

# Team Plan – 2024-2025

<b>Function</b>	<b>Revenue &amp; Rates</b>
<b>Function Description</b>	Responsible management and collection of revenue for the provision of services to the greater community.

## Financial Information

Financial Information	Proposed Budget 2024-2025	Adopted Budget 2023-2024	Actual 2022-2023	Actual 2021-2022
Operating Revenue	(\$4,500)	(\$5,500)	(\$3,680)	(\$3,933)
Operating Expenditure	\$904,527	\$881,051	\$810,188	\$723,216

## Key Statistics & Measures

Key Statistics & Measures	Forecast 2024-2025	Estimated 2023-2024	Actual 2022-2023	Actual 2021-2022
Total number of Rateable Assessments	18,880	18,586	18,293	18,028
Number of rate categories	43	32	31	28
Total number of Water Consumption Assessments	14,900	14,670	14,456	14,221
Total number of Pensioner Remissions	2,715	2,672	2,650	2,550
Total number of Sundry Debtor Accounts	928	910	892	878
Total number of Trade Waste Accounts	235	235	199	200
Total number of Rates and Utility assessments with Email delivery	6,600	5,700	4,719	3,813
Total number of Rates and Utility assessments with Bpay view electronic delivery	1,600	1,560	1,600	1,597
Total number of Rates and Utility accounts with payment plans (arrears) ATP aver 12 months, Proposals paid within 6 months	120 ATP \$500,000 350 Proposals \$300,000	110 ATP \$500,000 350 Proposals \$300,000	108 ATP \$463,884 349 Proposals \$235,556	97 ATP \$450,465 325 Proposals \$246,840
Total number and value (\$) of accounts under debt recovery management EOFY	390 \$1,700,000	380 \$1,500,000	372 \$1,370,783	350 \$1,246,363
Total number and \$ of direct debit payments	34,000 \$5,000,000	33,100 \$4,805,000	31,730 \$4,531,354	31,825 \$4,335,364
Total number and \$ value of QLD Emergency management levies	19,735 \$3,430,000	19,618 \$3,389,440	19,382 \$3,340,597	19,249 \$3,272,416
Rural fire levies \$ value and/or number	4390 \$225,000	4,381 \$223,429	4,322 \$233,662	4,264 \$226,126
Total number of Trade Waste notices issued	410 \$164,000	426 \$183,442	399 \$153,500	437 \$137,663
Total number of Title maintenance (change of ownership) processed	1920 160/m	1,946 162/m	1,983 165/m	2,751 229/m

## Staff Resourcing Information

Established FTE	Budgeted FTE
5.0	5.0

## Operational Plan Key Performance Indicators (KPIs)

Performance Measure			Source of Validation Data / Methodology	CP Ref.
Performance Indicator	Target	Responsibility		
Outstanding rates at the end of each quarter (excluding prepayments)	<5%	Coordinator - Revenue & Rates	Monthly Financial Report	4.1.2.e

## Projects / Initiatives / Performance Indicators

Project Title	Description of planned works	Performance Measure				CP Ref.
		Performance Indicator	Target	Responsibility	Source of Validation Data / Methodology	
GIS Linkage vs Pathway Property Record.	Continue maintenance and correct any linkage disparities identified.	Data cleanse activities completed and maintained.	30 June 2025	Co-ordinator Revenue	Council business papers	5.2.4
Encourage Electronic Delivery of Notices	Competition to encourage Electronic Sign-up.	Increase in electronic delivery of rate and water consumption notices	>23%	Co-ordinator Revenue	Council business papers	5.2.4
Accounts receivable and debt recovery	Accounts Receivable Sundry Debtors collection of bills in a timely manner	90% paid within 90 days (Qty of accounts)	90% paid	Co-ordinator Revenue	Council business papers	4.1.2
Introduction of quarterly billing options paper	Present options paper for Council consideration on introduction of quarterly rates notice (align with water consumption notices)	Options paper presented for discussion with Councillors	December 2025	Co-ordinator Revenue	Council business papers	4.1.2

## Team Plan – 2024-2025

<b>Function</b>	<b>Customer Support</b>
<b>Function Description</b>	Connecting the community to Council services, providing information and assistance, and promoting Council Services. The team is also responsible for the coordination of Property Search Requests and the provision of Records Management across the organisation.

