

Goal: Reliable, durable, cost effective infrastructure and Council assets which meet the needs and aspirations of the communities of Livingstone Shire.					Q1 Review	Q1 Comments
Action	Responsible Portfolio	Business Unit	Role	Performance Measure		
AM1 Develop an innovative and integrated framework for long term, cost effective asset management.						
AM1.1: Annual review of Asset Management Plans.	I	Community Assets	L	100% reviewed (Roads, Water and Sewer, Fleet and Buildings) and updated as required.	20%	Review of Roads commenced and scheduled for completion in the next quarter
AM1.2: Development of operational works program for roads and drainage infrastructure.	I	Construction and Maintenance	L	100% completed and entered in to budget.	25%	Grading program currently in use. Long term resheeting program being developed
AM1.3: Regularly inspect roads and drainage infrastructure and prioritise maintenance works.	I	Construction and Maintenance	L	100% as per adopted inspection frequency.	25%	Inspection program on track
AM1.4: Organisational Asset Management.	ORG	Community Assets	P	Asset management strategy implemented.	20%	Scope of works for preparation of a Strategic Asset Management Plan developed, advertised and consultant appointed.
AM1.5: Asset Audit and Creation of Asset Management Plan for all ICT Assets.	ICT	ICT Services	L	100% complete by 30 June 2020.	20%	Mobile assets nearing completion, work continuing
AM2 Identify infrastructure and assets requirements through community consultation and technical expertise.						
AM2.1: Capital Projects 2019/20 to 2028/29 relevant to Construction and Maintenance Unit are identified and submitted for inclusion in Corporate project register.	I	Construction and Maintenance	L	100% complete prior to budget adoption.	25%	Projects forwarded to PMO as identified. 2020/21 Projects reviewed and project documentation commenced.
AM2.2: Inspect assets 'to be contributed' at hold points identified in development Decision Notice.	I	Engineering Services	L	10 completed and construction ready per annum.	25%	On target to meet KPI for the year
AM2.3: Development of Strategic Asset Management Plan for LSC.	I	Community Assets	L	100% complete by 30 June 2020.	20%	Scope of works developed, advertised and consultant appointed.
AM3 Design and implement practical infrastructure solutions.						
AM3.1: Engineering Designs completed for projects in the Forward Works Program.	I	Infrastructure Planning and Design	L	10 completed and construction ready per annum.	25%	10 projects currently in various stages of completion.
AM3.2: Yeppoon Sewage Treatment Plant upgrade.	I	Infrastructure Project Management	L	100% complete by 30 June 2020.	95%	Practical Completion awarded 12 August 2019 3 month testing program currently underway On track for completion by December 2019

AM3.3: Water Recycling System Augmentation.	I	Infrastructure Project Management	L	100% complete by 30 June 2020.	5%	Currently finalising design for tender of pipelines, pumps & reservoir Project to be completed by November 2020 in accordance with funding agreement, not June 2020
AM4 Operate, maintain and use Council assets to deliver efficient and cost effective service to the community.						
AM4.1: Plant Replacement - Annual asset renewals program achieved in accordance with replacement guidelines.	I	Community Assets	L	90% achieved in accordance with replacement thresholds.	25%	Maintenance program on track
AM4.2: Deliver annual road and stormwater maintenance program.	I	Construction and Maintenance	L	100% complete within budget.	25%	100% of samples taken have been compliant with Drinking Water Quality Management Plan.
AM4.3: Provision of safe water supply.	I	Water and Waste Operations	L	98% of samples taken to be compliant with Drinking Water Quality Management Plan.	25%	100% of Sewerage Treatment Plant discharges have complied with environmental authority requirements.
AM4.4: Provision of safe water supply.	I	Water and Waste Operations	L	95% of Sewerage Treatment Plant discharges to comply with environmental authority requirements.	24%	Trade waste approvals for 95% of relevant businesses completed.
