Operational Plan Activities Report

Quarter Ended: 09/2012

Quarterly Progress Report on Implementation of Corporate and Operational Plans

NOTE:
% Complete - shows the progress in completing the project/activity
On Time - indicates on track for completion by finish date
On Budget - indicates will be completed within the allocated budget

Theme: Robust economy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
1.1 A broad economic base							
Regional Economic Development Strategy - develop and implement a new strategy	Jul 2012	Jun 2013	5	Yes	Yes	The Project Plan for the development of the new Economic Development Strategy was presented to Councillors in August 2012. The Project Plan was approved and work commenced on the development of a key policy issues discussion paper.	Economic Development
Carbon Neutral Plan - implement, monitor and report to council on activities planned for 2012-13 and investigate opportunities for carbon trading for council	Jul 2012	Jun 2013	25	Yes	Yes	The implementation of the plan has commenced for 12/13 with a focus on key projects that include the Energy Efficiency project tender and solar implementation program which supports emission reductions. A draft Carbon Policy has been established by Finance and Business with advice and input from Environment Policy supported by carbon price modelling.	Environment Policy
Health Sciences Business and Industry Precinct - work with Queensland Government agencies, RDA Sunshine Coast and the private sector to identify opportunities to develop a world class health sciences business and industry precinct in conjunction with the development of the Sunshine Coast University Hospital (11-12 carryover)	Jul 2012	Jun 2013	25	Yes	Yes	Council is actively supporting the identification of opportunities for local businesses associated with the development of the Sunshine Coast University Hospital (SCUH). Information sessions on the SCUH and preparing for potential tendering opportunities were delivered across the region in August and these were attended by more than 450 people from the construction and related sectors. A Health and Medical Services Investment Mission is being planned for the next quarter.	Economic Development
Carbon Reporting Project - implement a carbon reporting project and audits to achieve carbon neutral planning outcomes (11-12 carryover)	Jul 2012	Dec 2012	20	Yes	Yes	Suitable carbon reporting systems are continuing to be investigated by Environment Policy Branch.	Environment Policy
Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
1.2 Support for local businesses							
Building Services Regulatory - provide regulatory building functions in accordance with the Building Act and the Sustainable Planning Act 2009.	Jul 2012	Jun 2013	25	Yes	Yes	On going	Development Services

Theme: Robust economy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
1.2 Support for local businesses							
Plan Sealing - process applications to achieve statutory timeframes, enhance development outcomes and quality of service for the creation of new allotments.	Jul 2012	Jun 2013	25	Yes	Yes	A total of 22 Plan Sealing applications have been approved with a further 32 currently under assessment. 61 residential lots and 151 Units were created over this quarter.	Development Services
Building Services eLodgement - design and implement eLodgement for private building certifier's documentation	Jul 2012	Jun 2013	25	Yes	Yes	Wireframes completed.First stage of e-lodgment (NOE) in pre-testing stage.	Development Services
Local Business Support - continue delivery with emphasis on targeted, fit for purpose and responsive services	Jul 2012	Jun 2013	25	Yes	Yes	The Local Business Support Program continues to be a primary service offer from council to the business community to support existing businesses in challenging economic conditions. During this quarter, over 100 businesses have accessed direct professional support through the Business Connect Service, and client satisfaction with this service measured at approximately 96%.	Economic Development
Local Business Support - develop and maintain procurement policies, strategies and education programs to assist local business win council business	Jul 2012	Jun 2013	25	Yes	Yes	$54.5 million has been procured from local business. 4,082 subscribers are registered for council's tender alert service. Tender information sessions on specific tenders and tender development workshops to assist tenderers prepare tenders are regularly conducted with prospective tenderers. Contribution to the local economy carries a minimum weighting of 15% for evaluation of tenders to assist local business and generate local employment.	Commercial and Procurement
Local Business Support - deliver training programs, workshops and networking opportunities for existing and emerging local businesses and industry sectors	Jul 2012	Jun 2013	25	Yes	Yes	Continuing to deliver sessions in technology for small business, assistance with Tax returns and other business mentoring and development sessions.	Library and Gallery Services
Commercial Use of Community Land - implement an expression of interest process for high use/high impact permit applications	Jul 2012	Jun 2013	30	Yes	Yes	Presentation has been provided to Council regarding the implementation plan for this project. Registration of interest process for businesses wishing to operate on community land closes 31/8/12. A stakeholder meeting has been organised for 29/8/12	Community Response

Theme: Robust economy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
1.2 Support for local businesses							
Footpath Dining and Trading - review and develop new operational guidelines (11-12 carryover)	Jul 2012	Jun 2013	30	Yes	Yes	Process underway - guidelines currently being developed	Community Response
New Local Laws - deliver a community education and promotional campaign to assist residents and businesses understand the intent of the new Local Laws	Jul 2012	Jun 2013	80	Yes	Yes	Education and promotional campaign predominantly completed with staff moving more towards enforcing breaches.	Community Response

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
1.3 Infrastructure for economic growth							
Airport Terminal Precinct Master Plan - develop and implement the plan for Sunshine Coast Airport	Jul 2012	Jun 2013	5	Yes	Yes	During the quarter, this brief was completed.	Sunshine Coast Airport
Revenue Strategies - develop and implement strategies to increase non-aeronautical passenger revenue at Sunshine Coast Airport	Jul 2012	Jun 2013	5	Yes	Yes	A new business initative is underway.	Sunshine Coast Airport
Environmental Management Plan - implement initiatives contained within the plan for the Sunshine Coast Airport	Jul 2012	Jun 2013	5	Yes	Yes	Baseline environmental studies are underway.	Sunshine Coast Airport
New Runway Strategy - implement strategy for Sunshine Coast Airport as per council agreed timeframes	Jul 2012	Jun 2013	5	Yes	Yes	The Geographic Information System progressed as per the agreed timeframes.	Sunshine Coast Airport
Business Opportunities - continue to identify opportunities to increase volume and frequency for existing and new routes for Sunshine Coast Airport	Jul 2013	Jun 2013	5	Yes	Yes	Meetings were held with airlines during the quarter.	Sunshine Coast Airport
Sunshine Coast Airport Capital Program - implement program	Jul 2013	Jun 2013	5	Yes	Yes	Progress is underway.	Sunshine Coast Airport

Theme: Robust economy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
1.3 Infrastructure for economic growth							
Maroochydore Central Precinct - inform the development of the governance arrangements and master planning for the Maroochydore Central Precinct (Horton Park) and develop a targeted investment framework for the Maroochydore Principal Regional Activity Centre	Jul 2012	Jun 2013	25	Yes	Yes	The Economic Development Branch continued to contribute to the modelling of potential governance options for the development of the Maroochydore Central Precinct. Scoping has commenced for the development of a targeted business investment plan for the Maroochydore Principal Activity Centre.	Economic Development
Trunk Infrastructure Investment - advocate for capital investment in essential trunk infrastructure, including input into infrastructure programs and agreements for the major development areas	Jul 2012	Jun 2013	10	Yes	Yes	Continued advocacy in developing the 10-Year Capital Works Program and ongoing review continues. Focus has been on trunk infrastructure required to be provided in line with infrastructure charges on development.	Infrastructure Policy
Sunshine Coast Infrastructure Plan and Program - produce a document outlining council's infrastructure objectives to 2031	Jul 2012	Dec 2012	20	Yes	Yes	Development of the Sunshine Coast Infrastructure Plan and Program is continuing with research substantially completed and data collected. Mapping layers are being investigated.	Infrastructure Policy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
1.4 A sustainable tourism industry							
Major Events Strategy - finalise the strategy to position the region as a premier events destination and facilitate implementation	Jul 2012	Jun 2013	70	Yes	Yes	A working draft of the Major Events Strategy was presented to Councillors in August 2012 to generate comment and gain input. Consultation with regional stakeholders (including Tourism Queensland and Events Queensland) on the direction and key components of the draft strategy was undertaken throughout August 2012. Further refinement of the draft strategy is to be undertaken prior to its finalisation and presentation to council for consideration.	Economic Development

