manage the Digital hub.</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
Cooroy Memorial Hall	<ul style="list-style-type: none"> <li>• Ongoing discussions with DNRM re land swap to resolve encroachment issues with both the Cooroy Memorial Hall and Cooroy RSL Club.</li> <li>• Liaison with the newly formed Cooroy Memorial Hall Association (CMHA) regarding:                             <ol style="list-style-type: none"> <li>1. The CHMA managing and leasing of the Hall.</li> <li>2. The CHMA undertaking the necessary repairs and upgrades to the Hall to allow it to reopen</li> <li>3. Council's potential financial contribution to the repairs to the Hall</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• Finalise report to Council on the future of the Memorial Hall</li> </ul>	<ul style="list-style-type: none"> <li>• Report to the April round of Council meetings on the future of the Memorial Hall</li> </ul>
<b>Libraries &amp; Galleries</b>			
Implement outcomes of 2015/16 Libraries Service Review	<ul style="list-style-type: none"> <li>• Structural and task changes reflected in HR system</li> </ul>	<ul style="list-style-type: none"> <li>• Impact of new opening hours being reviewed</li> </ul>	
Upgrade library collections to meet current and future needs of Noosa community	<ul style="list-style-type: none"> <li>• Extra investment made in library collections, particularly eResources</li> <li>• Improved analysis of key collections data, particularly eResources</li> </ul>	<ul style="list-style-type: none"> <li>• Trial of e-audio devices for Home Services clients</li> <li>• Targeted promotion of eResource content</li> </ul>	<ul style="list-style-type: none"> <li>• Review collections procurement approach for 2017/18</li> <li>• Review e-resources platforms for level of usage</li> <li>• Investigating improved options for integration of e-resource content into main catalogue for ease of discovery</li> </ul>
Complete Phase 1 of Noosaville Library refurbishment - research and design	<ul style="list-style-type: none"> <li>• Architect selected to provide design options for refurbishment of Noosaville library</li> <li>• Project plan prepared for 2017/18 capital works budget</li> </ul>	<ul style="list-style-type: none"> <li>• Finalising design for refurbishment of Noosaville Library</li> </ul>	<ul style="list-style-type: none"> <li>• Cost final design</li> <li>• Prepare implementation plan</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p>Complete Phase 1 of RFID project - research, planning and design</p>	<ul style="list-style-type: none"> <li>• Specifications finalised for Noosa RFID system and scope of equipment</li> <li>• Planning for transition to RFID complete</li> <li>• Project plan prepared for 2017/18 capital works budget</li> </ul>	<ul style="list-style-type: none"> <li>• Fine-tuning transition plan</li> <li>• Reviewing emerging RFID equipment with suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Project ready to proceed to delivery, pending budget allocation</li> </ul>
<p>Collaborate with Council departments, external presenters, authors, partnership organisations and suppliers to initiate and plan programs and events</p>	<ul style="list-style-type: none"> <li>• Library supporting various Council departments with community engagement and programming e.g. Sport and Recreation Plan, Green Waste Recycling Bin information</li> </ul>	<ul style="list-style-type: none"> <li>• Promotion of Mobile Library stops with assistance of library Friends' volunteers</li> <li>• Finalise planning for Sunshine Coast Naming 50<sup>th</sup> Anniversary program</li> </ul>	<ul style="list-style-type: none"> <li>• Commence delivery of Sunshine Coast Naming 50<sup>th</sup> Anniversary program</li> </ul>
<p>Actively seek opportunities to obtain external funding and support for library and gallery programs and activities</p>	<ul style="list-style-type: none"> <li>• Grant applications submitted for Floating Land</li> <li>• Grant application submitted for a SLQ Strategic Priorities Grant to design and implement a Technology Makerspace at Cooroy Library.</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of successful grant funded programs – Noosa Remembers (WWI Centenary) and Qld Week</li> <li>• Further grant applications to support Floating Land</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of Behind Queensland's Words</li> <li>• Complete first draft manuscript of Noosa Remembers</li> </ul>
<p>Develop and deliver engaging programs and events to a variety of audiences within the immediate community and to visitors to the region</p>	<ul style="list-style-type: none"> <li>• Delivery of Easter school holiday program</li> <li>• 2017 library and gallery programming calendars finalised</li> <li>• Film Club launched using streamed film service</li> <li>• Taste of Art Exhibition highlighting artworks from Friends' members. Attendance: 4418</li> <li>• Animal FanFair; Rachel Newling; Captivating Creatures II. Attendance: 5683</li> <li>• After school art classes are fully booked out</li> </ul>	<ul style="list-style-type: none"> <li>• Implementing parents and toddler art gallery program</li> <li>• Development of collaborative project between Gallery and Waste branch through a recycled Art Prize initiative (ArtCycle)</li> <li>• Development of public program with Steve Parish</li> </ul>	<ul style="list-style-type: none"> <li>• Planning for mid-year school holiday program</li> <li>• Delivery of Cooroy Fusion in collaboration with community</li> <li>• Delivery of range of programs for Heritage Month in May.</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
Complete Gallery Shop review and implement recommendations as appropriate	<ul style="list-style-type: none"> <li>Project brief submitted to budget 17/18 process to refurb gallery shop fit-out</li> <li>New point-of-sale system selected</li> </ul>	<ul style="list-style-type: none"> <li>New point-of-sale system being implemented</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of further recommendations where appropriate</li> </ul>
Review operational model for delivery of Floating Land 2017 and beyond	<ul style="list-style-type: none"> <li>Report presented to Council proposing option for delivery of Floating Land in 2017 and recommendations adopted.</li> <li>Theme finalised: "Lost and Found"</li> </ul>	<ul style="list-style-type: none"> <li>Floating Land 2017 program being developed</li> <li>Expressions of Interest for commissioned artworks and Boreen Point component underway</li> <li>Recruitment for Floating Land project officer underway</li> </ul>	<ul style="list-style-type: none"> <li>Commission artists</li> <li>Finalise program development</li> </ul>
Facilitate the development of a future plan for the Noosa Museum	<ul style="list-style-type: none"> <li>Consultation between Council, Cooroora Historical Society and Museum consultant</li> </ul>	<ul style="list-style-type: none"> <li>Museum consultant undertaking significance assessment and review period</li> </ul>	<ul style="list-style-type: none"> <li>Preparation of future plan for Museum operations</li> </ul>
Deliver 2016/17 capital works and facilities' projects	<ul style="list-style-type: none"> <li>Cooroy Boilerhouse repairs substantially completed</li> <li>Refurbishment of Level 1 plant room into suitable Gallery storage room completed</li> <li>Energy audits conducted for Noosaville and Cooroy branches</li> </ul>	<ul style="list-style-type: none"> <li>Replacement of lighting in Cooroy Library with LED lights</li> <li>Maintenance of Heritage Walks underway</li> <li>Cooroy Library Lighting Replacement project out to quote</li> </ul>	<ul style="list-style-type: none"> <li>Work with Zero Emissions team to improve energy efficiency</li> </ul>
Heritage Levy Advisory Group	<ul style="list-style-type: none"> <li>Advisory Group met 21 February</li> </ul>	<ul style="list-style-type: none"> <li>Development of the 2017/18 Heritage Levy budget</li> </ul>	<ul style="list-style-type: none"> <li>Completion of 2016/17 heritage projects</li> </ul>
<b>Business as Usual activities</b>	<ul style="list-style-type: none"> <li>Libraries &amp; Galleries 2016/17 Branch Plans and Risk Management Plans on-track</li> <li>Library trainee commenced 20 March</li> <li>Corporate staff training budget expended. 70% of permanent staff attending PD relevant to their current role or to assist in succession planning.</li> <li>Cash handling procedures reviewed and implemented</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment for Gallery Director position</li> <li>Trialling designated parking for Gallery visitors following ongoing complaints and drop in weekday visitation</li> <li>Development of the 2017/18 operational budget</li> </ul>	<ul style="list-style-type: none"> <li>Appointment and induction of new Gallery Director</li> <li>Delivery of partnership professional development forum with State Library of Queensland</li> <li>Develop in-house Customer Service training plan and program for all staff</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<b>Local Laws</b>			
<b>Business as Usual activities</b>			
Outstanding Customer requests	<ul style="list-style-type: none"> <li>Reduction in outstanding request numbers from 200+ to below 100</li> </ul>	<ul style="list-style-type: none"> <li>Maintain control of request numbers through streamlined processes</li> </ul>	<ul style="list-style-type: none"> <li>Monitor</li> </ul>
Chaplin Park conversion	<ul style="list-style-type: none"> <li>Chaplin Park has been successfully converted back to a dog On-Leash area without incident. Community members becoming more comfortable with idea.</li> </ul>	<ul style="list-style-type: none"> <li>Maintain focus and patrols</li> </ul>	<ul style="list-style-type: none"> <li>Monitor</li> </ul>
Dual Officer Camping Patrols	<ul style="list-style-type: none"> <li>Due to an increase in unsavoury incidents/confrontations with illegal Campers, 2 Officers have been tasked to this duty in recent weeks with a significant decrease in the activity of camping and Nil reported confrontations</li> </ul>	<ul style="list-style-type: none"> <li>Maintain a 2 Officer presence</li> </ul>	<ul style="list-style-type: none"> <li>Review</li> </ul>
Increased reporting of W.H.& S. incidents	<ul style="list-style-type: none"> <li>Staff setting new standards in incident/near miss reporting. All Take 5's up to date</li> </ul>	<ul style="list-style-type: none"> <li>Maintain focus on this topic</li> </ul>	<ul style="list-style-type: none"> <li>Review</li> </ul>
Staff Resignation	<ul style="list-style-type: none"> <li>The long term Local Laws Admin Assistant has resigned.</li> </ul>	<ul style="list-style-type: none"> <li>Advertising for the position closed</li> </ul>	<ul style="list-style-type: none"> <li>Appoint new staff member</li> </ul>
Budget	<ul style="list-style-type: none"> <li>Operating expenses on budget</li> <li>Local Laws parking infringements above budget \$55,500, other infringements 31k above budget</li> </ul>	<ul style="list-style-type: none"> <li>Development of the 2017/18 operational budget</li> </ul>	