AM4.5: Management of trade waste discharges to sewer.	I	Water and Waste Operations	L	Trade waste approvals for 100% of relevant businesses.	25%	Capital program progressing with identified changes being nominated and approved via PM methodology
AM4.6: Deliver Capital Program.	I	Construction and Maintenance	L	Allocated Capital projects delivered within +/- 5% of total projects adopted/revised budget, 100% compliance with funding agreement.	25%	Currently on track to achieve 100% of Mtce Requirements
AM4.7: Delivery of Facilities Maintenance Program.	I	Community Assets	L	95% of maintenance requirements delivered.	25%	Currently on track to achieve 100% of Mtce Requirements
AM4.8: Issue tenures in accordance with relevant legislation.	LW	Community Wellbeing	L	100% of tenures issued in accordance with relevant legislation.	100%	
AM4.9: Address breaches of Council issued tenures within identified timeframes.	LW	Community Wellbeing	L	100% of breaches of Council issued tenures within identified timeframes.	100%	
AM4.10: Emu Park Sewage Treatment Plant upgrade.	I	Water and Waste Operations	L	100% complete by 30 June 2020.	25%	Scope of works being prepared. On track for delivery June 2020.

Goal: An environment which is valued and sustainable, and maintains a balance between the natural and built forms for the benefit of current and future generations.					Q1 Review	Q1 Comments
Action	Responsible Portfolio	Business Unit	Role	Performance Measure		
EN1 Apply environmentally responsible land use planning to balance environmental and development outcomes.						
EN1.1: Development Applications responded to within business rules timeframes.	I	Engineering Services	L	95% of referrals received responded to.	25%	Staff illnesses and annual leave periods have affected productivity but still on target to meet KPI by EOFY.
EN1.2: A Coastal Hazard Adaptation Strategy is developed through the QCoast2100 programme to address the potential impacts of coastal hazards.	LW	Liveability	L	Organisational carbon strategy produced.	100%	Programme on track - Stage Three completed and Stage Four being completed with final data gathering regarding asset valuations being collated. Stage Four set for final completion by end October 2019. Stage Five underway. Council to be presented with findings at a Briefing Session on 9 December 2019 or the first available session in 2020.
EN1.3: Identify and prioritise rolling amendments to Livingstone Planning Scheme 2018 and report to Council to advance amendment process.	LW	Liveability	L	100% of identified amendments advancing through the process.	100%	Reported to council on planning scheme amendments for Lagoon Place Options analysis and received a resolution to advance other required amendments which are being progressed
EN2 Recognise and understand the various eco-systems of the Shire to encourage their sustainable use and appreciation through appropriate accessibility.						
EN2.1: Provide information and public education material to recognise, understand and utilise ecosystems of the Shire sustainably.	LW	Liveability	L	2 events delivered - Habitat Stepping Stones and support Sustainable Living event.	100%	Habitat Stepping Stones programme ongoing. Support Sustainable Living event conducted October 2019
EN2.2: Pest and vector services are client connected and outcome driven.	LW	Liveability	L	100% of pest weed contracts completed within contractual time frames, 100% of pest and vector related customer request responses initiated within two (2) business days.	100%	Inclusive of Transport and Main Roads pest weed contract applicable to all quarters
EN2.3: Vector breeding locations identified and managed to reduce potential impacts on the community.	LW	Liveability	L	100% of permanent vector control sites monitored weekly and twenty (20) vector surveys undertaken each month between 1 October 2019 and 31 May 2020.	100%	To be continued into the Second Quarter
EN3 Minimise impact on the natural environment through effective waste management and pollution control policies and programs.						
EN3.1: Waste and Recycling service delivered across the shire.	I	Water and Waste Operations	L	98% of bins for new services provided <=4 days of receipt of customer request and 100% of missed services rectified <=2 days.	25%	Continually meeting this target

EN3.2: Implementation of Waste Reduction and Recycling Plan.	I	Water and Waste Operations	L	2 community education / awareness activities delivered.	25%	1. Sustainability Expo - Recycling stall at this event to talk about the correct items to place in the recycling wheelie bin. 2. Community Centre Information Session: Recycling Tips 3. Recycling talk with Yeppoon State High School Parliamentary Group on initiating recycling in the school.