Theme: Robust economy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
1.5 A strong rural sector							
Rural Futures Strategy - finalise the strategy as a policy support tool for the new Economic Development Strategy	Jul 2012	Jan 2013	80	Watch	Yes	Consultation with Councillors on the direction and key components of the draft Rural Futures Strategy was undertaken throughout August 2012. The draft strategy will be presented to Councillors for their review prior to the commencement of a community consultation process.	Economic Development
Agricultural Land - consider the recommendations of Rural Futures Strategy, finalise the draft planning scheme and advocate to state government on the South East Qld Regional Plan	Jul 2012	Jun 2013	25	Yes	Yes	Activities this quarter relate to substantial support to preparing the draft Rural Futures Strategy overseen by Economic Development Branch	Strategic Land Use Planning
Canelands Master Plan - develop a master plan to provide an economic future for the Canelands (11-12 carryover)	Jul 2012	Dec 2012	50	Watch	Yes	Presentation on progress and key issues associated with the Maroochy River Plains was delivered to Councillors in August 2012. Council and the Caneland Land Owners Group will meet next quarter to progress discussions on key policy options for consideration by council.	Economic Development

Theme: Ecological sustainability

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
2.1 The impact of climate change							
Climate Change and Peak Oil Strategy - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jun 2013	25	Yes	Yes	The implementation of the Strategy for 12/13 has commenced with a focus on key projects that include: planning on climate change adaptation and engaging with the insurance industry, neighbouring councils and Local Government Association Qld	Environment Policy
Energy Transition Plan - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jun 2013	25	Yes	Yes	The implementation of the plan for 12/13 continues with particular emphasis on the Spearhead Energy projects including the biodiesel feasibility which is being finalised.	Environment Policy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
2.2 Our natural environment preserved for the future							
Environment Levy and Land Acquisition Program - review and implement the endorsed 2012-13 program	Jul 2012	Jun 2013	25	Yes	Yes	Work has commenced in preparation for a Council review of the Environment Levy policy. A 2011/12 progress report is being prepared for presentation to Council.	Environment Policy
Environmental Grants - implement grants and partnership programs to assist the community and private landholders to protect the environment	Jul 2012	Jun 2013	25	Yes	Yes	A review of the Environmental Grants and Partnerships program is underway. Acquittals for Partnerships have been evaluated as they have been lodged over the past month. 8 new Partnerships funding agreements were adopted by Council at its Ordinary Meeting in August 2012. Advice has been provided to potential applicants as required for the grants round closing in September 2012.	Environment Policy
Ecosystem Partnership Programs - deliver partnership programs aimed to preserve and rehabilitate natural ecosystems (land for wildlife, conservation agreement & conservation covenant)	Jul 2012	Jun 2013	25	Yes	Yes	Increasing trend growth in both the Voluntary Conservation Agreement and Land for Wildlife programs. Also, upward trend in conservation volunteer program.	Environmental Operations

APPENDIX B

Theme: Ecological sustainability

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
2.3 Viable ecosystems that maintain biodiversity values							
Road Reserve Vegetation - develop an operational guide outlining the management of significant vegetation on road reserve	Jul 2012	Jun 2013	10	Yes	Yes	Whilst delays have been experienced, a focus on increased communication between the respected stakeholders will ensure this project remains on track and delivers an effective operational guide outlining the management of significant vegetation on road reserves.	Environmental Operations
Biodiversity Strategy - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jun 2013	25	Yes	Yes	The implementation of the Strategy for 12/13 has commenced. Statistical data has been provided by Spatial Information Management to inform the development of the Sunshine Coast Biodiversity Report.	Environment Policy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
2.4 Healthy waterways and foreshores							
Waterways & Coastal Management Strategy - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jun 2013	20	Yes	Yes	Implementation of the Strategy for 12/13 has commenced with a focus on key projects which include catchment and estuary planning, coastal management and shoreline erosion management planning.	Environment Policy
Catchment & Estuary Management - implement actions from the catchment and estuary management plans	Jul 2012	Jun 2013	5	Watch	Watch	Current operational actions being delivered will be consistent with final endorsed Catchment and Estuary Management Plans. However, no plans have been finalised and formalised to date - please refer to Environment Policy branch within the Regional and Strategy Plannning Department for guidance on plan completion timelines.	Environmental Operations
Shoreline & Erosion Management - support the development of a shoreline erosion and management plan for the region	Jul 2012	Jun 2013	25	Yes	Yes	Environmental Operations actively supporting Environment Policy in the development of Shoreline & Erosion Management Plan. All current coastal protection works are consistent with the intent of the Shoreline Erosion Management Plan and the Queensland Coastal Plan. Please refer to the Environment Policy branch within the Regional Strategy and Planning Department regarding expected timeframes for the completion of the Shoreline Erosion Management Plan.	Environmental Operations

Theme: Ecological sustainability

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
2.4 Healthy waterways and foreshores							
Water Sustainability - undertake Water Sustainability Initiatives pilot program	Jul 2012	Jun 2013	30	Yes	Yes	Pilot program underway with outcomes from pilot project planned to be implemented during 2nd quarter.	Parks and Gardens

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
2.5 Innovative programs to protect our ecology							
Waste Minimisation Strategy - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jun 2013	50	Yes	Yes	A report on the proposed waste strategy implementation plan was included in the operational budget 12/13 for the Waste and Resources Management Branch including a strategy update of achievements for the previous financial year.	Waste and Resources Management
Advanced Waste Treatment Plant - develop a proposal for construction of an advanced waste treatment plant at Sustainability Park	Jul 2012	Jun 2013	25	Yes	Yes	A strategic discussion forum was held with councillors and senior staff on 22/8/12 to review the business plan and options and costings for the various advanced waste treatment technologies available.	Waste and Resources Management
Environmental Programs - EcoBiz Program, the Living Smart Program and council's Green June Program - coordinate and deliver program activities	Jul 2012	Jun 2013	25	Yes	Yes	The Living Smart Schools campaign stage 1 has been completed with 50 schools involved across the Sunshine Coast region and resulting in almost 500 additional registrations in the last quarter. EcoBiz continues to help businesses achieve environmental and financial savings with a focus on getting local businesses including several Council facilities to ecoBiz partner status.	Environment Policy
Energy Transition Plan - continue to investigate green power generation in relation to council's operations	Jul 2012	Jun 2013	25	Yes	Yes	A solar implementation feasibility study has been completed as part of the Spearhead Energy projects. It assessed opportunities for Council buildings. Solar photovoltaic assessments were completed to retain a 44c/kw feed in tariff for 10 of Council's sites and discussions are being held to commence solar pv installation.	Environment Policy

Theme: Ecological sustainability

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
2.6 Environmentally friendly infrastructure and urban design							
Utilities Advocacy and Management - facilitate review of proposals for infrastructure by utility providers (water supply, sewerage, energy and telecommunications)	Jul 2012	Jul 2013	20	Yes	Yes	Submission on Energex Sunsouth Interim Assessment Report completed and submitted by July. The Suncoast project is under construction.	Infrastructure Policy
Erosion & Sediment Control - provide training on methodologies and techniques to relevant areas of council	Jul 2012	Jun 2013	10	Yes	Yes	Attendance at pre-start and site meetings and monthly inspections is occurring to maintain awareness of Erosion & Sediment Control. Draft education and training plan developed with targetted training to be delivered to field staff. Work underway in conjunction with Environmental Policy area to develop general environmental duty information for new employees.	Business and Major Projects

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
2.7 Integrated water cycle management							
Total Water Cycle Management Plan - develop a plan for the Sunshine Coast in line with State Government guidelines	Jul 2012	Mar 2013	68	Yes	Yes	Drafting of the document is progressing.	Infrastructure Policy
Open Drains - identify open drains and record on mapping system	Jul 2012	Jun 2013	6	Yes	Yes	Data collection well advanced, mapping work being developed in partnership with Spatial Information Management.	Transport and Engineering Services
Stormwater Capital Program - implement program	Jul 2012	Jun 2013	11	Yes	Yes	Work progressing on time to achieve annual target.	Transport and Engineering Services
Private Drainage Assets - identify and remove private drainage from council asset register	Jul 2012	Jun 2013	30	Yes	Yes	Project underway with appoximately $3 million of private assets removed to date this financial year with a target of $10 million to achieve.	Transport and Engineering Services

Theme: Ecological sustainability

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
2.7 Integrated water cycle management							
Stormwater Management and Flood Studies - provide flood studies and stormwater management plans that align with requirements of the Queensland Coastal Plan, Flood Commission Inquiry, Climate Change and inform the new planning scheme	Jul 2012	Jun 2013	10	Yes	Yes	Hazard Mapping has been endorsed in the 12/13 Budget. Disaster Management Maps have been prepared in response to the Queensland Flood Commission Inquiry and proposed for public roll out in September 2012. Stormwater Master Drainage planning has commenced with a study being undertaken in conjunction with the placemaking team for Beerwah.	Infrastructure Policy