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<b>Waste &amp; Environmental Health</b>			
<b>Waste</b>			
<b>New waste contract</b>	<ul style="list-style-type: none"> <li>Commenced mobilization of the next waste management contract that starts in September 2017.</li> </ul>	<ul style="list-style-type: none"> <li>Develop a policy for roll out of the extended garden waste bin collection service due to commence in September 2017.</li> <li>Monitor the mobilization of the new waste management contract commencing in September 2017.</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Implement the mobilization plan for the commencement of the new contract in September 2017.</li> <li>Approval for the extended garden waste bin collection policy.</li> <li>Manage the change in additional bin service types such as bulk waste and bulk recycling making significant changes to the revenue statement.</li> <li>Implement the adopted policy for roll out of the extended garden waste bin collection service that will be provided under the new contract.</li> </ul>
<b>Capping</b>	<ul style="list-style-type: none"> <li>New methane gas capture bores have been installed by LMS which has resulted in a substantial increase in gas capture and flaring.</li> <li>LMS are reviewing the stability of the gas capture with a view to investigating the generation of electricity from the gas instead of flaring.</li> </ul>	<ul style="list-style-type: none"> <li>LMS are currently evaluating the enhanced gas capture rates which have occurred following the completed capping of cells 2.1 at the landfill.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure capping and methane extraction systems are functional and fit for purpose.</li> <li>Monitor and report on increase in methane capture and extraction.</li> </ul>
<b>Capital works</b>	<ul style="list-style-type: none"> <li>Installation of probes at the HES basin has been completed.</li> <li>Work commenced on the construction of an upgrade entry road into the landfill.</li> <li>Prepared the draft signage for the entrance at the landfill</li> </ul>	<ul style="list-style-type: none"> <li>Prepare for the 17/18 capital works program as submitted to the budget meeting for consideration.</li> <li>Design and construct the entry road signage at the landfill. Upgrade the hardstand at the Cooroy transfer station which was been moved into the 16/17 budget from 17/18.</li> </ul>	<ul style="list-style-type: none"> <li>Complete remaining capital works projects scheduled for the 2016-17 financial year.</li> </ul>



BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p><b>Waste Education</b></p>	<ul style="list-style-type: none"> <li>Constructed a viewing platform at the landfill for students to view the operation of filling the landfill cells.</li> </ul>	<ul style="list-style-type: none"> <li>Development of an information and education program to prepare residents for the new garden waste recycling bin service.</li> </ul>	<ul style="list-style-type: none"> <li>Continue the schools waste education program.</li> <li>Identifying the approx. 9,000 premises which will receive the new 3 bin collection service.</li> <li>Managing the requests for exemption from service.</li> <li>Posting out 4500 letters to existing garden waste bin customers thanking them for using the service.</li> <li>Posting out 9,000 letters to potential garden waste bin customers advising of the proposed service commencing in September.</li> </ul>
<p><b>Tip Top Shop</b></p>	<ul style="list-style-type: none"> <li>The "Licence Agreement" between Council and Briteside to provide waste diversion services at the Eumundi Road Resource Recovery Centre will expire at the end of August 2017.</li> </ul>	<ul style="list-style-type: none"> <li>Develop tender documents (and a licensing agreement) for the provision of waste diversion services</li> </ul>	<ul style="list-style-type: none"> <li>Go out to tender for the provision of this service from September 2017.</li> </ul>
<p><b>Bulk Kerbside Collection.</b></p>	<ul style="list-style-type: none"> <li>Finalised dates for the Bulk Waste Kerbside Collection Service</li> <li>Collection of waste to be over seven weeks commencing April 24 starting in Tewantin</li> </ul>	<ul style="list-style-type: none"> <li>Finnish distribution of brochures to the community on dates of collection.</li> <li>Planning for an enhanced service using additional collection trucks to improve recycling rates. A mattress collection service will once again be offered.</li> <li>Briteside is identifying items of value for collection and referral to them</li> </ul>	<ul style="list-style-type: none"> <li>Undertake the kerbside collection of bulk waste commencing 24<sup>th</sup> April 2017 for a period of 7 weeks with completion 11<sup>th</sup> June 2017.</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p><b>Business as usual activities.</b></p>	<ul style="list-style-type: none"> <li>Recycling of polystyrene has been highly effective with significant volumes collected. This is then recycled under an agreement with Rockcote in Yandina who receive polystyrene and use the material for making light weight concrete.</li> <li>Electronic mapping of public place bins completed in the coastal areas and some rural areas.</li> </ul>	<ul style="list-style-type: none"> <li>Complete the project to comprehensively electronically map and record all public place bins.</li> <li>Mulching the huge amount of garden waste and vegetation has been delivered to the landfill and rural transfer stations following heavy rainfall and winds from Tropical Cyclone Debbie that hit Queensland in April.</li> <li>Review the sedimentation system at the landfill due to its failures in the recent heavy wet weather following the tropical cyclone/rain depression in Queensland.</li> <li>Development of the 2017/18 operational budget</li> </ul>	<ul style="list-style-type: none"> <li>Commence drafting a Litter Management Plan.</li> </ul>
<b>Environmental Health</b>			
Finalise EHO team service review	<ul style="list-style-type: none"> <li>Recommendations with Council for budget approval</li> </ul>	<ul style="list-style-type: none"> <li>Health fees finalised and waiting for Council sign off</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of service review recommendations</li> </ul>
Investigation into the effects of storm water pollution from the Noosa Industrial Estate impacting on Eenie Creek.	<ul style="list-style-type: none"> <li>Project completed with results indicating 50% non-compliance</li> </ul>	<ul style="list-style-type: none"> <li>Draft a report to Council on the investigations findings and potential ways forward</li> </ul>	<ul style="list-style-type: none"> <li>Report to council</li> <li>Propose a Local law amendment to enable an annual inspection program</li> </ul>
Complete annual Inspection program of licensed premises	<ul style="list-style-type: none"> <li>Annual inspection program well behind target due to resourcing inadequacy.</li> <li>Resourcing addressed in the service level review</li> </ul>	<ul style="list-style-type: none"> <li>Employ casual EHO to assist with inspection work</li> <li>Assist EHOs to focus on outstanding inspections</li> </ul>	<ul style="list-style-type: none"> <li>Target a further 224 inspections prior to 30 June</li> </ul>
Introduce and implement a risk based food business licensing and inspection system	<ul style="list-style-type: none"> <li>Risk priorities have been allocated to current food premises</li> </ul>	<ul style="list-style-type: none"> <li>Carry out staff training on the risk assessment principles.</li> <li>Discussions with QUT to undertake training on this topic</li> <li>Complete desk top work to risk rate all premises</li> </ul>	<ul style="list-style-type: none"> <li>Further work on the risk priority allocation</li> <li>Implementation with fees reflecting inspection frequencies to be implemented 17/18 year</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
Undertake After Hour Inspection of Food stalls at markets	<ul style="list-style-type: none"> <li>No further inspections have been undertaken this quarter</li> </ul>	<ul style="list-style-type: none"> <li>Further inspections are targeted</li> </ul>	<ul style="list-style-type: none"> <li>Carry out further after hours food inspections</li> </ul>
Conduct Recreational Water monitoring program - Public Health Act	<ul style="list-style-type: none"> <li>Monitoring has continued over the summer period and has now ceased.</li> <li>No recreational water problems identified this season</li> </ul>	<ul style="list-style-type: none"> <li>Recreational water sampling has ceased for the winter period</li> </ul>	<ul style="list-style-type: none"> <li>Ensure monitoring program is in place over the next summer months</li> <li>Conduct ongoing monitoring through to end of season</li> </ul>
<b>Business as Usual activities.</b>	<ul style="list-style-type: none"> <li>Have met with Communities staff to discuss scoping content given work carried out on the social strategy and sport &amp; rec. plan</li> </ul>	<ul style="list-style-type: none"> <li>Commence discussions around the facilitation and development of a Public Health Management Plan as foreshadowed in the Social Strategy.</li> <li>Development of the 2017/18 operational budget</li> </ul>	<ul style="list-style-type: none"> <li>Scope the proposed Public Health Management Plan report on the</li> </ul>
<b>Pest Management</b>			
Conduct Aerial treatment program for Vectors (of Disease)	<ul style="list-style-type: none"> <li>Since February we have had 4 treatments</li> <li>Approximately 1000 hectares treated.</li> </ul>	<ul style="list-style-type: none"> <li>No new treatments planned.</li> <li>Continue to monitor until mid-May.</li> </ul>	<ul style="list-style-type: none"> <li>Carry out aerial treatments as required</li> </ul>
Aerial treatment contract for mosquito.	<ul style="list-style-type: none"> <li>New contract for the next 3 seasons now required</li> </ul>	<ul style="list-style-type: none"> <li>Developing RFQ for the provision of Helicopter aerial treatment services for 3 years.</li> </ul>	<ul style="list-style-type: none"> <li>Seek quotes and allocate contract to appropriate business.</li> </ul>
Weekly Light Traps – With FTA Cards	<ul style="list-style-type: none"> <li>Weekly light trapping for mosquitoes was conducted this quarter. These traps have FTA cards in them that we send to Qld Health for testing for Ross River Fever and Barmah Forest Fever.</li> </ul>	<ul style="list-style-type: none"> <li>No Detections for this period.</li> </ul>	<ul style="list-style-type: none"> <li>Trapping will be reduced to fortnightly over the next quarter as the weather cools</li> </ul>
Monthly OVI Trapping set.	<ul style="list-style-type: none"> <li>Traps Set in Tewanin in Feb, Cooroy in March &amp; Pomona in April.</li> <li>Ovi traps collect mozzie eggs which we send to Qld Health for testing. We testing for Aedes aegypti (Vectors of Dengue and Zika)</li> </ul>	<ul style="list-style-type: none"> <li>Testing eggs for Aedes aegypti vectors of Zika and Dengue.</li> <li>Tewanin was clear and Cooroy was clear, currently traps in Pomona.</li> </ul>	<ul style="list-style-type: none"> <li>Trapping will continue in May, June and July. Areas include Cooran, Kin Kin and Boreen Point.</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p>Conduct Quarterly Pest Plant Surveys and Roadside Spraying</p>	<ul style="list-style-type: none"> <li>Property inspections undertaken in the Kin Kin, Pinbarren, Cooran and Como area as part of approved pest survey program.</li> <li>Officer engaged through Hayes Recruitment on a temporary basis to assist with pest plant control program in the long term absence of pest control officer Richard Mylan.</li> <li>Contractor completed first round of weed control works in State controlled road reserve areas as part of ongoing contract arrangement.</li> <li>Completion of Cat's Claw Creeper weed survey and mapping along Kin Kin Creek. Contractor undertaken first round of Cat's Claw Creeper control in strategic areas identified by the survey.</li> </ul>	<ul style="list-style-type: none"> <li>Contractor undertaking scheduled control of priority pest plants on council road reserve areas, Eumundi Rd Landfill site.</li> <li>Properties inspections for pest plants in the areas of Pomona, Lake MacDonald, Ringtail Ck, Cootharaba and Boreen Point as part of approved pest survey program.</li> <li>Commencement of procurement process for the renewal of the pest plant control contract for the 17/18 and 18/19 Financial Years.</li> </ul>	<ul style="list-style-type: none"> <li>Complete property inspections as per approved pest survey program.</li> <li>Complete pest plant control in State controlled road reserve areas for the 16/17FY as per contract arrangement.</li> <li>Complete procurement process for engagement of a pest plant control contractor.</li> </ul>
<p>Deliver Pest Animal Control Program</p>	<ul style="list-style-type: none"> <li>Complete property inspections as per approved pest survey program.</li> </ul>	<ul style="list-style-type: none"> <li>Undertake a survey of the feral deer population in the Lake MacDonald and Tinbeerwah area. Continue the development of a strategy for control in key areas working with private landholders.</li> <li>Ongoing wild dog and fox control trapping to alleviate the impacts associated with livestock and wild life attacks.</li> </ul>	<ul style="list-style-type: none"> <li>Undertake coordinated wild dog control 1080 baiting in April/May.</li> <li>Complete feral deer survey in the Lake MacDonald/ Tinbeerwah area. Commence actions for strategic control of feral deer in key areas.</li> <li>Contractor undertaking wild dog control trapping in Federal, Cooroy and Cooran in May and June.</li> </ul>
<p><b>Cemeteries</b></p>			
<p>Conduct burials at 3 cemeteries and maintain cemeteries in good condition and finalise Cemeteries Business Continuity Plan.</p>	<ul style="list-style-type: none"> <li>Cemetery maintenance program on going.</li> </ul>	<ul style="list-style-type: none"> <li>Maintain on going burial and maintenance program</li> <li>Installation of new ashes burial wall installed at Tewantin Cemetery.</li> </ul>	<ul style="list-style-type: none"> <li>The road boundary fence replacement at the Pomona Cemetery is in poor condition. Replacement will be scheduled for 17/18.</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p>Transfer all cemetery paper records to T1</p>	<ul style="list-style-type: none"> <li>• Work not commenced due to lack of resources, however in the interim the records are being stored in a fire proof cabinet pending transfer to electronic system.</li> <li>• Full assessment of scope of work required has been undertaken and waiting for quotes to carry out the initial scanning of documents.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop budget bid for resources to assist transfer</li> </ul>	<ul style="list-style-type: none"> <li>• Further work dependant on budget bid</li> </ul>