EN3.3: Support effective waste management and pollution control programs.	LW	Water and Waste Operations	L	2 events delivered - Clean Up Australia Day Event/ Erosion and Sediment Control training.		To be completed by Liveability and Wellbeing
EN4 Actively participate in conservation and enhancement programs to ensure the preservation of natural assets and identifiable built form.						
EN4.1: Minimal impact on environment of all construction and maintenance activities.	I	Construction and Maintenance	L	100% with zero breaches.	25%	No breaches in first quarter
EN4.2: Climate Change mitigation strategies adopted and embedded into Council's mainstream operations.	LW	Liveability	L	100% completion of Organisational (LSC) Carbon Strategy.	100%	Draft Carbon Strategy prepared and will be presented to Council Briefing Session in November 2019.
EN4.3: Biodiversity Strategy.	LW	Liveability	L	25% complete by 30 June 2020.		Not yet commenced.
EN5 Proactively advocate to government on matters which impact on the health, wellbeing and sustainability of our Shire's natural environment.						
EN5.1: Advocate to other levels of government on matters which impact sustainability of the natural environment.	LW	Liveability	L	100% response to government policy and regulatory reviews.	100%	As required.
EN5.2: Identify and prioritise rolling amendments to Livingstone Planning Scheme 2018 and report to Council to advance amendment processes.	LW	Liveability	L	100% of identified amendments advancing through the process.	100%	Reported to council on planning scheme amendments for Lagoon Place Options analysis and received a resolution to advance other required amendments which are being progressed

Goal: A diverse, strong, innovative and sustainable local economy providing employment and business opportunities for current and future generations.					Q1 Review	Q1 Comments
Action	Responsible Portfolio	Business Unit	Role	Performance Measure		
EC1 Identify and capitalise on economic opportunities for the benefit of the community.						
EC1.1: Implement Invest Capricorn Coast Region Economic Development Plan.	LW	Economy and Places	L	95% of year two (2) actions implemented, 4 quarterly workshops held and attendance numbers recorded.	25%	Business training workshops and programmes were delivered successfully. Council in conjunction with the Australian Small Business Advisory Service hosted five small businesses at a digital marketing workshop held in August 2019.
EC2 Facilitate, encourage and enable the establishment of businesses and industries and the retention, growth and diversification of existing businesses and industries in suitable locations.						
EC2.1: The Gateway Business and Industry Park.	LW	Economy and Places	L	3 land sales achieved in Stages 1 and 2.	100%	Three contracts of sale were executed for Lots 2, 3 and 5 within Stage One of The Gateway Business and Industry Park.
EC2.2: Investment Attraction Programme.	LW	Economy and Places	L	100% complete by 30 June 2020.	10%	Progress on track for completion 30 June 2020.
EC3 Promote Livingstone Shire as a desirable destination for investment, business, industry, tourism and living.						
EC3.1: Develop, implement and review three (3) specific marketing plans (new/revised) each quarter which promote Council services, tourism and the economy.	LW	Economy and Places	L	3 marketing plans developed, implemented or reviewed each quarter which promote Council services, tourism and the economy.	100%	The Gateway Business and Industry Park Marketing Plan and Investment Attraction Plan are completed with implementation pending. Invest Capricorn Coast region Events Strategy has been completed with implementation pending.
EC3.2: Capricorn Enterprise funding agreement established and yearly actions implemented.	LW	Economy and Places	L	100% of year one (1) actions complete by 30 June 2020.	100%	100 percent of actions of year one on track for completion.
EC4 Establish initiative including partnerships with both government and the private sector to create enterprises and undertake projects that generate jobs, wealth creation opportunities and sustainable economic growth.						
EC4.1: Implement Capricorn Coast Smart Region Strategy.	LW	Economy and Places	L	70% of actions achieved (noting many of these are reliant on funding and other Council Units).	15%	Partnerships with State and Federal Government and small business have been achieved through the Startup onRamp programme and new businesses are currently under development or have launched and achieved contracts.