### Financial Information

Financial Information	Proposed Budget 2024-2025	Adopted Budget 2023-2024	Actual 2022-2023	Actual 2021-2022
Operating Revenue	(\$255,000)	(\$235,000)	(\$290,000)	(\$294,860)
Operating Expenditure	\$1,827,580	\$1,855,298	\$2,188,988	\$1,481,901

### Key Statistics & Measures

Key Statistics & Measures	Forecast 2024-2025	Estimated 2023-2024	Actual 2022-2023	Actual 2021-2022
Calls to 1300 790 919	41,400	46,410	45,951	45,594
Visitation Statistics (Yeppoon Town Hall)	13,400	13,963	14,855	15,807
After Hours Calls to provider (On Call Telecommunications)	1200	1213	1190	1341
Financial Rate Searches provided	1800	1950	1647	1920
Customer Service Request created (organisational wide)	27,200	28,276	27,241	27,476
Emails received via enquiries inbox	13,700	13,440	12,800 (Recording commenced 22/23)	No record

### Staff Resourcing Information

Established FTE	Budgeted FTE
11.0	11.9

### Operational Plan Key Performance Indicators (KPIs)

Performance Measure			Source of Validation Data / Methodology	CP Ref.
Performance Indicator	Target	Responsibility		
Improve customer experiences through closing out customer service requests on time <i>(this is a 2023-2024 Organisational KPI)</i>	90% close out rate	Executive Leadership Team	Pathway	5.2.4.b
Increased usage of online services	10% Increase across online users, customer service requests and payments	Chief Information Officer	Council business papers	5.2.4.c

## Projects / Initiatives / Performance Indicators

Project Title	Description of planned works	Performance Measure				CP Ref.
		Performance Indicator	Target	Responsibility	Source of Validation Data / Methodology	
Management of Customer Service Request Management Framework	Annual Review of Framework	Completion of Annual Review	June 2025	Supervisor Customer Support	Council business paper. Final document	5.2.4
Develop and implement customer service training for organisation	Develop and deliver customer service training across the organisation	100% of new employees	June 2025	Supervisor Customer Support	Training records	5.2.4
Migration to new Objective Service	Testing and implantation of uplifted system	100% completion of testing	Dec 2024	Supervisor Customer Support	Completion of migration	5.2.4

## Team Plan – 2024-2025

<b>Function</b>	<b>Information Services – Information Technology</b>
<b>Function Description</b>	Enabling Council's business operations to operate efficiently and effectively through the provision of information and communication technology services. Support the community with reliable access to accurate information.

### Financial Information

Financial Information	Proposed Budget 2024-2025	Adopted Budget 2023-2024	Actual 2022-2023	Actual 2021-2022
Operating Revenue	-	(\$700)	(\$21,331)	(\$43,609)
Operating Expenditure	\$9,100,008	\$8,300,712	\$6,320,527	\$5,838,937

### Key Statistics & Measures

Key Statistics & Measures	Forecast 2024-2025	Estimated 2023-2024		Actual 2022-2023	Actual 2021-2022
		Est	YTD		
Number of Service Requests Completed	9,000	7,500	7,953*	6,603	6,887
Customer satisfaction	96%	96%	96%	96%	96%
First Call Resolution	4000	4,000	3,054*	3,331	3,610
No. of interactions with Council's Online Mapping functionalities (Internal & External) (CA)	80,000	70,000	82,255	70,329	38,585
No. of Dial Before You Dig Requests (DBYD Referrals)	3,500	2,800	3433	2,450	2,993

### Staff Resourcing Information

Established FTE	Budgeted FTE
25.0	25.0

### Operational Plan Key Performance Indicators (KPIs)

Performance Measure			Source of Validation Data / Methodology	CP Ref.
Performance Indicator	Target	Responsibility		
Project Merlin - Phase One and Two ERP Business systems transformation project completed	Phases One and Two Complete, Phase Three Commenced.	Chief Information Officer	Portfolio Governance Group Status Report	5.2.4.a

## Projects / Initiatives / Performance Indicators

Project Title	Description of planned works	Performance Measure				CP Ref.
		Performance Indicator	Target	Responsibility	Source of Validation Data / Methodology	
Firewall, link upgrades and cabling	Upgrading core network infrastructure	Project completed within allocated budget and timeframe	100% 2024-2025 FY	Chief Information Officer	Portfolio Governance Group Status Report & ICT Asset Management Plan	5.2.4