**Previous Council Consideration**

Nil.

**Finance & Risk**

At the end of March, the Department is a strong financial position with revenue at 92.1% and expenditure 70.6% against forecast. Revenue from community facilities is performing strongly as is waste recycling (particularly metal) and local laws parking infringements. Employee benefits and materials and services are slightly below budget.

**Consultation**

**External Consultation - Community & Stakeholder**

Nil.

**Internal Consultation**

Nil

Departments/Sections Consulted:

- |  |  |  |
|--|--|--|
| <p><input type="checkbox"/> <b>Chief Executive Officer</b><br/>Executive Officer to the Mayor &amp; CEO<br/>Executive Support</p>  | <p><input checked="" type="checkbox"/> <b>Community Services</b><br/>x Community Facilities<br/>x Community Development<br/>x Libraries &amp; Galleries<br/>x Local Laws<br/>x Waste &amp; Environmental Health</p>                    | <p><input checked="" type="checkbox"/> <b>Corporate Services</b><br/>x Financial Services<br/>ICT<br/>Procurement &amp; Fleet<br/>Property &amp; Facilities<br/>Revenue Services</p> |
| <p><input type="checkbox"/> <b>Executive Office</b><br/>Community Engagement<br/>Customer Service<br/>Economic Development<br/>Governance<br/>Human Resources<br/>Sustainability</p> | <p><input type="checkbox"/> <b>Planning &amp; Infrastructure</b><br/>Building &amp; Plumbing Services<br/>Civil Operations<br/>Infrastructure Planning &amp; Design<br/>Planning &amp; Environment<br/>Strategic Land Use Planning</p> |  |

**5 EXECUTIVE OFFICE UPDATE - 3RD QUARTER 2016-17**

<b>Author</b>	<b>Executive Manager, Debra Iezzi Executive Office</b>
<b>Index</b>	<b>ECM/Subject/Executive Branch Updates</b>
<b>Attachments</b>	<b>Nil</b>

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**EXECUTIVE SUMMARY**

Not applicable.

**RECOMMENDATION**

That Council note the report by the Executive Manager to the Services & Organisation Committee Meeting dated 9 May 2017 providing an update on operations of the Executive Office for the period 1 January 2017 to 31 March 2017.