Goal: Diverse and unique communities that are connected with the larger community in the common pursuit of an engaged, supportive, inclusive, creative and confident Shire.					Q1 Review	Q1 Comments
Action	Responsible Portfolio	Business Unit	Role	Performance Measure		
CO1 Facilitate, encourage and enable self-sustainable community associations and volunteer groups to pursue their diverse aspirations.						
CO1.1: Volunteering Programmes enhancement.	LW	Community Wellbeing	L	9 programmes per annum.	100%	Formalised community groups and working towards supporting and growing.
CO2 Facilitate programs and support local social, cultural, artistic and community building initiatives.						
CO2.1: Active and healthy library spaces	LW	Community Engagement	L	10% increase in membership and 12 events / activities per annum.	100%	328 new memberships have been processed and the library has delivered ninety-one (91) events in this reporting period
CO2.2: Delivery of community development programmes which build the capacity of Livingstone's community.	LW	Community Wellbeing	L	100% compliance with Service Contracts (Community Centre, Livingstone Loop, ParentLink) and 100% adherence to funding agreements.	100%	Compliant with all funding
CO2.3: Strengthening Family Connections comply with performance measures and reporting requirements of funding agreement.	LW	Community Wellbeing	L	100% compliance.	100%	Compliant with funding
CO2.4: Yeppoon Place Making Strategy Year 2 initiatives implemented.	LW	Economy and Places	L	90% of actions achieved by 30 June 2020.	15%	Highlights include masterplanning for James Street, and adaption of the Anzac Parade roundabout.
CO2.5: Local law requirements promoted through educational activities.	LW	Liveability	L	1 Dog in the park day conducted (micro-chipping) and community education and awareness activity.		Scheduled for third quarter
CO3 Provide community facilities and services to encourage an enable participation in active and healthy lifestyles.						
CO3.1: Open spaces maintained in accordance identified community standards.	LW	Community Wellbeing	L	100% of park maintenance service standards achieved and 100% of works up to date.	100%	All captured under Survey 123 all compliant
CO4 Promote and encourage community health and wellbeing through programs addressing environmental health, community safety issues, social cohesion and inclusiveness.						
CO4.1: Building and plumbing compliance activities are undertaken in accordance with Council's Risk Based Land Use Compliance Policy.	LW	Liveability	L	100% of Building and Plumbing Compliance complaints risk rated in accordance with Council's Risk Based Land use Compliance Policy, 5% of notifiable plumbing works (Form 4) audits are completed per annum.	100%	Inclusive of five per cent Form 4 audits
CO4.2: Building and plumbing compliance services are client connected and outcome driven.	LW	Liveability	L	100% of customer request responses initiated within two (2) business days.	100%	
CO4.3: Environmental health services comply with statutory requirements.	LW	Liveability	L	100% of food licence/permit applications completed in accordance with legislative requirements.	100%	

CO4.4: Environmental health annual inspections (non public).	LW	Liveability	L	95% of inspections completed per annum.	100%	Food Businesses
CO4.5: Local law services comply with statutory requirements.	LW	Liveability	L	100% of Local Law licence renewals completed within legislative or policy timeframes and 100% of licence/permit applications processed within ten (10) days.	100%	
CO4.6: Reconciliation Action Plan.	LW	Community Wellbeing	L	100% complete by 30 June 2020.	80%	Expected to be finalised by 30 June 2020
CO5 Facilitate the provision of programmes, activities and facilities which create opportunities for the Shire's youth to develop skills and pursue endeavours to equip them for life and enable them to make a valued contribution to the community.						
CO5.1: Delivery of community development programmes which build the capacity of Livingstone's community.	LW	Community Wellbeing	L	100% compliance with Youth Services contract.	80%	Currently looking at Case Management numbers

Goal: An efficient, progressive, transparent and financially sustainable organisation which is responsive to the needs of the community through sound decision making and leadership.					Q1 Review	Q1 Comments
Action	Responsible Portfolio	Business Unit	Role	Performance Measure		
GO1 Inform and empower the community through ongoing engagement and communication.						