Theme: Innovation & creativity

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
3.1			**Partnerships and alliances that drive innovation**				
Noosa Biosphere Reserve - facilitate and continue the community based governance process and implement priority actions	Jul 2012	Jun 2013	25	Yes	Yes	New directors have been appointed to the Governance Board as of Council's Ordinary Meeting 23 August 2012. Sector and Governance Board meetings continue in accordance with annual calander of meetings and strategic projects are in implementation. A review of the Noosa Biosphere Limited will commence later in the financial year.	Environment Policy
University of Sunshine Coast - continue to seek research partnership opportunities around sustainability and regional development	Jul 2012	Jul 2013	10	Yes	Yes	Meeting of joint research partnership committee scheduled for end of October 2012.	Executive Office

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
3.2			**The education sector as a catalyst for business development**				
Education Sector Partnerships - work with Universities, Institute of TAFE, the Innovation Centre, Trade Training Centres and Sunshine Coast Business Council to inform workforce education and training priorities	Jul 2012	Jun 2013	10	Yes	Yes	Initial scoping meetings are being conducted with regional education sector stakeholders with a primary focus on responding to the workforce requirements for the key catalytic projects for the region.	Economic Development

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
3.3			**A creative and artistic region**				
Community & Performance Venues Plan - finalise regional network plan and implement actions	Jul 2012	Jun 2013	30	Yes	Yes	The initial stages of this project are completed and the project team has begun drafting a Community and Performance Venues Regional Plan. However, further work on this project has been put on hold pending the outcomes of a Major Governance Review which will be considered by Council at the October 2012 Ordinary Meeting.	Community Facilities
Galleries - continue to operate galleries, related programs, exhibitions and activities	Jul 2012	Jun 2013	25	Yes	Yes	Continuing to make operational improvements in galleries	Library and Gallery Services

Theme: Innovation & creativity

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
3.3 A creative and artistic region							
Creative Communities Plan - Finalise and implement a Creative Communities Plan for the region (carry over 11/12)	Jul 2012	Jun 2013	70	Yes	Yes	The Creative Communities Plan is nearing completion. Internal engagement with Councillors regarding this draft Policy will commence towards the end of September 2012.	Community Development
Develop and implement Markets Policy and guidelines (10-11 carryover)	Jul 2012	Jun 2013	20	Yes	Yes	Collection and deciphering of information well underway	Community Response
Collections Policy - develop and implement policy and associated guidelines (11-12 carryover)	Jul 2012	Jun 2013	25	Yes	Yes	Research into other collections policies has been completed and the data is being analysed in the development of a Collections Policy for Council.	Library and Gallery Services

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
3.4 Council's working culture is dynamic, flexible and entrepreneurial							
Learning and Development - partner with departments to deliver learning and development programs to build and enhance organisational capability	Jul 2012	Jun 2013	15	Yes	Yes	A new Leadership in Action program commenced in August 2012 with 20 participants. Corporate Learning is now reflects performance appraisal outcomes.	Human Resources
Organisational Climate Survey - prepare to deliver the 2nd biennial Sunshine Coast Council organisational climate survey	Jul 2012	Jun 2013	20	Yes	Yes	The next survey is in 2013. Action Planning and focus sessions are being conducted in various Branches across Council. Feedback has been positive and the changes in teams is noticeable after the sessions are completed.	Human Resources
Council Volunteers - deliver a strategy for managing volunteers across council	Jul 2012	Jun 2013	15	Yes	Yes	HR has been engaging with the large number of volunteers across the organisation. A new standard induction program is 70% complete and new documentation is in place for incoming volunteers.	Human Resources
Sustainability Action Plan - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jul 2013	25	Yes	Yes	Report on 2011/12 Sustainablity Action Plan 31 August 2012. 2012/13 Action Plan will be finalised by the end of the first quarter.	Executive Office

Theme: Health & well-being

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
4.1 Safe and healthy communities							
Disaster Management - continue to work closely with government and support agencies to plan for, respond and recover from disaster events	Jul 2012	Jul 2013	25	Yes	Yes	Local Disaster Managment Plan approved by Council 23 Augus t 2012. Launch of Get Ready Sunshine Coast and Flood information maps September 2012.	Executive Office
Review of Flood Events - complete a review of recent flood events in the region and provide council with recommendations	Jul 2012	Jun 2013	25	Yes	Yes	An update on council's response to the recommendations of the Qld Floods Commission recommendations presented to councillors at the Strategic Discussion Forum on 27 August 2012.	Executive Office
Integrated Mosquito Control Management Plan - implement programs identified for 2012-13	Jul 2012	Jun 2013	20	Yes	Yes	Implemented in accordance with the Plan adopted by Council.	Community Response
Environmental Health - roll out education programs to the public	Jul 2012	Jun 2013	25	Yes	Yes	Currently scoping on-line training package used by BCC and Moreton Council	Community Response
Lifeguard Services - undertake a strategic lifeguard service sustainability review	Jul 2012	Aug 2012	100	Yes	Yes	Completed and report provided to Council at OM 24/8/12. Lifeguard services transitioning to Surf Life Saving Queensland in accordance with the implementation plan considered by Council.	Community Response
Community Safety - seek endorsement and implement Community Safety Plan	Jul 2012	Dec 2012	50	Yes	Yes	The draft Community Safety Scoping Paper has been completed. Key stakeholder engagement has commenced. Councillor engagement is proposed for September with a Strategy and Action Plan due for completion towards the end of 2012.	Community Development
Disaster Management - implement ongoing refinement of Forward Command Centre approach, improvement to business processes and training for key staff	Jul 2012	Dec 2012	25	Yes	Yes	Management directive and updated procedure issued for Forward Command Centre operations. Development of training for key staff underway. Scheduled for rollout Q2.	Business and Major Projects
Review animal pound process and explore potential partnerships (10-11 carryover)	Jul 2012	Jun 2013	40	Yes	Yes	A productive meeting was held with RSPCA to discuss the future requirments for Council's pound with regard to appropriate animal management. A pound site visit and presentation to Council on this matter to be progressed in the second quarter.	Community Response

Theme: Health & well-being

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
4.2 Active lifestyles							
Noisy Sport Venues - finalise a strategy/plan, present to council for adoption and implement	Jul 2012	Jul 2013	25	Yes	Yes	The Hard to Locate Sports Strategy completed in 2010 was incorporated into the adopted Open Space Strategy. Key Projects for 12/13 include: - investigation of suitable relocation sites for Motocross/Model Flyers clubs - protection of existing venues in planning scheme.	Social Policy
Skate and BMX Strategy - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jun 2013	10	Yes	Yes	Progressively implementing recommendations as per adopted Plan.	Community Facilities
Aquatics Plan - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jun 2013	10	Yes	Yes	Progressively implementing recommendations as per adopted Plan.	Community Facilities
Sport and Active Recreation Plan - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jun 2013	10	Yes	Yes	Progressively implementing recommendations as per adopted Plan.	Community Facilities
Quad Park - continue to review and support the operation of the precinct	Jul 2012	Jun 2013	100	Yes	Yes	Review of governance is ongoing.	Property and Business

Theme: Social cohesion

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
5.1 Equity and opportunities for all							
Community Profile - review and update community profile and demographic data.	Jul 2012	Jul 2013	35	Yes	Yes	During the first quarter a review of geographical areas has been completed and new Census Data 2011 is expected to be provided in October 2012. The Community Profile (updated with the new census data) will include 44 localities of Interest, Centres - Principal, Major and District and hinterland towns and is proposed for release in October 2012.	Social Policy
Youth Strategy - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jun 2013	25	Yes	Yes	Speak Up Engage youth engagement projects continued this quarter including the Nambour Youth Activity Precinct, Headspace Youth Engagement Committee and the Mayor's Business Leaders Round Table. The focus of partnerships with youth service providers has moved towards advice and support in capacity building and economic sustainability. Development of an event for Social Inclusion Week 2012 has commenced for delivery towards the end of next quarter from 24 November to 2 December 2012.	Community Development
Positive Ageing Strategy - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jun 2013	25	Yes	Yes	Seniors Week was held across the region from 18 to 26 August 2012. A new partnership has emerged with Stockland Shopping Centre Caloundra which resulted in activities, workshops and events being held across the week by local seniors groups in the Caloundra area. A seniors mini Olympics was also held. Council have now made a committment to ensure the future of this successful partnership. Two editions of the Positive Aging newsletter were also released during this quarter.	Community Development