## Team Plan – 2024-2025

<b>Function</b>	<b>Executive Support</b>
<b>Function Description</b>	Support to leadership team and 7 elected members. Administration of: <ul style="list-style-type: none"> <li>• Mayor and CEO's corporate duties</li> <li>• Council Meetings and Briefing Sessions</li> <li>• Elected member meetings, requests, and travel coordination</li> <li>• Management of CQROC Secretariate functions</li> </ul>

## Financial Information

Financial Information	Proposed Budget 2024-2025	Adopted Budget 2023-2024	Actual 2022-2023	Actual 2021-2022
Operating Revenue		-	-	(\$234)
Operating Expenditure	\$539,507	\$433,037	\$385,341	\$421,592

## Key Statistics & Measures

Key Statistics & Measures	Forecast 2024-2025	Estimated 2023-2024	Actual 2022-2023	Actual 2022-2022
Ordinary Meetings per annum	12	14 + 11 BS	17 + 11 BS	18 + 11 BS

## Staff Resourcing Information

Established FTE	Budgeted FTE
4.0	3.0

## Operational Plan Key Performance Indicators (KPIs)

Performance Measure			Source of Validation Data / Methodology	CP Ref.
Performance Indicator	Target	Responsibility		
Leadership (Chair and Secretary) of the CQROC Organisation of Councils Ltd	Successful discharge of company responsibilities to Australian Securities and Investments Commission	Mayor and CEO	Council business papers	4.2.4.a

## Projects / Initiatives / Performance Indicators

Project Title	Description of planned works	Performance Measure				CP Ref.
		Performance Indicator	Target	Responsibility	Source of Validation Data / Methodology	

## Team Plan – 2024-2025

<b>Function</b>	<b>Human Resources &amp; Payroll</b>
<b>Function Description</b>	Partner with the business to advise on and deliver human resource and payroll solutions in a timely manner to all areas within Council.

### Financial Information

Financial Information	Proposed Budget 2024-2025	Adopted Budget 2023-2024	Actual 2022-2023	Actual 2021-2022
Operating Revenue		-	-	(\$12,793)
Operating Expenditure	\$1,071,723	\$1,056,045	\$945,455	\$831,215

### Key Statistics & Measures

Key Statistics & Measures	Forecast	Estimated 2023-2024	Actual 2022-2023	Actual 2021-2022
Full Time Equivalent Employees	393	395	400	412
Annual turnover	14%	15%	16.8%	18.1%
Total number of positions advertised	185	190	175	100
Vacant positions filled within 30 business days	130	135	157	62

### Staff Resourcing Information

Established FTE	Budgeted FTE
6.0	6.0*

### Operational Plan Key Performance Indicators (KPIs)

Performance Measure			Source of Validation Data / Methodology	CP Ref.
Performance Indicator	Target	Responsibility		
Individual performance plans in place for eligible employees	75% of eligible employees have a performance plan	Principal Organisational Development and Coordinator HR & Payroll	Performance Management System reports	4.1.1.a
Increase Employee Attendance	>95% annualised	Executive Leadership Team	HR Reports	4.1.1.b
Annualised Employee Turnover (excluding retirements and temp engagements)	<10%	Coordinator HR & Payroll	Aurion	4.1.7.a



## Projects / Initiatives / Performance Indicators

Project Title	Description of planned works	Performance Measure				
		Performance Indicator	Target	Responsibility	Source of Validation Data / Methodology	CP Ref.

## Team Plan – 2024-2025

<b>Function</b>	<b>Organisational Development</b>
<b>Function Description</b>	Partner with the business to build high performing teams to support our vision and values.