GO1.1: Management of Council's after hours call-centre provider.	LW	Community Engagement	L	95% of compliance with contract deliverables for After Hours provider.	100%	No issues with after hours provider
GO1.2: Prompt handling of call-centre phone calls.	LW	Community Engagement	L	Average Handling Times in Call Centre to be under 340 seconds.	100%	average handling times for this reporting period were 252 seconds
GO1.3: Implementation and review of the objectives from Council's Events Attraction Strategy.	LW	Community Engagement	L	100 % percentage of actions within Council's Events Attraction Strategy identified for year one (1) implemented.	0%	Event Strategy has been developed and adopted by Council Will be officially launched on the 24 October 2019
GO1.4: Get Ready Get Resilient Day	LW	Community Wellbeing	L	1 event hosted.	0%	scheduled for Second Quarter
GO1.5: Ensure provision of quality innovative customer service to internal and external customers.	ORG	Community Engagement	P	10% reduction in long term customer service requests.	10%	Quarter one - 99 Service requests noted as under investigation long term this is a 10% reduction from Q4 in 18/19 plan review
GO2 Develop strategic plans and policies to address local and regional issues and guide service provision.						
GO2.1: Environmental Health Policy and Delegations Review.	LW	Liveability	L	100% complete by 30 June 2020.		Scheduled for Second and Third Quarter
GO2-OP-OW6: Development of Corporate Plan	FBE	Finance and Business Excellence	L	Corporate Plan adopted by 30 June 2020.	25%	Project has progressed in line with the draft outcomes of the Community Plan. The 10-year Corporate Plan is expected to be completed in May 2020.
GO2-OP1: Development of a Governance Fram	FBE	Finance and Business Excellence	L	Governance Framework completed by 30 June 2020.	0%	Framework is on track to be completed during Q3
GO2-OP2: Climate Change Policy	LW	Liveability	L	25% complete by 30 June 2020.	0%	scheduled to commence Third Quarter
GO3 Pursue financial sustainability through effective use of the Council's resources and assets and prudent management of risk.						
GO3.1: Council formally reviews the budget during the financial year.	FBE	Finance and Business Excellence	L	Budget reviewed at least three (3) times per annum.	50%	The Quarter 1 Budget Review (20Q1) was adopted by Council on 22/10/2019
GO3.2: Sustainable Financial position maintained.	FBE	Accounting	L	Long Term Strategic Financial Plan reviewed (100%).	50%	Financial assumptions were reviewed as part of the Quarter 1 Budget Review. Preparation in Q1 to undertake long term price modelling to achieve full cost pricing for water and sewerage significant business activities.

GO3.3: 2018-19 financial audit completed on program, with unmodified audit opinion.	FBE	Accounting	L	Unqualified external audit opinion on General Purpose Financial Statements (100%).	100%	Audited Financial Statements signed 10/10/19
GO3.4: Procurement Compliance.	FBE	Procurement	L	95% policy compliant.	93%	Monthly education and training sessions implemented. Non-compliance report provided monthly to ELT for review and follow-up.
GO3.5: Project governance framework is embedded across the organisation.	FBE	Finance and Business Excellence	L	Project Portfolio Management system and reporting (100% compliance for all organisational projects), education and training sessions held bimonthly.	5%	Portfolio reporting, project management trainingsession have not been undertaken this financial year due to a vacancy in PMO role whilst it is being recruited for. The Community of Practice for Project Management has continued.
GO3.6: Outstanding rates and charges management.	FBE	Finance and Business Excellence	L	<5% bi-annually rates outstanding as a percentage of rates levied, prior to six monthly rates billing.	18%	5% prior to 1st half year Rates and Water billing; 17% Sept 1819.
GO3.7: Research, design, develop and implement a Performance management and review process.	PC	People and Culture	L	50% complete by 30 June 2020.	45%	The new templates are being trialled in OCEO, Open Spaces, Construction and Liveability.