Theme: Social cohesion

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
5.1 Equity and opportunities for all							
Affordable Living Strategy - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jul 2013	25	Yes	Yes	The implementation of the 12/13 actions for the strategy are underway, focus areas- - Sunshine Coast Aged Housing Study - draft study is being prepared which identifies existing facilities and needs for the future. - Housing and Population Report based on the 2011 Census data is underway- scoping paper completed. - 'Affordable Living Assessment Framework' is now accessible on Council's website. - Bli Bli Housing Affordability Fund project continues. 50 homes are under construction.	Social Policy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
5.2 Strong community groups and networks							
Community Hub - continue to promote the Community Hub as a communication tool for community groups	Jul 2012	Jun 2013	25	Watch	Watch	Roll-out of the CommunityHub is continuing with ongoing refinements of the system functionality and ease of use of the site. Steady promotion of the CommunityHub continues through community networks.	Community Development
Reconciliation Action Pan - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jun 2013	25	Yes	Yes	National Aborigines and Islanders Day Observance Committee (NAIDOC) week celebrations were held in line with council's Reconciliation Action Plan. Coordination and support of successful Mabo day, Reconciliation Week and NAIDOC Week activities including flag raising festivities at Council Chambers. Community partnerships with external reference groups and events also continues including the Department of Aboriginal and Torres Strait Islander and Multi Cultural Affairs.	Community Development
Community Grants - conduct a review of council's grants/community funding policy	Jul 2012	Jun 2013	10	Yes	Yes	A review of council's Grants Funding Policy began in late August. Two staff and Councillor McKay attended the Australian Institute of Grants Management's Grant Program Evaluation Bootcamp in August to help inform and benchmark this process with best practice in Australia. A Strategic Discussion Forum on this topic is scheduled for 17 September 2012 which will further inform this process.	Community Development

Theme: Social cohesion

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
5.2 Strong community groups and networks							
Community Leasing Policy - continue development and implement policy	Jul 2012	Jun 2013	10	Yes	Yes	Consultation currently being undertaken with stakeholders.	Community Facilities

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
5.3 A sense of identity and belonging							
Regional Libraries Plan - seek council endorsement of the plan	Jul 2012	Jun 2013	40	Yes	Yes	Development of plan on track for presentation to Council.	Library and Gallery Services
Cultural Heritage - continue to implement activities in relation to Cultural Heritage Levy, and review policy and guidelines related to the Levy	Jul 2012	Jun 2013	50	Yes	Yes	Cultural Heritage levy guidelines, and evaluation methodology have been reviewed for presentation to Council in Q2.	Library and Gallery Services
Library Membership - continue to increase the membership of libraries and attendance levels at libraries and galleries	Jul 2012	Jun 2013	25	Yes	Yes	Targetted membership drives for Prep-Yr 2 continues, with approx 3,500 new members already enrolled. Other membership campaigns also continue to be implemented.	Library and Gallery Services
Educational Activities - develop and deliver in partnership where possible a wide range of informative, relevant and progressive educational activities in libraries and galleries	Jul 2012	Jun 2013	25	Yes	Yes	Range of educational activities and workshops continues to be diversified in response to community demands.	Library and Gallery Services
Library and Gallery Partnerships - implement partnerships with government agencies, not-for profit, educational and private organisations	Jul 2012	Jun 2013	25	Yes	Yes	Collaborations with State Library improving, and working on improving collaborations with large telecommunications provider also.	Library and Gallery Services
Community Events and Celebrations Strategy - implement actions planned for 2012-13 and commence strategy review	Jul 2012	Jun 2013	25	Yes	Yes	The Sundayze series of 6 (one cancelled due to weather) events has now been successfully delivered - marking the end of this program in accordance with Council's direction. A well attended scene event was also held this quarter. The program of educational seminars, workshops and networking for the events' industry was nominated as a finalist in the Best Education or Training category of the 2012 Australian Events Industry Awards. The winner will be announced in September.	Customer Relations

Theme: Social cohesion

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
5.3 A sense of identity and belonging							
Festive Season Strategy - implement actions planned for 2012-13 and commence strategy review	Jul 2012	Jun 2013	25	Yes	Yes	Planning for the Festive Season series of events and activities is currently underway. Meanwhile, a review of the strategy, including councillor, staff and community engagement, has been undertaken. A Strategic Discussion Forum in Septermber will complete this stage of the communty engagement component of the review. A report to council is scheduled for the second quarter. Any major changes to the strategy are expected to be implemented for the 2013/14 festive season.	Customer Relations
Community Venues - develop a strategic plan for council's community venues	Jul 2012	Jun 2013	25	Yes	Yes	A background scoping of best practice Community Venue Management Models is currently being undertaken. From this study a set of criteria and templates will be sourced to inform planning of the best management and tenure mix for future community venues.	Community Development

Theme: Accessibility and connectedness

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
6.1 A transport system that allows ease of movement							
Transportation Capital Program - implement program	Jul 2012	Jun 2013	21	Yes	Yes	On time and on target to achieve annual requirement.	Transport and Engineering Services
Efficiency Review - review 2012-13 completed capital works concurrently with a review of estimating systems	Jul 2012	Jun 2013	10	Yes	Yes	Project post construction analysis commenced, learnings being fed back into the design and delivery process.	Transport and Engineering Services
Transportation Capital Program 2013 -14 - develop and complete designs	Jul 2012	Jun 2013	32	Yes	Yes	Continues to prgress with several significant projects now with designs complete.	Transport and Engineering Services
Transportation Capital Program 2014-15 - progress forward development of detailed scopes, concepts and estimates	Jul 2012	Jun 2013	5	Yes	Yes	Phasing of work in this area is that it be undertaken once majority of 2013 - 14 design work completed. Hence percentage complete appears low, but is in accordance with work load planning.	Transport and Engineering Services
Sustainable Transport Strategy - implement, monitor and report to council actions planned for 2012-13	Jul 2012	Jun 2013	25	Yes	Yes	The Transport & Parking Mangement Plans are underway and expected to be presented for internal review before the end of this year.	Transportation Strategy
Active Transport Plan - implement, monitor and report to council on actions planned for 2012-13	Jul 2012	Jun 2013	20	Yes	Yes	Detailed progress contained in Strategy Report Card showing activities across the & priority areas of the Plan.	Transportation Strategy
Civil Works Construction Estimate Unit Rates - review in collaboration with Civil Works Services (11-12 carryover)	Jul 2012	Dec 2012	50	Yes	Yes	Completed measure up of targeted projects. Currently assessing the costs against the actual works to determine accuracy of current rates.	Transport and Engineering Services

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
6.2 Better public transport							
Preparation of a 5 year program for the Public Transport Levy and the Public Transport Plan (11-12 carryover)	Jul 2012	Dec 2012	20	Yes	Yes	Council's 5 year plan presented to Council during the budget process.	Transportation Strategy
Travel forecasting - develop and maintain the Sunshine Coast travel forecasting models	Jul 2012	Jun 2013	20	Yes	Yes	Multi-modal model building well advanced and expect to be useable by the end of 2013. Other strategic and simulation models built and used as needed.	Transportation Strategy

Theme: Accessibility and connectedness

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
6.2 Better public transport							
Public Transport Plan - prepare and implement plan to improve public transport patronage and services	Jul 2012	Jun 2013	20	Yes	Yes	A draft Public Transport Management Plan underway and due for internal review by later in the year.	Transportation Strategy
Public Transport Advocacy - continue to advocate improvements to public transport through ongoing discussions with relevant parties.	Jul 2012	Jun 2013	25	Yes	Yes	Ongoing engagement continues with State agencies and local operator. High level advocacy continues with TransLink	Transportation Strategy
Public Transport Levy - utilise levy funds to progress public transport improvements to infrastructure	Jul 2012	Jun 2013	25	Yes	Yes	Public Transport levy funds under constant scrutiny and actively managed. Continue to liaise with State who are undertaking a SEQ review of service levels to find savings and efficiencies.	Transportation Strategy
Light Rail Feasibility - continue working with the taskforce to prepare a feasibility study	Jul 2012	Jun 2013	20	Yes	Yes	Council decision for progression to the Feasibility Phase. Team mobilisation and delivery options being considered.	Transportation Strategy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
6.3 Affordable access to contemporary communication services							
Broadband and telecommunication infrastructure - advocate for improvements that support business development; and better telecomunication in rural areas	Jul 2012	Jun 2013	25	Yes	Yes	Ongoing dialogue with NBN Company and other telecommunications providers continued in the interests of securing further investment in broadband and telecommunications infrastructure and services in the region. A briefing of Councillors by NBN Co was held this quarter on the planned fixed wireless rollout on the Sunshine Coast, which includes a number of rural localities.	Economic Development