### Financial Information

Financial Information	Proposed Budget 2024-2025	Adopted Budget 2023-2024	Actual 2022-2023	Actual 2021-2022
Operating Revenue	(\$45,000)	-	-	(\$6,163)
Operating Expenditure	\$795,693	\$779,486	\$737,059	\$517,559

### Key Statistics & Measures

Key Statistics & Measures	Forecast 2024-2025	Estimated 2023-2024	Actual 2022-2023	Actual 2021-2022
Training – total number of training courses conducted	90	80	82	100
Training – total number of training attendances	1,100	1,000	1,041 as @ 29 March 2023	803
Study Assistance – total number of employees accessing study assistance	3	5	7	7
Co-Leadership Team Meetings conducted	4	4	4	4

### Staff Resourcing Information

Established FTE	Budgeted FTE
2	2

### Operational Plan Key Performance Indicators (KPIs)

Performance Measure			Source of Validation Data / Methodology	CP Ref.
Performance Indicator	Target	Responsibility		
Build contemporary leadership capabilities	100% of actions identified for 2024-2025 completed	Principal Organisational Development	Framework ELT Reports	4.1.4.a
Drive employee engagement through demonstrating effective leadership, engagement and collaboration <i>(this is a 2023-2024 Organisational KPI)</i>	>70% Engagement >75% Manager Effectiveness (MEI)	Executive Leadership Team	Survey Results	4.1.5.a
Develop updated Workforce Plan (2025-2030) to align with reviewed Corporate Plan.	Workforce Plan 2025-2030 developed & approved	Principal Organisational Development	Workforce Plan	4.1.7.c
High employee satisfaction with organisational programmes and professional development opportunities	80% participant satisfaction rate achieved	Principal Organisational Development	Survey Results	4.1.7.d

## Projects / Initiatives / Performance Indicators

Project Title	Description of planned works	Performance Measure				CP Ref.
		Performance Indicator	Target	Responsibility	Source of Validation Data / Methodology	

## Team Plan – 2024-2025

<b>Function</b>	<b>Workplace Health and Safety</b>
<b>Function Description</b>	Meeting the legislative obligations of the organisation by providing and maintaining a comprehensive Health and Safety Management System and providing support to the workplace through effective education, provision of advice and auditing of performance.

### Financial Information

Financial Information	Proposed Budget 2024-2025	Adopted Budget 2023-2024	Actual 2022-2023	Actual 2021-2022
Operating Revenue	-	-	-	(\$2,500)
Operating Expenditure	\$842,497	\$619,358	\$478,653	\$379,330

### Key Statistics & Measures

Key Statistics & Measures	Forecast 2024-2025	Estimated 2023-2024	Actual 2022-2023	Actual 2021-2022
Total Recordable Injury Frequency Rate (TRIFR)	38.00	42.00	40.83	39.74
Lost Time Injury Frequency Rate (LTI)	15.00	15.00	15.5	22.46
- Number of approved WHS procedures - Number of safe work method statements - Number of safety work procedures	-	-	-	-

### Staff Resourcing Information

Established FTE	Budgeted FTE
4.0	5.0

### Operational Plan Key Performance Indicators (KPIs)

Performance Measure			Source of Validation Data / Methodology	CP Ref.
Performance Indicator	Target	Responsibility		
Zero improvement or prohibition notices issued by WorkSafe Qld	Zero Improvement Notices	Coordinator Safety	WorkSafe Qld	4.1.8.a
Local Government Workcare (LGW) external audit findings implemented	100% of actions identified for 2024-25 completed	Coordinator Safety	Audit committee business papers	4.1.8.b
Proactively contribute to the safety, health, and wellbeing of our people <i>(this is a 2022/2023 Organisational KPI)</i>	Reduction in Lost Time Injury Frequency Rate <15.0	Executive Leadership Team	WHS Safety Committee	4.1.8.c

## Projects / Initiatives / Performance Indicators

Project Title	Description of planned works	Performance Measure				CP Ref.
		Performance Indicator	Target	Responsibility	Source of Validation Data / Methodology	
Safety Management System	Align Council's Safety Management System to ISO45001	Report to ELT	100%	Coordinator Safety	Council Business Papers	4.1.8
Safety Behavioural Program	Research and commence introducing a Safety Behavioural Program across Council	Report to ELT	100%	Coordinator Safety	Council Business Papers	4.1.8

## Team Plan – 2024-2025

<b>Function</b>	<b>Accounting Services</b>
<b>Function Description</b>	Providing financial, management and asset accounting services to the organisation. Ensuring fiscal management, financial sustainability, financial planning and accountability.