GO3.8: Research and implement a Leadership Development Program.	PC	PODC	L	100% complete by 30 June 2020.	25%	Leadership tips are being circulated. P&C are considering the best approaches for leadership development programs
GO3.9: Develop a comprehensive learning and development calendar.	PC	Learning and Development Officer	L	100% of staff compliant with position requirements.	65%	Learning calendar is live on the People and Culture intranet page. Courses are added based on L&D Framework.
GO3.10: Manage Councils budget in alignment with financial sustainability ratios.	ORG	Finance and Business Excellence	P	Operating Surplus Ratio, Net Financial Liabilities Ratio and Asset Sustainability Ratio are equal to or better than the adopted / revised budget.	25%	The Operating Surplus Ratio was favourable when compared to the YTD adopted budget ratio as at 30 September 2019. The Net Financial Liabilities Ratio and Asset Sustainability Ratio were both outside of the 2019-20 adopted budget ratio benchmarks. The Net Financial Liabilities Ratio is expected to move closer towards the adopted budget position in Quarter 3 of 2019-20, once the next round of bi-annual rates notices are levied.
GO3.11: Provide a safe work environment for employees and encourage a proactive approach to Work Health and Safety.	ORG	People and Culture	P	10% reduction in Lost Time Injuries / Days lost by 30 June 2020.	25%	On track across Council, no incidents in P&C team
GO3.12: Develop an LSC Workforce Plan and identify key strategies and actions.	PC	People and Culture	L	Workforce Plan completed by 30 June 2020.	50%	Workforce Plan has been published. Now implementing strategies identified in the areas of focus.
GO4 Provide transparent and accountable decision making reflecting positive leadership to the community.						
GO4.1: Ensuring legislative timeframes are met for Council Meeting and Minutes.	OCEO	Office of the Chief Executive Officer	L	100% compliant with legislative requirements.	100%	

GO4.2: Delegations and Authorisations Registers are current.	FBE	Governance	L	Annual review of CEO delegations 100% complete, public register 100% maintained and all staff have the required delegations to perform their roles (100%).	50%	Annual review of CEO delegations was adopted by Council on 20 August 2019. Council is transitioning to a new software application to manage delegations and authorisations as part of the transition to the LGAQ delegation service.
GO4.3: Provide fit for purpose access ICT Infrastructure.	ICT	ICT Services	L	Website and e-service availability >=98%, Network availability >=95%.	100%	Complete
GO4.4: Local Disaster Management Group meetings.	LW	Community Wellbeing	L	4 meetings held.	25%	
GO4.5: Local law service comply with statutory requirements.	LW	Liveability	L	100% of customer request responses initiated within two (2) business days.	100%	
GO4.5: IT Transformation Project	ICT	ICT Services	L	Project 25% complete in line with Project Plan by 30 June 2020.	25%	Work progressing appropriately
GO4.6: Enterprise Risk Management Capability Advancement.	FBE	Finance and Business Excellence	L	ERM Capability Advancement completed by 30 June 2020.	25%	Project planning has commenced for the Risk Management Maturity Advancement project.
GO4.7: Formalise Integrated Planning and Reporting Framework.	FBE	Finance and Business Excellence	L	Integrated Planning and Reporting Framework completed by 30 June 2020.	0%	This project is not due to commence until Q2 and is on track for completion in Q3.
GO5 Deliver customer focussed and responsive services efficiently and effectively.						
GO5.1: Service Delivery Programme of Work.	FBE	Business Transformation	L	100% complete in line with programme timeline.	25%	On track with programme of work.
GO5.2: Validate Council can continue business operations in the unlikely event of an event impacting the organisation.	FBE	Governance	L	Annual test of Business Continuity Plans, Business Continuity Plans reviewed annually in line with the <i>Business Continuity Management Framework</i> .	0%	Progression of the 3-5 day BCP subplans not due to commence until Q3.