Theme: Accessibility and connectedness

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
6.4 **A community that recognises the importance of universal access and equity**							
Access and Inclusion Plan - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jun 2013	25	Yes	Yes	Provision of expertise on accessibility principles and implementation continues throughout council and the community. Advice has been provided through internal partnering on masterplanning accessibility principles, community engagement practices, improvement of the accessiblity ratings of council's website and templates for corporate branded documents in large print. Involvement in the Sunshine Coast Access Advisory Network continues.	Community Development

Theme: Managing growth

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
7.1 The areas for growth and renewal are clearly defined							
New Planning Scheme - progress the new scheme through further stages of the process to completion	Jul 2012	Jun 2013	25	Yes	Yes	Continued negotiations with Qld government regarding state interests. Briefings and special meeting of council to achive council's endorsement of a draft planning scheme for public notification.	Strategic Land Use Planning
Review Government Policies - undertake reviews of State Government policy including land development, Qld Coastal Plan and Qld Flood Commission's report	Jul 2012	Jun 2013	25	Yes	Yes	New policies reviewed and advice given to internal stakeholders and where necessary, prepared for Council reporting	Strategic Land Use Planning
Development Applications - provide specialist input into planning applications	Jul 2012	Jun 2013	0	Yes	Yes	Application lodgements continue to occur at historically low levels. Application processing times, however, continue to reduce and internal KPIs are being met.	Development Services
Building Services Development Assessment - assess and decide development applications and referrals	Jul 2012	Jun 2013	25	Yes	Yes	On going	Development Services

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
7.2 The heritage and character of our communities is protected							
Heritage Strategy - prepare and implement the strategy (carry over 11-12)	Jul 2012	Jul 2013	30	Yes	Yes	The completion of the "Sunshine Coast Local Heritage Places List" and mapping audit for the draft planning scheme was achieved. Discussion paper on heritage is being prepared. This paper will be utilised to gain comment from Council to inform a draft Heritage Strategy for the Sunshine Coast.	Social Policy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
7.3 Well designed and beautiful places							
Place Making for Sunshine Coast Communities - undertake research and gather background information to assist local planning.	Jul 2012	Jun 2013	25	Yes	Yes	15 Place audit reports were drafted in the quarter. The preliminary data collection phase for Mooloolaba and Caloundra tourist areas is being undertaken to assist with local planning.	Strategic Land Use Planning

Theme: Managing growth

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
7.3 Well designed and beautiful places							
Greenfield Development - continue work on planning for 'greenfield' developments at Palmview, Kawana Waters and Caloundra.	Jul 2012	Jun 2013	25	Yes	Yes	Work is continuing on planning for 'greenfield' developments at Sippy Downs/Palmview, Kawana Waters and Caloundra South	Strategic Land Use Planning
Public Art Policy - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jun 2013	25	Yes	Yes	The Public Art Policy continues to be implemented across Council. A Public Art Development Officer was appointed in June. Successful partnering with Infrastructure Services on public art projects has resulted in the 70% funding of officer's position. Two artworks have been installed. Internal partners were provided with expert public art advice through 3 commissioned Art Reports and 3 Expression of Interest briefs were issued.	Community Development
Community Gardens Program - manage the implementation of the program activities planned for 2012-13	Jul 2012	Jun 2013	50	Yes	Yes	An ongoing operational program to date resulting in the development of 5 council approved garden groups at Kevin Asmus Park Buddina, Nambour Showgrounds, Lake Kawana, Synergy Tewantin and STEPS at George St, Caloundra. Two new applications are currently being processed for Coolum and Cooroy.	Parks and Gardens
Precinct Management - establish/reinforce precinct management model for high profile areas	Jul 2012	Jun 2013	25	Yes	Yes	Precinct model fully established it is intended to include additional areas across the region. The program has been successful in adopting a holistic, proactive approach to identifying and rectifying a broad range of issues and thus lifting the overall presentation of the precincts.	Parks and Gardens
Design Standards (Landscape Infrastructure Manual - LIM) - review for the new planning scheme	Jul 2012	Jun 2013	45	Yes	Yes	Commenced Landscape Infrastructure Manual with the process underway. The project included a consultation phase.	Parks and Gardens
Holding Tanks - continue to implement program	Jul 2012	Oct 2012	70	Yes	Yes	Central & Northern areas are well underway with follow-up communication with residents to be completed.	Development Services
Coastal Pathway - finalise and adopt the strategic plan (11-12 carryover)	Jul 2012	Dec 2012	50	Yes	Yes	A comprehensive review/assessment of the existing coastal pathways performance and prioritisation methodology has been progressed and incorporated into the preliminary draft strategic plan.	Social Policy

Theme: Managing growth

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
7.3 **Well designed and beautiful places**							
Master planning for activity centres and infrastructure agreements (11-12 carryover)	Jul 2012	Jun 2013	25	Yes	Yes	Master planning for the Maroochydore Central Precinct is now underway with consultants (KHA, Place Design and Cardno) preparing the master plan.	Strategic Land Use Planning

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
7.4 **Timely and appropriate infrastructure and service provision**							
Priority Infrastructure Plan - continue the development of a single priority infrastructure plan for inclusion in council's new planning scheme	Jul 2012	Jun 2013	90	Yes	Yes	Amendments to the Draft Priority Infrastructure Plan for the New Planning Scheme have been undertaken following receipt of the first state agency review.	Infrastructure Policy
Integrated Water Cycle Management - input into policy development and implement integrated water cycle management including erosion and sediment control measures	Jul 2012	Jun 2013	25	Yes	Yes	Water quality requirements continued to be applied to development approvals to achieve statutory water quality outcomes and the protection of recieving waters.	Development Services
Operational Works - process operational works applications in accordance with council policy and to agreed timeframes	Jul 2012	Jun 2013	25	Yes	Yes	119 applications were approved over this quarter with a further 122 currently under assessment. Over 80% of applications are being assessed within the first IDAS period resulting in faster assessment times.	Development Services
Environmentally Relevant Activities - process applications	Jul 2012	Jun 2013	25	Yes	Yes	All applications have been processed in accordance with statutory timeframes and requirements.	Development Services
Social Infrastructure Strategy - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jul 2013	20	Yes	Yes	The implementation of the 12/13 actions has commenced with a focus on: - Priority Infrastructure Plan - land for community facility component being completed.	Social Policy

Theme: Managing growth

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch

7.4 Timely and appropriate infrastructure and service provision

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
Open Space Strategy - implement, monitor and report to council on activities planned for 2012-13	Jul 2012	Jul 2013	25	Yes	Yes	The implementation of the 12/13 actions has commenced with a focus on: - completion of the Priority Infrastructure Plan - public parks network. - progressing the Russell Family Park investigation in regard to social and economic drivers. - investigation of suitable sites for acquisition to secure land for a future district sport and recreation facility for urban needs.	Social Policy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch

7.5 Council's services and assets meet the needs of our growing community

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
Asset Management System (Maximo 7) - implement phase 4 of the project	Jul 2012	Jun 2013	15	Yes	Yes	Phase 4 implementation underway with focus on integration with GIS; continuing implementation into new business areas; expanding mobile capabilities; further development of reporting capabilities and continuing to expand use of system functionality.	Business and Major Projects
Service Delivery Models - develop and implement information technology solutions to improve service delivery models, efficiency gains and asset management outcomes	Jul 2012	Jun 2013	5	Yes	Yes	Research and development in many areas has been occuring, with trials implemented and underway (e.g. Civil Works Services). Q2 will see learnings consolidated into an overall direction in line with the Infrastructure Services Technology Enabling Strategy. Outcomes will support implementation plan.	Business and Major Projects
Project Management - develop process for post project implementation reviews, including peer reviews and benchmarking.	Jul 2012	Jun 2013	5	Yes	Yes	Project is underway with planning and research being undertaken.	Business and Major Projects
Asset Management - commence advanced Asset Management Plans for council's buildings and facilities	Jul 2012	Jun 2013	20	Yes	Yes	Buildings and Facilities Asset Management Plan being developed to meet corporate and legislative timeframes.	Building and Facility Services