### Financial Information

Financial Information	Proposed Budget 2024-2025	Adopted Budget 2023-2024	Actual 2022-2021	Actual 2021-2022
Operating Revenue	(\$10,000)	(\$8,000)	(\$0)	(\$29,250)
Operating Expenditure	\$1,653,402	\$1,434,436	\$1,322,274	\$1,155,057

### Key Statistics & Measures

Key Statistics & Measures	Forecast 2024-2025	Estimated 2023-2024	Actual 2022-2023	Actual 2021-2022
Average number of supplier invoices processed per month	1,140	1,140	1,040	1,116
Total number of Payment Exception Authority's (PEA) processed	700	700	600	748
Total number of purchase card transactions	7,000	7,000	6,500	9,411
Average total spend per month on Purchase Cards	\$140,000	\$140,000	\$134,406	\$136,675
Number of manual journals processed	1,200	1,200	1,155	1,171

### Staff Resourcing Information

Established FTE	Budgeted FTE
9.0	9.0

### Operational Plan Key Performance Indicators (KPIs)

Performance Measure			Source of Validation Data / Methodology	CP Ref.
Performance Indicator	Target	Responsibility		
Deliver cost effective services within approved budget <i>(this is a 2023-2024 Organisational KPI)</i>	Expenditure of Operational budgets are managed to within +/- 5%	Executive Leadership Team	Operational Plan Report/Capital Works Report	4.1.2.e

## Projects / Initiatives / Performance Indicators

Project Title	Description of planned works	Performance Measure				CP Ref.
		Performance Indicator	Target	Responsibility	Source of Validation Data / Methodology	
External Financial Audit 2023-24	Completion of External Financial Audit for 2023-24	External Audit completed in accordance with annual program, resulting in an unmodified audit opinion	Unqualified external audit opinion on General Purpose Financial Statements	Coordinator Accounting Services	Queensland Audit Office Independent Audit Opinion and External Audit Plan	4.3.2
Management of surplus cash funds	Treasury Management	Investment of surplus working cash to achieve optimal return within the parameters of Council's investment policy	Average interest yield each month 0.5% greater than RBA cash rate	Coordinator Accounting Services	Monthly Financial Report	4.1.2
Accounts Payable	Adherence to Accounts Payable policies and procedures	Suppliers are paid within agreed payment terms	Less than 10% of payments per month are made outside of payment terms	Accounts Payable Officers	End of Month internal statistics	4.3.1
Business Activities Budgeting	Incorporate Business Activities into Long Term Financial Forecast	Implementations in accordance with budget plan	Implementation as part of budget preparations for 2025-26	Coordinator Accounting Services	Long Term Financial Forecast	4.1.2
Review PPE cost allocation method	Consider options for direct costing of PPE & uniforms to cost centres vs oncost rate	Options paper prepared in advance of 2025-26 budget deliberations	December 2024	Coordinator Accounting Services	Council business papers	4.1.2

## Team Plan – 2024-2025

<b>Function</b>	<b>Asset Management</b>
<b>Function Description</b>	The provision of strategic and tactical asset management services to the organisation.

### Financial Information

Financial Information	Proposed Budget 2024-2025	Adopted Budget 2023-2024	Actual 2022-2023	Actual 2021-2022
Operating Revenue	(\$260,000)	-	-	-
Operating Expenditure	\$1,132,092	\$5,583,199	\$5,068,146	\$3,872,190

### Key Statistics & Measures

Key Statistics & Measures	Forecast 2024-2025	Estimated 2023-2024	Actual 2022-2023	Actual 2021-2022
No. of new assets processed through Council's asset system	TBD, based on asset capitalisation	TBD, based on asset capitalisation	4,731	7,320
No. of Assetic Predictor Models reviewed	50% (Water, Sewer, Roads, Buildings & Fleet)	Not measured	Not measured	Not measured
No. of Asset Management Plans taken back to Council for endorsement	2	3	Not measured	Not measured

### Staff Resourcing Information

Established FTE	Budgeted FTE
4.0	4.0

### Operational Plan Key Performance Indicators (KPIs)

Performance Measure			Source of Validation Data / Methodology	CP Ref.
Performance Indicator	Target	Responsibility		
Strategic and Individual Asset Management Plan Improvement items to be actioned as per Improvement Plan timelines	100% of actions identified for 2024-25 completed	Coordinator Strategic Asset Management	Asset Management Steering Committee	4.1.2.