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**REPORT**

The purpose of this report is to inform Council of the progress of various initiatives and programs of the Executive Office which includes the following functions:

- Project Officer - Carbon Reduction (ZEN)
- Customer Service
- Governance
- Human Resources
- Community Engagement
- Economic Development
- Executive Officer to the Mayor and CEO.

The following table provides an update on the activities undertaken in the Executive Office during the period 1 January 2017 to 31 March 2017.

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<b>ZEN - Project Officer – Carbon Reduction</b>			
	<ul style="list-style-type: none"> <li>• New temporary position of Project Officer – Carbon Reduction created.</li> </ul>	<ul style="list-style-type: none"> <li>• Undertake recruitment process for new position.</li> </ul>	<ul style="list-style-type: none"> <li>• Further development of the Action Plan for the Zero Emissions Noosa (ZEN) Strategy</li> <li>• Assist in co-ordination of consultancy audit of the energy efficiency of council's 9 major buildings.</li> <li>• Development of business case for prioritizing detailed action plans.</li> <li>• Co-ordination of the ZEN Operational Team.</li> <li>• Develop communications strategy for ZEN projects - internal and external stakeholders.</li> <li>• Update councillors on progress of the implementation of the ZEN Organisational Strategy.</li> </ul>
<b>Customer Service</b>			
Recruitment and Training	<ul style="list-style-type: none"> <li>• Recruitment of casual CSO's for coverage of long service leave, annual leave and peak times.</li> </ul>	<ul style="list-style-type: none"> <li>• Training needs GAP analysis started with all current CSOs to highlight training requirements.</li> <li>• Continued development and multi skilling of CSOs in all areas of Customer service.</li> </ul>	<ul style="list-style-type: none"> <li>• Pending internal staff movements, recruitment of new casual staff.</li> <li>• Development of monitoring and coaching processes associated with new Pure Cloud system.</li> </ul>
Review of Policies within the branch	<ul style="list-style-type: none"> <li>• Updated operational policies for ease of use by CSOs</li> </ul>	<ul style="list-style-type: none"> <li>• Tested the Business Continuity Plan (BCP) during recent weather event and reviewed and updated BCP post weather event.</li> </ul>	<ul style="list-style-type: none"> <li>• Commence review of CS policies and procedures impacted by new financial year.</li> </ul>



BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
Continual CS intranet (iP@n) improvements	<ul style="list-style-type: none"> <li>Update urgent information with specific service areas.</li> <li>Updating of CS systems and training of team around update process and use of the new system.</li> </ul>	<ul style="list-style-type: none"> <li>Address training requirements.</li> <li>Develop quiz calendar for CSO's.</li> <li>Review reporting within iP@N.</li> <li>Plan and set up review regime of knowledge pages.</li> </ul>	<ul style="list-style-type: none"> <li>Issue reviews to business units of current knowledge pages.</li> </ul>
New phone call system	<ul style="list-style-type: none"> <li>Resolved various issues with PureCloud.</li> </ul>	<ul style="list-style-type: none"> <li>Working on issues around CSO's being able to set up and work on PureCloud from home without connection lag.</li> <li>Viability of Email channelling from specific sources to PureCloud. (training and programming required)</li> </ul>	<ul style="list-style-type: none"> <li>Investigate issues associated with the operation of the Snap Send Solve mobile application and Webchat incl. resourcing.</li> </ul>
Community Satisfaction Survey (Undertaken by the Executive Manager)	<ul style="list-style-type: none"> <li>Engage with the LT and councillors to Finalise the content of the survey of 400 residents and engage the consultant for delivery.</li> </ul>	<ul style="list-style-type: none"> <li>Developing media communications associated with the survey and liaison with the consultant.</li> </ul>	<ul style="list-style-type: none"> <li>Analysis and evaluation of the survey findings.</li> </ul>
<b>Business as Usual activities</b>	<ul style="list-style-type: none"> <li>Call volumes continue to increase on previous years. Q3 saw an increase of 18% in calls presented.</li> </ul>	<ul style="list-style-type: none"> <li>Managing high call volumes-tree debris removal, kerbside collection, 360lt bin size and compulsory garden waste bin enquiries.</li> </ul>	
<b>Governance</b>			
Support the organisation with integrity related matters	<ul style="list-style-type: none"> <li>Progress review of Council's Employee Code of Conduct with emphasis on integrity items in consultation with HR.</li> </ul>	<ul style="list-style-type: none"> <li>Finalise suggested updates to Code of Conduct in consultation with HR.</li> </ul>	<ul style="list-style-type: none"> <li>Development and delivery of training related to the integrity related updates to be made in the Employee Code of Conduct.</li> </ul>
Support Council's Audit and Risk Working Team	<ul style="list-style-type: none"> <li>Coordination of agenda and preparation of Governance and Risk related documents and reports for Council's Audit and Risk Committee Meeting of 10 February 2017.</li> </ul>	<ul style="list-style-type: none"> <li>Co-ordinate onsite internal audits undertaken by Council's engaged Internal Audit provider with respect to Council's Procure to Pay processes and compliance with its Investment Policy.</li> </ul>	<ul style="list-style-type: none"> <li>Coordinate Agenda for June Audit and Risk Committee Meeting.</li> <li>Coordinate Management responses to finalise Internal Audits undertaken last quarter.</li> <li>Coordinate and track progress of action items resulting from February Audit and Risk Committee meeting.</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
Coordination of Council's Business Continuity Framework	<ul style="list-style-type: none"> <li>Progress the development and completion of BCP's.</li> </ul>	<ul style="list-style-type: none"> <li>Support Operational BCP Owners (ICT, Customer Service, Buildings, and Payroll) with implementing plans and developing various testing exercises.</li> <li>Finalise with Waste Coordinator Draft Waste Recovery BCP for approval by the Leadership Team.</li> </ul>	<ul style="list-style-type: none"> <li>Plan comprehensive formal business continuity testing program with operational BCP owners.</li> <li>Review Master BCP in consultation with the Leadership Team.</li> </ul>
Review of Council's Administrative Actions Complaints Policy and Processes	<ul style="list-style-type: none"> <li>Completed review of other local government Administrative Complaints Policies and Procedures.</li> <li>Identified opportunities for improvement.</li> </ul>	<ul style="list-style-type: none"> <li>Consult with the Executive Manager and Leadership Team regarding proposed amendments.</li> </ul>	<ul style="list-style-type: none"> <li>Make recommendations to Council regarding any proposed changes to the policy.</li> <li>Communicate any changes to the policy to the relevant service areas.</li> </ul>
Local Law Review 2016/17	<ul style="list-style-type: none"> <li>Liaised with Local Laws regarding prospective review of Council's Local laws.</li> <li>Support the CSD to develop a project plan for review of Council's current Local Laws.</li> </ul>	<ul style="list-style-type: none"> <li>Identify required amendments to Local Laws and workshop with Council prior to coordinating the formal amendment process.</li> </ul>	<ul style="list-style-type: none"> <li>Commence formal amendment process following Councillor Workshop.</li> </ul>
Governance Framework	<ul style="list-style-type: none"> <li>Progressed the development of Council's Governance Framework.</li> </ul>	<ul style="list-style-type: none"> <li>Finalise proposed changes and incorporate PID policy in consultation with the Executive Manager and Leadership Team.</li> </ul>	<ul style="list-style-type: none"> <li>Report to Council expected early Q4.</li> </ul>
<b>Business as Usual activities</b>	<ul style="list-style-type: none"> <li>Supported Council's Parks and Natural Areas Branch and Civil Operations with the completion of LGM Public Liability Audit (assessing footpath, roads and recreational area risk management).</li> <li>Support the Leadership Team with the development of risk / value based scoring criteria for assessing / prioritising proposed budget initiatives.</li> <li>Process 10 insurance claims and 3 Right to Information applications.</li> </ul>	<ul style="list-style-type: none"> <li>Support Executive Manager and CEO with review of the Corporate Planning Framework for 2017/18.</li> <li>Finalise Council's insurance renewals for 2017/18.</li> <li>Finalise Right to Information and Information Privacy refresher training for the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>Finalise review of Council's Compliance and Enforcement Policy.</li> <li>Further formalise team procedures (Delegation Annual Review Procedure and Insurance Renewal Procedure).</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<b>Human Resources</b>			
Review the current approach to managing work experience programs in Council.	<ul style="list-style-type: none"> <li>The <i>Work Experience Council Guideline</i> was approved by the CEO on 13 February 2017.</li> <li>Placement Partner agreements signed for Noosa District State High School, St Therese's Catholic College and Sunshine Beach SHS.</li> </ul>	<ul style="list-style-type: none"> <li>Successful continuation of the work experience program.</li> </ul>	<ul style="list-style-type: none"> <li>Students to be reviewed and approved for Sunshine Beach State High School's work experience program.</li> <li>Successful continuation of the work experience program.</li> </ul>
Develop an approach and methodology for Work Force Planning (WFP) tailored to the needs of Council.	<ul style="list-style-type: none"> <li>Developed corporate framework, templates and tool kit for future exercises.</li> </ul>	<ul style="list-style-type: none"> <li>Refine WFP resources and start a strategic WFP for the whole of Council identifying key priorities for organisational development, and any risks that may apply.</li> </ul>	<ul style="list-style-type: none"> <li>Finalise WFP resources and plan for implementing WFP within departments.</li> <li>Finalise a strategic WFP for Council.</li> </ul>
Develop and co-ordinate the implementation of HR T1 Modules - Skills and Qualifications, performance appraisal.	<ul style="list-style-type: none"> <li>Implementation of automated probation appraisals.</li> <li>Tracking and updating of accreditations process implemented.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to support users and address systems issues.</li> <li>Review and gather feedback on the Performance Appraisal system.</li> <li>Develop position profile base for Talent Management development.</li> </ul>	<ul style="list-style-type: none"> <li>Streamline Performance Appraisal process and provide an improved user experience.</li> <li>Develop dashboards to provide metrics to supervisors on HR data</li> <li>Implement the new organisation restructure.</li> </ul>
Recruitment and induction of new staff	<ul style="list-style-type: none"> <li>Advertisement of 18 positions during January, February and March. This is a result of new approved/temporary positions, retirements and resignations.</li> <li>Attendance of 22 new employees at Council's Corporate Induction for January, February and March.</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate potential online recruitment systems that will dramatically reduce the administration of the current process as part of the new initiative budget process</li> </ul>	<ul style="list-style-type: none"> <li>Continued HR support new staff and their supervisors.</li> <li>Continue to improve the induction process.</li> <li>Successful continuation of Council's Corporate Induction to new employees on a monthly basis.</li> <li>Implement the preferred recruitment system incl. the development of a Communications Plan and Action Plan.</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
Enterprise Bargaining to develop a Noosa Council Certified Agreement	<ul style="list-style-type: none"> <li>Review of new LG Award and Qld. IR Act which were effective from 1 March 2017.</li> </ul>	<ul style="list-style-type: none"> <li>Work co-operatively with the unions and engaging with staff.</li> <li>Understanding of implications to Council of changes and the impact these may have for CA content and negotiation process.</li> <li>Further develop the IR strategy.</li> </ul>	<ul style="list-style-type: none"> <li>The bargaining process is expected to run at least 6 months from commencement.</li> <li>Implement the IR strategy.</li> </ul>
Develop and implement management/ leadership development program aimed at delivering 'high potential' leadership	<ul style="list-style-type: none"> <li>Delivery of 3 follow up sessions focusing on behaviours that demonstrate the desired leadership practices.</li> <li>Participation of the Noosa Council Team in the LG Professionals. Australia Management Challenge.</li> <li>Participation of 2 employees in the LGMA Ignite Program.</li> <li>Participation of 1 employee in the LGMA Propeller Program.</li> </ul>	<ul style="list-style-type: none"> <li>Plan for remaining sessions and supporting participants required to consciously monitor their improvement in the elements of the LPI program.</li> <li>Development of training priorities and program for 2017-18 financial year, including a program targeted at front line supervisors.</li> </ul>	<ul style="list-style-type: none"> <li>1 remaining follow up sessions planned for the next 3 months as the LPI program is completed.</li> </ul>
WHS – Council's WHS system	<ul style="list-style-type: none"> <li>Progression of the WHS plan.</li> <li>Improvements to reporting and communicating WHS activities.</li> <li>WHS Intranet page has been updated to improve usability.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to evaluate WHS monitoring and reporting systems.</li> </ul>	<ul style="list-style-type: none"> <li>Approval and implementation of a WHS monitoring and reporting system.</li> </ul>
WHS Awareness training	<ul style="list-style-type: none"> <li>WHS awareness training to all the outdoor workforce is continuing on a formal and informal basis.</li> <li>Finalise Asbestos Mgt. Plan and deliver training.</li> </ul>	<ul style="list-style-type: none"> <li>Updating the on-line work health and safety induction in preparation for the staff re-induction.</li> <li>Developing an online safety induction for volunteers.</li> </ul>	