Theme: Managing growth

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
7.5 Council's services and assets meet the needs of our growing community							
Service Levels - develop detailed levels of service for each asset category for council's buildings and facilities	Jul 2012	Jun 2013	25	Yes	Yes	Operational levels of service in first draft for the following asset categories: Aquatic Centres, Libraries, Public Amenities and Animal Pounds. Corporate buildings and all other community facilities will be addressed in stage 2 of this project.	Building and Facility Services
Maintenance Program - maintain and renew council's buildings and facilities	Jul 2012	Jun 2013	20	Yes	Yes	Buildings and Facilities are being maintained to a safe and compliant standard. Detailed levels of service are being developed co-jointly with Community Services.	Building and Facility Services
Buildings and Facilities Capital Program - implement program	Jul 2012	Jun 2013	20	Yes	Yes	The bulk of the capital works program is progressing through the planning and design phase. A few projects have been completed.	Building and Facility Services
Information System Alignment - align the pavement management system with asset management system (Maximo 7), Geographic Information Systems (GIS), depreciation/valuation system and field electronic defect logging system	Jul 2012	Jun 2013	80	Watch	Yes	GIS spatial link to Pavement Management System for automated transfer of pavement asset information from land developments & capital works is proving a challenge, however, steady progressing.	Civil Works Services
Service Levels - continue refinement of regional service level standards and align to budget allocations	Jul 2012	Dec 2012	95	Yes	Yes	Draft report 100% complete, due for presentation in Oct/Nov 12.	Civil Works Services
Plant and Workforce - implement and refine structural changes for operational service delivery	Jul 2012	Jun 2013	20	Yes	Yes	Activity is a continuous process of refinement aligned to comparative data on best value service delivery and mobile technology opportunities. Third phase of review is currently underway.	Civil Works Services
Service Delivery - benchmark and refine core budget service delivery for civil works	Jul 2012	Jun 2013	10	Yes	Yes	Data collection on work quantities, upon which development of comparative service delivery unit rates depend, has commenced using the interim Maximo 7 - Trimble system. It is anticipated that a sufficient body of data will be available by quarter 2 to deliver interim benchmarking unit rates for many work crews and contractors.	Civil Works Services

Theme: Managing growth

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
7.5 Council's services and assets meet the needs of our growing community							
Roads Asset Management - manage and maintain council's roads, bridges and drainage assets to service standards	Jul 2012	Jun 2013	25	Yes	Yes	Fine weather has assisted catch-up of previous wet season work. Reseal-rehab program is well advanced. Project commenced to confirm quality of stored asset data for roads & pathways.	Civil Works Services
Engineering Operational Practices - review, refine and develop in conjunction with Quality Assurance system	Jul 2012	Jun 2013	15	Yes	Yes	Civil Works Services Construction Service Unit is operating a Quality Assurance system regionally already, currently being reviewed to streamline its effectiveness and extend its coverage to contracted works and large maintenance works.	Civil Works Services
Fleet Capital Program - implement program	Jul 2012	Jun 2013	5	Watch	Watch	A number of meetings have been conducted with internal user groups to identify opportunities to standardise equipment with the intent to reduce costs and lead times while incorporating previously leased trucks that are expiring into the capital program.	Fleet Management
Accident Data Analysis - investigate and identify trends to benchmark against similar organisations	Jul 2012	Jun 2013	25	Yes	Yes	Initial data has been received and analysis is currently being conducted. Sample data has been provided internally for comment prior to the construction of the final reports.	Fleet Management
Vehicle Monitoring System - research and implement to identify safety, efficiency and utilisation benefits	Jul 2012	Jun 2013	10	Yes	Yes	A wide reaching internal communication program is being developed with the intent to communicate the benefits to staff. Furthermore a number of preliminary meetings with internal stakeholders are in planning.The purpose to gain input into development of tender documentation for purchasing the new system.	Fleet Management
Capital Works Program - review 10 year capital works program and develop program for 2013-14.	Nov 2012	Mar 2013	10	Yes	Yes	Work underway to review current program and cleanse data in capital works database, in preparation for development of 2013/14 program.	Business and Major Projects
Asset Management Plans - improve asset data and information to refine Core Asset Management Plans.	Jul 2012	Jun 2013	80	Yes	Yes	Core Asset Management Plans to be presented to October council ceeting for adoption having been updated with revised asset valuations. Strategic Discussion Forum scheduled for 17 September.	Business and Major Projects

Theme: Managing growth

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
7.5 Council's services and assets meet the needs of our growing community							
Quality Management System - review and ongoing development of system, including roll out to all relevant business areas in Infrastructure Services	Jul 2012	Jun 2013	25	Yes	Yes	Training of Quality System officer completed end August. External surveillance audit report received from audit on 25th-26th June . Positive results with recommended continued certification under Australian Standards. Some recommendations for minor improvements being followed up. Work almost completed to transfer documents onto new intranet site. Work continuing to improve and expand Quality Assurance system and will be ongoing.	Business and Major Projects
Service Levels - maintain and manage parks and gardens to the council endorsed service levels	Jul 2012	Jun 2013	25	Yes	Yes	Service levels being reviewed with an intent to ensure appropriate maintenance is being undertaken in accordance with park hierarchy, visitation and levels of embellishment The process identified a need for park categories and hierarchy to be reviewed in accordance with the Open Space Strategy.	Parks and Gardens
Open Space Vehicle Access Permits - manage program	Jul 2012	Jun 2013	75	Yes	Yes	With a regionalised Vehicle Access Permit system in place, discussions with utility service providers to develop an agreed process to gain access to open space for both regular maintenance and capital works has progressed.	Parks and Gardens
Parks and Gardens Capital Program - implement program	Jul 2012	Jun 2013	16	Yes	Yes	Capital works program planning and delivery on track to achieve key performance indicators for 12/13 - 90% delivery target of approved budget.	Parks and Gardens
Vegetation Interference - implement a permit system for planting, clearing or interfering with vegetation in a local government controlled area	Jul 2012	Jun 2013	50	Yes	Yes	Regionalised permit currently under developed. Permit will assist to clarify branch responsibilities and identify stakeholders that need to be consulted during the process.	Parks and Gardens
Coast and Canals Capital Program - implement program	Jul 2012	Jun 2013	20	Yes	Yes	Approvals from local State and Federal agencies are close to being finalised for major projects such as Maroochy Beach Renourishment. Expecting operational works to commence by the end of Quarter Two.	Environmental Operations
Environmental Assets Capital Program - implement program	Jul 2012	Jun 2013	10	Yes	Yes	Preliminary investigations and designs underway, works programmed for completion post fire hazard reduction season.	Environmental Operations

Theme: Managing growth

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
7.5 Council's services and assets meet the needs of our growing community							
Waste Capital Program - implement program	Jul 2012	Jun 2013	25	Yes	Yes	Projects that are wet weather sensitive in summer have been commenced and projects are generally on track. The project for sustainability park development has been deferred awaiting a council decision on the future use of the site for advanced waste streatement.	Waste and Resources Management
Vegetation Offsets - implement Stage 1 of the Vegetation Offsets required as a result of clearing the Pierce Avenue gun club site	Jul 2012	Jun 2013	25	Yes	Yes	Funds budgeted for vegetation offsets implementation in 12/13. Project supervisor engaged and vegetaiton offset plan received from Department Environment & Heritage Protection. Subsequently endorsed by Executive Director Infrastructure Services.	Waste and Resources Management
New Waste Collection Tender and Contract - prepare a tender and award a contract to commence from 1 July 2014	Jul 2012	Jun 2013	25	Yes	Yes	The new waste collection contract 2014 documentation is under development and proposed services were briefly discussed with councillors 22/8/12 at the strategic discussion forum on advanced waste treatment - business plan.	Waste and Resources Management
Cemetery Plan - finalise plan and implement actions	Jul 2012	Jun 2013	100	Yes	Yes	Completed and adopted by Council at the July 2012 Ordinary Meeting.	Community Facilities
Business Systems - review and implement business systems (Maximo 7, Maintenance Management System) (11-12 carryover)	Jul 2012	Jun 2013	25	Watch	Yes	First generation interim system of defect logging, GIS-Trimble system operating. Second generation iPad/IPhone devices linked to GIS & Maximo 7 under development.	Civil Works Services
Develop a council buildings security systems strategy - 10/11 carryover	Jul 2012	Sep 2012	85	Yes	Yes	The consultants will have completed their audit and report by 30 September 2012.	Building and Facility Services