GO5.3: Provide fit for purpose access to ICT Infrastructure.	ICT	ICT Services	L	Website and e-service availability >=98%	100%	Complete
GO5.4: Implement an electronic Workplace Health and Safety System.	PC	Coordinator WHS	L	50% complete by 30 June 2020.	75%	Skytrust is being implemented for all staff to access.
GO5.5: Workplace Health and Safety Compliance.	PC	People and Culture	L	75% compliance achieved.	100%	On track, no incidents in P&C team, regular Take 5's completed.
GO5.6: Implement a comprehensive health and wellbeing strategy covering physical health, mental health, diet and sun safety.	PC	Coordinator WHS	L	90% completed to schedule per quarter.	50%	Regular initiatives being provided for staff. Mental Health First Aid scheduled for early 2020 with 22 participants booked in.
GO5.7: Management of Council's After Hours pro	LW	Community Engagement	L	Percentage of compliance with contract deliverables for After Hours provider.	100%	No issues with after hours provider
GO5.8: Quality Assurance Audits - Liveability and Wellbeing	LW	Liveability and Wellbeing Executive Support	L	Two (2), 100% completed.		Scheduled for Second and Third Quarter
GO5.9: Building and Plumbing - compliance with legislative timeframes.	LW	Liveability	L	100% of building and plumbing approvals determined within ten (10) business days from the commencement of the decision stage.	100%	
GO5.10: Assessment building and plumbing service quality.	LW	Liveability	L	12 peer reviews of approvals per annum.	100%	Both Building and Plumbing have sent twelve (12) Random Applications off to Rockhampton Regional Council for review - Plumbing have been completed and Building being currently undertaken
GO5.11: Building and plumbing services are client connected and outcome driven.	LW	Liveability	L	100% of customer request responses initiated within two (2) days, 95% customer satisfaction.	100%	

GO5.12: Development assessment services are client connected and outcome driven.	LW	Liveability	L	85% customer satisfaction and 100% of customer request responses initiated within two (2) business days.	95%	Thirteen (13) of the twenty-one (21) Customer Requests which were not responded to within the two business days related to requests which were reallocated from building to planning, re-opened by Customer Service or for Duty Planner appointments which were further than 2 days in advance.
GO5.13: Development assessment services comply with statutory requirements.	LW	Liveability	L	85% of development approvals determined within twenty-five (25) business days and 100% of development applications considered by the Development Control Unit within five (5) business days.	77%; and 99%	
GO5.14: Undertake development compliance services.	LW	Liveability	L	100% of Development Compliance complaints risk rated in accordance with Council's Risk Based Land Use Compliance Policy.	100%	Customer requests are risk rated upon allocation to a development compliance officer or planning officer for initial investigation. This is recorded in a 'Filenote' against the request which includes the risk rating matrix and requires a justification.
GO5.15: Environmental Health compliance activities are undertaken.	LW	Liveability	L	100% of Development Compliance complaints risk rated in accordance with Council's Risk Based Land Use Compliance Policy.	100%	
GO5.16: Local Law services comply with statutory requirements.	LW	Liveability	L	100% of customer request responses initiated within two (2) days.	100%	
GO5.17: Infrastructure - Quality Assurance Certification.	I	Infrastructure Systems and Administration	L	100% complete.	100%	QA Recertification achieved July 2019
GO5.18: Organisational culture development program.	ORG	People and Culture	P	Cultural Values Assessment completed.	25%	Culture profile completed with COP. Extrenal CVA on hold, will be considered further in 2020 in consultation with ELT.
GO5.19: Implement the most current version of InfoCouncil to support compliance for Council meetings and decision making.	OCEO	OCEO	L	100% complete by 30 June 2020.	30%	Testing to be complete by end of Q3 with implementation in Q4
GO5.20: Review of Arts and Cultural Strategic Plan.	LW	Community Engagement	L	50% complete by 30 June 2020.	10%	Have started to collate information from key stakeholders
GO5.21: Livingstone Whole of Community Plan.	LW	Community Wellbeing	L	100% complete by 30 June 2020.	90%	Community Plan in Draft to be presented to Council Briefing Session.

25% year complete