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
Workplace Relations	<ul style="list-style-type: none"> <li>Meeting of the Workplace Consultative Committee which is functioning well in the lead up to the commencement of Certified Agreement negotiations.</li> <li>New LG Award and Qld IR Act effective from 1 March 2017 have been reviewed.</li> </ul>	<ul style="list-style-type: none"> <li>Evaluating implications of the new Qld. IR Act and new LG Award before determining our approach to the next Certified Agreement.</li> <li>Develop in house training and briefing sessions on the new Act and for HR policies.</li> </ul>	<ul style="list-style-type: none"> <li>Analyse the impacts of legislative changes and the best way forward for Noosa in the Certified Agreement process.</li> </ul>
<b>Business as Usual activities</b>	<ul style="list-style-type: none"> <li>Provision of HR advice &amp; coaching to Managers &amp; Directors on staff matters including WHS, training needs, performance improvement, position redesigns &amp; service review considerations.</li> <li>Co-ordination of injury management claims and suitable duties programmes incl. liaison with LGW.</li> </ul>	<ul style="list-style-type: none"> <li>Partner with Supervisors and Managers to develop effective teams and a happy safe working environment.</li> </ul>	<ul style="list-style-type: none"> <li>Continued advice and support to internal customers.</li> <li>Implications for payroll from the new LG award and new super choices.</li> <li>Implementation of the new organisation structure and establishment changes.</li> </ul>
<b>Community Engagement</b>			
Provision of Community Engagement (CE) support to major projects incl. Towards Zero Waste: Education and Behaviour Change as a result of the first Community Jury	<ul style="list-style-type: none"> <li>Organisation of monthly meetings to guide media activity</li> <li>Coordination of design, production and insertion of colour press adds.</li> <li>Issued numerous media releases &amp; social media posts to encourage recycling &amp; voluntary uptake of garden waste bin strategically designed to align with outcomes of Council meetings.</li> <li>Co-ordination of the development a social media campaign for roll out of 3 bin system &amp; a series of 3 SM videos.</li> <li>Created new website page &amp; edited existing pages.</li> <li>Edited &amp; reworded a set of FAQs &amp; uploaded to website.</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen messaging for garden bin roll out and garden waste &amp; recycling as directed by the Waste team</li> <li>Coordination of community and media response to social media campaign for garden waste bin roll out.</li> </ul>	<ul style="list-style-type: none"> <li>Further consider and initiate media requirements relating to mandatory garden waste bins.</li> <li>Coordinate the 2nd garden waste bin social media campaign.</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p>Review &amp; update all CE &amp; media policies, Framework, Toolkit, guidelines and templates</p>	<ul style="list-style-type: none"> <li>• Adoption of Social Media Policy and communicated internally.</li> <li>• Finalisation of CE Policy consultation and draft policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Report to Council on new CE Policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Review and improve CE templates</li> <li>• Following adoption by council update CE Organisational Procedure, FAQs, Framework &amp; Toolkit to align with new policy.</li> <li>• Internal communication of updated CE Policy and supporting documents.</li> </ul>
<p>Website content, navigation, look &amp; feel, updating and improvement</p>	<ul style="list-style-type: none"> <li>• Preparation of draft Website Project Plan, Action Plan, Stakeholder Analysis and Communication Plan.</li> <li>• Worked with the Web Authors team to research an alternative system of website navigation.</li> <li>• Preparation of Intranet Project Plan, Action Plan &amp; Communications Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to work with ITC and departments to improve content and navigability.</li> <li>• Finalisation of web and intranet project plans.</li> </ul>	<ul style="list-style-type: none"> <li>• Progress web and intranet projects.</li> </ul>
<p>Public consultation and communication on Council strategies and initiatives e.g. videos, Your Say Noosa website &amp; social media</p>	<ul style="list-style-type: none"> <li>• Co-ordination of Videos &amp; production for Foreshore Management Plan, Climate Change Action Plan, Disaster Management &amp; Noosa Community Support for use on Social media.</li> <li>• Continued to build Instagram following.</li> <li>• Further developed cloud-based photo Library – Flickr.</li> <li>• Distribution of 70+ media releases including during cyclone event.</li> <li>• Posted approximately 130 social media posts, including during cyclone event.</li> <li>• Review of e-newsletter template.</li> <li>• Encouragement provided to teams to load and manage their own YSN content with support from CE.</li> <li>• Liaison with external Social Media experts and Delivery of first Social Media Campaign (waste).</li> </ul>	<ul style="list-style-type: none"> <li>• Liaison with CE Champions from each department.</li> <li>• Develop &amp; trial social media content plans.</li> <li>• Reinforce Social Media Policy across all Council's Social media administrators</li> <li>• Maintain quality of media releases and social media posts and further develop Instagram followers.</li> <li>• e-newsletter survey out with new Enewsletter.</li> </ul>	<ul style="list-style-type: none"> <li>• Actively seek further opportunities to use more short videos to communicate Council's activities.</li> <li>• Evaluate Social media content plan trials and improve.</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p><b>Business as Usual activities</b></p>	<ul style="list-style-type: none"> <li>Developed a system of reporting and analysis for Google Analytics</li> <li>Provision of branding &amp; graphic design services for Council publications incl. Transport Strategy, Waste signage brochures, new food licencing certificates and other documents</li> <li>Provision of support to Council CE Projects.</li> <li>Encouraging broader use of YSN functions.</li> <li>Delivered citizenship ceremony to 40 new citizens.</li> <li>Progress on Queens baton relay preparations made.</li> </ul>	<ul style="list-style-type: none"> <li>Managing media enquiries and coordinating responses arising from projects out for consultation e.g. the Foreshore Management Plan and various environment-related projects.</li> <li>Managing media and public enquiries and coordinating responses into the roll-out of the new 3 bin waste system.</li> <li>Application of Google Analytics and advise departments about their web pages.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to supply support for CE project teams but within new parameters.</li> <li>Continue to manage media and social media communications and enquiry for Council's major projects.</li> <li>Analyse survey data for Enewsletter and develop a new plan if required.</li> <li>CE Branch team to undertake further IAP2 training.</li> <li>Final CE Branch training in Indesign &amp; Photoshop.</li> <li>Preparation for the June citizenship ceremony.</li> <li>Review of the level of support from CE to project teams given the identification of CE Champions and acquired experience of teams.</li> </ul>
<p><b>Economic Development</b></p>			
<p><b>Implementation of the Local Economic Plan</b></p>			
<p>Digital Economy &amp; Innovation</p>	<ul style="list-style-type: none"> <li>Finalisation of Regional Innovation funding submission to State Government in partnership with Sunshine Coast Council.</li> <li>Issued EOI for delivery of local Innovation capacity building program.</li> <li>Undertook Peregian Beach Digital Hub research and marketing sounding for management services.</li> <li>Attended and supported the launch of Create Noosa – high school Virtual Reality competition.</li> </ul>	<ul style="list-style-type: none"> <li>Peregian Beach Digital Hub Management Services Tender.</li> <li>Local innovation program.</li> <li>Supporting the assessment of a Virtual Reality lab and makerspace experience.</li> </ul>	<ul style="list-style-type: none"> <li>Complete Tender for Peregian Beach Digital Hub Management Services.</li> <li>Co-ordinate Noosa Connects – Digital event 19 April.</li> <li>Sponsor Digital Entrepreneurs Event and launch of Innovative Noosa.</li> <li>Support launch of Digital Scorecard program by RDA Sunshine Coast.</li> <li>Create Noosa high school competition awards in May.</li> </ul>

BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
Rural Enterprise	<ul style="list-style-type: none"> <li>Publication of the food and agribusiness sector profile 'A Taste for Noosa'.</li> </ul>	<ul style="list-style-type: none"> <li>Initiate discussions with Country Noosa and Food and Agribusiness Network (FAN).</li> </ul>	<ul style="list-style-type: none"> <li>Development of initial scope of Noosa Brand Portal concept.</li> </ul>
Environmental Industries		<ul style="list-style-type: none"> <li>Member of the NBRF 10 year review panel.</li> </ul>	<ul style="list-style-type: none"> <li>Noosa Biosphere Reserve Foundation engagement regarding economic development initiatives with environmental benefits.</li> </ul>
Effective Land Use Planning	<ul style="list-style-type: none"> <li>Working with Strategic Planning to engage the business community around the New Planning Scheme.</li> <li>Provided Economic Development input to the Draft SEQ plan.</li> <li>Member of project team reviewing and considering options for the Shire Business Centre and QIC relationship.</li> </ul>	<ul style="list-style-type: none"> <li>Economic Development internal engagement with:                             <ul style="list-style-type: none"> <li>New Planning Scheme</li> <li>Major development projects i.e. Coles site, Noosa Civic</li> <li>Noosa River Master Plan</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Explore economic futures concept to inform the planning scheme and business land zoning.</li> <li>Maximise the business opportunity to contribute to the New Planning Scheme.</li> <li>Finalise arrangements to host a Noosa Junction stakeholders meeting.</li> </ul>
Enterprise and Business Support	<ul style="list-style-type: none"> <li>Five grants approved as part of the Economic Development grants program.</li> <li>Business Assistance Guide Reviewed and Updated.</li> <li>Strengthening local partnerships and respond to incoming business enquiries.</li> <li>Released 'Good for Business' brochure promoting the benefits of operating a business in Noosa Shire.</li> </ul>	<ul style="list-style-type: none"> <li>Support Innovative Noosa group to establish governance and financial structures</li> <li>Continuing to work with Grants recipients to support achievement of requirements</li> </ul>	<ul style="list-style-type: none"> <li>Continue to manage inward business enquiries and build a 'concierge' type service.</li> <li>Conduct meetings with owners of Lexis English and Ecom Noosa/Acres</li> </ul>



BRANCH ACTIVITIES	RECENT ACHIEVEMENTS	CURRENT PRIORITIES	THE NEXT QUARTER
<p><b>Business as Usual activities</b></p>	<ul style="list-style-type: none"> <li>• Councillor Workshop held to provide an update on Economic Development activity.</li> <li>• Held meetings with State government and Sunshine Coast Council economic development representatives.</li> <li>• Met with new Campus Director at CQU Noosa.</li> <li>• Attended Arts, Culture and Heritage plan community workshop.</li> <li>• Provided live Economic Development update to Community Radio at The J.</li> <li>• Attending event with the Hon Michael McCormack MP, Federal Minister for Small Business.</li> </ul>	<ul style="list-style-type: none"> <li>• Upskilling on new mapping tool to assist business enquiries including review of State owned land.</li> <li>• Submitted project funding request to the Department of State Development related to agribusiness sector.</li> <li>• Transport – part of transport working group considering various strategic responses to transport challenges</li> <li>• Climate Change adaptation – part of working group.</li> </ul>	<ul style="list-style-type: none"> <li>• Finalise Economic Development budget for 2017/18.</li> <li>• Continue to engage and participate in meetings with key government representatives.</li> <li>• Conduct meetings with broadband suppliers (TPG, Elypsys)</li> </ul>
<p><b>Executive Officer to the Mayor &amp; CEO (Special Projects)</b></p>			
<p>Zero Emissions Strategy</p>	<ul style="list-style-type: none"> <li>• Brief developed and consultant engaged – Carbon Reduction Action Plan (Buildings &amp; Facilities) data analysis and site audits to identify options for works based on cost-benefit analysis.</li> </ul>	<ul style="list-style-type: none"> <li>• Liaison with consultant and site inspections.</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluation of report and recommendations.</li> </ul>
<p>Service Reviews</p>	<ul style="list-style-type: none"> <li>• Recommendations with budget impact from service reviews referred to budget process.</li> </ul>		<ul style="list-style-type: none"> <li>• Identify approach and focus for 2017-18 continuous improvement program and given new organisational structure.</li> </ul>
<p>North Shore Campground</p>	<ul style="list-style-type: none"> <li>• Transfer of project management to Property and Facilities Branch.</li> </ul>		

**Previous Council Consideration**

Nil.

**Finance & Risk**

Nil.

**Consultation**

**External Consultation - Community & Stakeholder**

Nil.

**Internal Consultation**

Departments/Sections Consulted:

**Chief Executive Officer**  
 Executive Officer to the Mayor & CEO  
 Executive Support

**Community Services**  
 Community Facilities  
 Community Development  
 Libraries & Galleries  
 Local Laws  
 Waste & Environmental Health

**Corporate Services**  
 Financial Services  
 ICT  
 Procurement & Fleet  
 Property & Facilities  
 Revenue Services

**Executive Office**  
 X Community Engagement  
 X Customer Service  
 X Economic Development  
 X Governance  
 X Human Resources  
 X Sustainability

**Planning & Infrastructure**  
 Building & Plumbing Services  
 Civil Operations  
 Disaster Management  
 Infrastructure Planning & Design  
 Planning & Environment  
 Strategic Land Use Planning