### Projects / Initiatives / Performance Indicators



Project Title	Description of planned works	Performance Measure				CP Ref.
		Performance Indicator	Target	Responsibility	Source of Validation Data / Methodology	
Comprehensive Revaluations	Undertake comprehensive revaluations for the 2024-25 financial year in line with Councils valuation plan	Bridges & Major Culverts, Water and Sewer asset classes	31 December 2024	Coordinator Strategic Asset Management	Conquest and Finance 1	4.1.2
Asset data integrity	Improve the integrity and quality of asset data within the asset management system	Data migration (Project Merlin) gaps are resolved	No material impact on financial statements	Coordinator Strategic Asset Management	Oracle WAM / Financial audit reports	4.1.2
Assetic Predictor Models	Update financial, condition and age data inputs for identified infrastructure asset classes in preparation for budget discussions	Water, Sewer, Roads, Buildings & Fleet by mid-November annually.  Bridges, Stormwater, Site Improvements & Footpaths bi-annually	100% of actions identified for 2024-25 completed	Coordinator Strategic Asset Management	Asset Management Steering Committee	4.1.2
Update Asset Management Plans	Asset Management Plans to be re-drafted and taken back to Council for re-adoption every 5 years in conjunction with revaluations	Buildings and Bridges Asset Management Plans finalised for endorsement by Council in 2024-25	30 June 2025	Coordinator Strategic Asset Management	Asset Management Steering Committee	4.1.2
Contributed Assets	As Constructed Drawing clearance documents for developer contributed projects	Reviewed within 15 business days of receipt by assets team	90% target achieved	Coordinator Strategic Asset Management	Pathways	4.3.1

## Team Plan – 2024-2025

<b>Function</b>	<b>Fleet Management Services</b>
<b>Function Description</b>	Fleet management services oversee the capital fleet replacement program and maintenance management activities associated with Council owned fleet, trucks and heavy plant.

### Financial Information

Financial Information	Proposed Budget 2024-2025	Adopted Budget 2023-2024	Actual 2022-2023	Actual 2021-2022
Operating Revenue	(\$5,903,000)	(\$5,800,000)	(\$5,585,000)	(\$5,749,467)
Operating Expenditure	\$5,638,207	\$5,087,307	\$4,348,257	\$4,309,297
Capital Revenue	(\$337,000)	(\$419,868)	(\$1,062,664)	(\$680,081)
Capital Expenditure	\$2,500,000	\$2,919,868	\$1,660,085	\$1,524,122

### Key Statistics & Measures

Key Statistics & Measures	Forecast 2024-2025	Estimated 2023-2024	Actual 2022-2023	Actual 2021-2022
No. of Heavy Plant - (e.g. graders, rollers, backhoes etc.)	34	31	32	32
No. of Heavy Vehicles - (e.g. trucks)	39	50	48	50
No. of Light Vehicles - (e.g. sedans, wagons, utilities etc.)	102	103	100	103
No. of items of Grounds Care Equipment - (e.g. ride on mowers, tractors etc.)	27	29	28	28
No. of Ancillary Plant & Equipment items	45	49	46	49
No. of Work Orders Processed	1,700	1,700	1,229 YTD	1,681
Preventative / Scheduled Maintenance services per year	1,500	1,490	1,074 YTD	1,506

### Staff Resourcing Information

Established FTE	Budgeted FTE
8.0	8.0

## Operational Plan Key Performance Indicators (KPIs)

Performance Measure			Source of Validation Data / Methodology	CP Ref.
Performance Indicator	Target	Responsibility		
Increase plant / fleet utilisation rates	80%	Coordinator Procurement	Conquest	4.1.2.c

## Projects / Initiatives / Performance Indicators

Project Title	Description of planned works	Performance Measure				CP Ref.
		Performance Indicator	Target	Responsibility	Source of Validation Data / Methodology	
Fleet Rationalisation	Review council trailer allocations	Reduced qty of trailers	Reduction in fleet numbers	Coordinator Procurement	Council business papers	4.1.2
Light Vehicle Sustainability Targets		Proportion of Light Vehicles meeting the Euro 6 emissions standards	90%	Coordinator Procurement	Council business papers	4.1.2
Reducing Plant & Equipment Damage	Develop a program to improve operational efficiency and safety, reduce maintenance costs and enhance the longevity of assets	Reduce the instances of plant and equipment damage	Reduction on baseline	Coordinator Procurement	Council business papers	4.1.2

## Team Plan – 2024-2025

<b>Function</b>	<b>Governance</b>
<b>Function Description</b>	Support the Organisation to effectively operate within its governance, risk management, quality, and control frameworks.