Theme: Great governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
8.1 Ethical, accountable and transparent decision-making							
Local Law Review (2012) - undertake a review of council's local laws	Jul 2012	Jun 2013	15	Yes	Yes	The project commenced with focus group meetings and workshops being held with key internal stakeholders.	Corporate Governance
Governance Framework - continue to develop governance tools and build awareness of governance matters across council	Jul 2012	Jun 2013	15	Yes	Yes	A range of governance fact sheets were developed and presentations on RTI and Local Laws were conducted.	Corporate Governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
8.2 Effective business management							
Information Communication Technology Services (ICTS) Capital Program - implement program	Jul 2012	Jun 2013	20	Yes	Yes	The eBusiness program, and the asset management, desktop upgrade, mobilisation, new planning scheme systems and enterprise content management projects progressed during the quarter.	Information Communication Technology Services
Services and Support - provide information and communication technology services and support	Jul 2012	Jun 2013	25	Yes	Yes	There was a focus on systems support requirements for rates processing, a number of system and infrastructure upgrades, and a reviewing of alignment with business activities as part of service reviews.	Information Communication Technology Services
Business Systems - manage and deliver prioritised business systems and reporting solutions	Jul 2012	Jun 2013	25	Yes	Yes	Business intelligence and process improvement projects progressed, as did the development of new mobile applications for community and field workers.	Information Communication Technology Services
Information and Technology (I&T) Strategy - implement actions planned for 2012-13	Jul 2012	Jun 2013	25	Yes	Yes	In light of the approved budget, a review of the Information and Technology strategy roadmap progressed.	Information Communication Technology Services
Planning Scheme Data - migrate data into core applications to support new planning scheme	Jul 2012	Jun 2013	30	Yes	Yes	Considerable work was undertaken assisting strategic planning in the systemisation of the new draft planning scheme and preparation for public consultation.	Information Communication Technology Services
Information Communication Technology (ICT) Infrastructure Upgrades - upgrade infrastructure to ensure reliable uptime of business systems	Jul 2012	Jun 2013	25	Yes	Yes	Work commenced on the upgrade of essential infrastructure systems to support council's virtual computer environment, as well as a major tender for a new storage solution.	Information Communication Technology Services

Theme: Great governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
8.2 Effective business management							
Information Communication Technology Services Culture Program - develop and implement strategies to align with the I&T Roadmap	Jul 2012	Jun 2013	15	Yes	Yes	As a result of a reduction in budget for this activity, the branch sought further assistance from the HR branch to help ensure there is an aligned business culture between key business clients, ICTS staff, and the information and technology strategy.	Information Communication Technology Services
Information Communication Technology Systems Rationalisation - consolidate and de-commission legacy systems	Jul 2012	Jun 2013	25	Yes	Yes	There was further progress on the decommissioning of older systems and software associated with former councils.	Information Communication Technology Services
Branch Review - review functional roles and responsibilities of the Council Services and Business Integration branch	Jul 2012	Dec 2012		Yes	Yes	This project is scheduled to commence in the next quarter.	Council Services and Business Integration
Business Planning - undertaking mapping of key branch systems and processes	Oct 2012	Jan 2013		Yes	Yes	Business planning commenced during the quarter with the branch's management team participating in a planning workshop.	Council Services and Business Integration
Service Planning - implement the service planning continuous improvement process	Jul 2012	Jun 2013	5	Yes	Yes	The second generation profile development commenced in Finance & Business, Infrastructure Services, and the Executive Office.	Value and Success
Organisational Review - undertake an organisational review to optimise service efficiencies and service outputs	Jul 2012	Jun 2013	25	Yes	Yes	Organisation Review Panel established. Initial communications with staff and unions undertaken. External providers being sourced.	Executive Office
Strategic Land and Commercial Properties Program - implement program	Jul 2012	Jun 2013	75	Yes	Yes	Program is ongoing and acquisitions of land for future transport corridors and environmental fund are continuing.	Property and Business
Holiday Parks Capital Program - implement program	Jul 2012	Jun 2013	30	Yes	Yes	Carry over projects of Cotton Tree amenity building No 2 and Coolum Beach amenity building No. 3 were completed during Q1.	Property and Business
Strategic Property Plan - develop for whole of council	Jul 2012	Jun 2013	60	Yes	Yes	Waiting for final land asset information.	Property and Business
Principal Regional Activity Centre (PRAC) Maroochydore - implement transition	Jul 2012	Jun 2013	5	Yes	Yes	Discussions underway with State Government on potential governance structures.	Property and Business

Theme: Great governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
8.2 Effective business management							
Carpenters Land Industrial Estate - develop estate	Jul 2012	Jun 2013	10	Yes	Yes	Operations Works Permit is due in September and civil works are scheduled to commence in November 2012.	Property and Business
Workforce Accommodation - develop an options paper and implement approved outcome	Jul 2012	Jun 2013	20	Yes	Yes	The Options Paper was prepared in September 2012 for initial review. The implementation process and adoption is subject to a council resolution.	Property and Business
Property System - invest in Leasing Module for T1 Property System	Jul 2012	Jun 2013	75	Yes	Yes	The Leasing Module was installed and workshopped, and the branch is implementing processes and integration throughout the branch.	Property and Business
Mooloolaba Road - widening and strategic site development	Jul 2012	Jun 2013	20	Yes	Yes	Road widening acquisition and civil works are on track with the Bundilla Bridge under construction. The strategic site pre-feasibility was completed and is awaiting review.	Property and Business
Corporate Plan Review - undertake a review of the 2009-2014 Corporate Plan	Jul 2012	Oct 2012	15	Yes	Yes	The project plan was developed and discussions held with the Portfolio Councillor.	Corporate Governance
Business Continuity Planning - develop and implement within the Enterprise Risk Management Framework the top seven Business Continuity Plans for council	Jul 2012	Dec 2012	25	Yes	Yes	The top Business Continuity Plans (BCPs) commenced with a draft of the Payroll BCP completed. A report on the issue will be presented to the Audit Committee in September 2012.	Corporate Governance
Procurement Contracts - establish procurement contracts and supplier panel arrangements for goods and services to council operations	Jul 2012	Jun 2013	25	Yes	Yes	Contracts Governance Committee approved nine tenders collectively valued at $5.2 million; and established, varied or extended 28 contracts collectively valued at $21.9 million to facilitate the delivery of the capital works, operational and service delivery programs in an open, transparent and sound probity environment. Key focus is maximising commercial, environmental and social outcomes and contribution to the local economy and generation of local employment.	Commercial and Procurement

APPENDIX B

Theme: Great governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
8.2 Effective business management							
Business Support - evaluate commercial and business opportunities in areas such as infrastructure agreements, waste business, electricity supply contracts, public lighting management, energy cost saving, and emissions trading	Jul 2012	Jun 2013	25	Yes	Yes	Business support activities included: due diligence and evaluation of applications under the Investment Incentive Scheme; modelling carbon tax impact and liability; reviews of AWT and Mary Cairncross Scenic Reserve business cases; discussions for renewable energy purchases; and establishing electricity supply contract saving $245,000 from the 2012/2013 Budget.	Commercial and Procurement
Fees and Charges - maintain the Register of General Fees and Charges and supporting cost recovery models	Jul 2102	Jun 2013	25	Yes	Yes	The 2012-13 Register of General Fees and Charges was published. A report examining the level of costs recovered and information to assist in reducing or eliminating the under recovery was provided.	Commercial and Procurement
National Competition Policy - apply national competition policy reform framework to council nominated business activities	Jul 2012	Jun 2013	25	Yes	Yes	Queensland Competition Authority's final report on its investigation of the competitive neutrality complaint was reported to council in July 2012. The report was made available for public inspection and Council's decision was provided to the Authority and the Waste Contractors and Recyclers Association of Queensland within the required seven days of the resolution.	Commercial and Procurement
Procurement Services - manage and support purchasing transaction systems, stock and supply to depots	Jul 2012	Jun 2013	25	Yes	Yes	Procurement Services managed the purchasing system and supported 17,912 purchase order receipts valued at $43.2 million and 2,481 purchase card transactions valued at $404,000. Supply depots supplied 4,446 items to field staff valued at $422,000. $591,000 of inventory on hand at the supply depots was categorised into regular use, emergency and safety, and long delivery time stock.	Commercial and Procurement
Quarries - supply internal and external customers with landfill material, road base and landscaping aggregates, and asphalt paving material. Enhance quarries business model.	Jul 2012	Jun 2013	25	Yes	Yes	During the quarter, there was steady improvement to the Quarries business focusing primarily on improved work practices, efficiency, productivity, and reliable customer service. Internal customers were supplied with 10,377 tonnes of road base materials valued at $99,000 at cost, and 10,307 tonnes of asphalt valued at $894,000 at cost - saving $409,000 at external prices.	Commercial and Procurement