### Financial Information

Financial Information	Proposed Budget 2024-2025	Adopted Budget 2023-2024	Actual 2022-2023	Actual 2021-2022
Operating Revenue		-	(\$1,353)	(\$6,472)
Operating Expenditure	\$2,873,466	\$3,372,315	\$2,803,332	\$2,524,598

### Key Statistics & Measures

Key Statistics & Measures	Forecast 2024-2025	Estimated 2023-2024	Actual 2022-2023	Actual 2021-2022
Internal Audits	3	6	5	1
Right to Information / Information Privacy Application	12	12	12	8
Administrative Action Complaints	245	225	235	211
Insurance Claims	40	40	50	42
Public Interest Disclosures	1	1	1	1
Annual Business Continuity Simulation Exercise	1	1	1	0

<sup>1</sup> Glass claims not reported in previous years

### Staff Resourcing Information

Established FTE	Budgeted FTE
4.0	4.0

### Operational Plan Key Performance Indicators (KPIs)

Performance Measure			Source of Validation Data / Methodology	CP Ref.
Performance Indicator	Target	Responsibility		
Corporate Plan reviewed within 6 months of March 2024 election	Corporate Plan adopted	Chief Financial Officer	Council Business papers	4.1.1.c
Contribute to driving a performance culture through achievement of Operational Plan targets <i>(this is a 2024-2025 Organisational KPI)</i>	90% targets achieved	Executive Leadership Team	Operational Plan Report	4.1.2.d

Performance Measure			Source of Validation Data / Methodology	CP Ref.
Performance Indicator	Target	Responsibility		
Internal Audit - complete audit actions	100% of high and medium risk actions completed within timeframes	Coordinator Governance	Audit committee business papers	4.1.6.c
Council statutory and community policies are current and reviewed within stated timeframes	>90%	Coordinator Governance	Council Business Papers	4.3.2

## Projects / Initiatives / Performance Indicators

Project Title	Description of planned works	Performance Measure				CP Ref.
		Performance Indicator	Target	Responsibility	Source of Validation Data / Methodology	
Insurance claim process overview	Review insurance claim process, risk management and reporting criteria	Report to ELT	December 2024	Coordinator Governance	Council Business papers	4.1.6
Explore In-House legal	Analysis and feasibility study to be undertaken	Report to Council	March 2025	Coordinator Governance	Council Business papers	4.1.3
Review Delegations software	Review available Delegations software program to ascertain if there is a program better suited for Councils business needs	Report to CFO	December 2024	Coordinator Governance	Council Business papers	4.1.3
Business Continuity Plan Program	Maintain Annual BCP Program and carry out annual exercise	Identified actions as per Annual BCP Program completed within timeframes	100%	Coordinator Governance	Council Business papers	4.1.6
Policy Project (Stage 2)	Engage with policy owners to assist review process	Decrease in number of outstanding policy document for review	No more than 10% of policy document to be outstanding for review	Coordinator Governance	Council Business papers	4.3.2

# Team Plan – 2024-2025

<b>Function</b>	<b>Procurement</b>
<b>Function Description</b>	To support the organisation in making sound, ethical procurement choices by providing straightforward guidance and empowering staff to achieve operational goals.

## Financial Information

Financial Information	Proposed Budget 2024-2025	Adopted Budget 2023-2024	Actual 2022-2023	Actual 2021-2022
Operating Revenue	-	-	-	(\$16,205)
Operating Expenditure	\$1,744,463	\$1,661,762	\$1,442,342	\$850,867

## Key Statistics & Measures

Key Statistics & Measures	Forecast 2024-2025	Estimated 2023-2024	Actual 2022-2023	Actual 2021-2022
Procurement governance – compliance to Procurement Policy	99.2%	99%	98%	96.5%
Procurement governance - Number of purchase orders raised Purchasing Team	100%	100% by November 2023	2,904	3,708
Tender and contract services – Number of Invitations to Tender (ITT)	TBA	13	19	40
Number of new Blanket Purchase Agreements (PSA) raised	5	7	4	8
Materials storage and inventory management – Stocktake result	<1% Variance	<1% Variance	<1% Variance	<1% Variance

## Staff Resourcing Information

Established FTE	Budgeted FTE
13.0	13.0

## Operational Plan Key Performance Indicators (KPIs)

Performance Measure			Source of Validation Data / Methodology	CP Ref.
Performance Indicator	Target	Responsibility		

## Projects / Initiatives / Performance Indicators

Project Title	Description of planned works	Performance Measure				CP Ref.
		Performance Indicator	Target	Responsibility	Source of Validation Data / Methodology	
Reduction of inventory – slow moving and obsolete stock	Review stock Holdings for inventory lines that have not moved in 12 months	Reduction of slow moving and obsolete stock	\$30,000 reduction	Coordinator Procurement	Council business papers	4.1.2
Upskill Staff	Train purchasing staff in tender contracts	4 staff from purchasing trained	4 staff	Coordinator Procurement	Staff fully trained	4.1.7
Barcode of inventory	Barcode for all inventory items in store	All stock barcoded	June 2025	Coordinator Procurement	Council business papers	4.1.3
		Conduct Supplier/ Contractor education and engagement 1 session Pre Merlin 2 per year	2 events per annum	Coordinator Procurement	Council business papers	5.2.4
		100% Suppliers on Merlin Supplier Portal July 2024	100%	Team Leader Purchasing	Council business papers	5.2.4
		PO raised after invoice received	<5%	Coordinator Procurement	Council business papers	4.1.6
Social Enterprise	Engagement of a social enterprise to deliver or supply	One (1) new engagement per financial year	1	Procurement and Contracts Officers	Council business papers	?
QAO Maturity model self-assessment "Procure to Pay"		Self-assessment undertaken and reported to Audit, Risk and Improvement Committee	December 2024	Coordinator Procurement	Council business papers	

## Team Plan – 2024-2025

<b>Function</b>	<b>Project Management Office</b>
<b>Function Description</b>	To support the organisation to establish and implement project management best practices and facilitate opportunities to improve efficiency and effectiveness of organisational processes.

### Financial Information

Financial Information	Proposed Budget 2024-2025	Adopted Budget 2023-2024	Actual 2022-2023	Actual 2021-2022
Operating Revenue		-	-	-
Operating Expenditure	\$173,104	\$165,917	\$171,482	\$168,435

### Key Statistics & Measures

Key Statistics & Measures	Forecast 2024-2025	Estimated 2023-2024	Actual 2022-2023	Actual 2021-2022
Number of Capital Projects (all stages)	97	73	56	74
Number of projects completed in financial year	83	50	46	51
Value of Capital Investment Program – Adopted Budget	45.2	39.7	44.1	50.3
Value of Capital Investment Program – Actual expenditure	40	27	39.8	29.1
Percentage of capital projects completed within budget	90%	90%	85%	74%

### Staff Resourcing Information

Established FTE	Budgeted FTE
1.0	1.0

### Operational Plan Key Performance Indicators (KPIs)

Performance Measure			Source of Validation Data / Methodology	CP Ref.
Performance Indicator	Target	Responsibility		
Contribute to driving a performance culture through achievement of Capital Works targets <i>(this is a 2023-2024 Organisational KPI)</i>	90% targets achieved	Executive Leadership Team	Capital Works Report	4.1.2.d

### Projects / Initiatives / Performance Indicators



Project Title	Description of planned works	Performance Measure				CP Ref.
		Performance Indicator	Target	Responsibility	Source of Validation Data / Methodology	
Review LSC Project Management Framework	Review Framework to reflect current practices and reporting tools	Review completed and revised framework endorsed	Revised framework adopted by 30 June 2025	Principal Project Management Officer	Council business papers	4.1.3
Deliver Community of Practice – Project Management events	Plan and execute sessions to improve the overall body of knowledge in PM practices	Number of sessions completed	3	Principal Project Management Officer	Meeting Minutes and actions	4.1.3
Quality Review	Undertake quality reviews to ensure adherence to quality processes and standards	Quality review undertaken	4	Principal Project Management Officer	Council business papers	4.1.3