Theme: Great governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
8.2 Effective business management							
Electronic Planning Applications - trial 'e' lodgement and assessment of selected planning applications	Jul 2012	Jun 2013	60	Yes	Yes	Pilot trial commenced with selected local planning consultants.	Development Services
Business Process Improvement - re-engineer processes, workflows and related IT systems for identified high priority business improvements in development services	Jul 2012	Jun 2013	40	Yes	Yes	Timeframes, outcomes & resources confirmed to support Critical Events Management Project. Project Working Group formed of PA, E&EA & DBS key stakeholders. Existing processes mapped.	Development Services

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
8.3 Strong financial management							
Grant funding - maximise federal and state government grant funding opportunities and assist community organisations to obtain government grant funding	Jul 2012	Jun 2013	25	Yes	Yes	$23.3 million in grant funding was approved. 604 subscribers have registered for council's funding alert service that informs community groups of direct community funding opportunities offered by the Commonwealth and Queensland governments, various gambling funded community benefit funds, and philanthropic trust funds as they arise.	Commercial and Procurement
Funding innovative projects - develop a funding strategy and seek out projects for partnership funding and delivery	Jul 2012	Jun 2013	25	Yes	Yes	Investigation was made into any funding opportunities in the following two recently released reports by the Federal Government - 'State of the Regions 2012-13' and 'Strong Foundations for Sustainable Local Infrastructure - connecting communities, projects, finance and funds'.	Commercial and Procurement
Infrastructure Revaluation - undertake revaluation of assets	Jul 2012	Jun 2013	100	Yes	Yes	Total revaluation is $190 million across three asset classes.	Finance
Long Term Financial Plan - continue to develop and update	Jul 2012	Jun 2013	30	Yes	Yes	The plan has been updated to reflect the adopted budget 2012/2013 as base year.	Finance
Budget - deliver the annual budget	Jul 2012	Jun 2013	0	Yes	Yes	The budget process for 2012/2013 has not yet commenced.	Finance

Theme: Great governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
8.3 Strong financial management							
Dashboard Reporting - continue development with linkages to the Value and Success Program and service output statements	Jul 2012	Jun 2013	15	Yes	Yes	CEO Dashboard including monthly Board Report.	Finance
Rate Revenue - issue rate notices to the community	Jul 2012	Jun 2013	50	Yes	Yes	The July Rate notices were issued to 150,500 ratepayers.	Finance
Annual Financial Statements - finalise 2011-2012 statements and liaise with external auditors	Jul 2012	Sep 2013	99	Yes	Yes	Awaiting final figures from Unitywater. On completion, these will be subject to external audit.	Finance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
8.4 Highly skilled, engaged and valued workforce							
Workplace Health and Safety - implement initiatives to support the new Work Health and Safety Act 2011	Jul 2012	Jun 2013	10	Yes	Yes	New SafePlan 3 documents have been signed by the CEO. This will enable the development of updated policies throughout 2012 and 2013.	Human Resources
Human Resource Systems - enhance human resource information systems and employee self service options	Jul 2012	Jun 2013	30	Yes	Yes	The Employee Self Service rollout was a success. Further enhancements in leave management and password access are scheduled for September 2012 with a new upgrade being delivered by the vendor, Frontier Software.	Human Resources
Employee Health and Safety - continue commitment to 'Zero Harm - Great Health' initiatives for all employees	Jul 2012	Jun 2013	30	Yes	Yes	A standard incident reporting template is now in place. Council has reviewed First Aid Training to make it more accessible for all employees. A new Management of Impaired Workers policy has been endorsed by the ELT. Tool Box talks regarding the changes are in place and the policy recommendations will be implemented in 2012-2013.	Human Resources
Performance Management - implement and evaluate performance management framework and associated activities	Jul 2012	Jun 2013	50	Yes	Yes	92% of all employees have completed a performance appraisal. Evaluation feedback has been considered and some changes made to the documentation. Training courses for staff have been conducted and additional training is on offer over the course of the financial year.	Human Resources

Theme: Great governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch

8.4 Highly skilled, engaged and valued workforce

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
Initiate, develop and implement a Workforce Planning Framework - 10/11 carryover	Jul 2012	Jun 2013	20	Yes	Yes	HR is working with the ELT on workforce management programs. This initiative will be considered as part of the Organsiational Review.	Human Resources

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch

8.5 Advocacy and partnerships

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
Government Partnerships - seek opportunities to collaborate with other levels of government to grow the local economy and promote the region	Jul 2012	Jul 2013	10	Yes	Yes	Currently working closely with the Dept of State Development, Infrastructure and Planning to secure new business investment (focusing on aviation, health and professional services). Working with other SEQ Councils on specific opportunities for broader regional economic benefits including development of a 'regional prospectus' promoting SEQ as an ideal investment location.	Executive Office
Sunshine Coast Community Partnership - finalise the terms of reference, seek representation and determine resourcing for the Partnership to deliver on the aspirations of the Sunshine Coast Community Plan (carry over 11/12)	Jul 2012	Jun 2013	10	Yes	Yes	Investigations into the best options for structure, makeup and resourcing of the Community Partnership is underway with the intention of a report to be presented to Council in October 2012. However, changes to the Local Government Act regarding Community Plans also need to be considered by Council prior to the progression of the Community Partnership - information to Councillors regarding this change will be forthcoming via memo.	Community Development

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch

8.6 An informed and engaged community

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
Community Engagement - conduct a review of council's community engagement policy	Jan 2013	Jun 2013	0	Yes	Yes	This review is due to commence in early 2013.	Community Development

Theme: Great governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
8.6 An informed and engaged community							
Community Information - implement a range of communication tools to keep the community informed and engaged	Jul 2012	Jun 2013	25	Yes	Yes	The August and final edition of Encompass magazine was published and delivered. A Strategic Discussion Forum on the future of the magazine provided direction to move the focus from the hardcopy communication channel to less expensive information sharing channels such as the e-newsletter. An ongoing, low-key campaign since June this year to grow e-news' subscriber base has seen subscriptions increase by 700. A higher profile marketing campaign will now be developed as part of the re-focus.	Customer Relations
Community Information - deliver proactive media and public relations campaigns to keep the community informed about council activities and decisions	Jul 2012	Jun 2013	25	Yes	Yes	The third annual media analysis report was received. The report categorises council's media coverage by subject and looks at the tone (positive, negative, balanced) of the coverage, over a three month period. The 2012 report identified that of the 2375 media clips, 23% were positive (21% 2011, 42% 2010), 70% were balanced (72% 2011, 16% 2010) and 7% were negative (7% 2011, 42% 2010.). More than 320 media were handled and 200 media releases (90-95% strike rate) distributed this quarter.	Customer Relations

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
8.7 Excellence in customer service							
Customer Charter - drive a proactive customer service culture based on council's Customer Charter	Jul 2012	Jun 2013	25	Yes	Yes	The roll-out of the internal awareness program continues. There has been significant interest from staff in the Customer Charter in education sessions, with three sessions booked this quarter and a further 10 in the planning stages. September marks the first anniversary of the council wide Customer Charter. It's content will be reviewed by December to ensure it is still achieving on its promise.	Customer Relations

Theme: Great governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
8.7 Excellence in customer service							
Customer Service - deliver an internal education program incorporating continual improvement processes, to enhance a customer service culture in key business areas	Jul 2012	Jun 2013	25	Yes	Yes	Improving the organisation's response times to customer requests generated via the CRM process was the focus of a review into current practices. The review this quarter has resulted in reduction of the escalation process and period from seven to four weeks with the branch manager notified at the fourth escalation. The change in process, combined with a key stakeholder internal engagement program, is expected to improve customer responsiveness and as a result, customer satisfaction.	Customer Relations
Customer Service - continue to monitor preferred communication and customer contact channels	Jul 2012	Jun 2013	25	Yes	Yes	This is one of the busiest quarters of the year with rates notices, rates reminders and animal registrations mailed out and payment due. This generates a higher number of customer contacts than usual via our four centres. By early September, this quarter, the customer contact centre had responded to more than 55,000 phone calls, 8000 emails and 14,000 counter enquiries. The non-phone contacts (email, webchat) continues to remain steady at 14% of all customer contacts that come in via the centre.	Customer Relations
Customer Experience Strategy - finalise and implement a Customer Experience Strategy for the organisation	Jul 2012	Jun 2013	25	Yes	Yes	No further work on this project to date as council staff implement the Customer Charter across the organisation and analyse the requirements of a Customer Experience Strategy.	Customer Relations
External Customer Survey - conduct a survey to understand community satisfaction with the range and level of services provided by council	Jul 2012	Jun 2013	70	Yes	Yes	The survey was undertaken, and analysis is being finalised.	Value and Success