

2023-2024

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Annual Operational Plan Performance Report

Isaac Regional Council

3rd Quarter Performance Report
Period Ending 31 March 2024
Resolution Number 8691

ISAAC
REGION 

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ANNUAL OPERATIONAL PLAN PERFORMANCE REPORTING OVERVIEW

Council adopted its 2023-2024 Annual Operational Plan on 28 June 2023 (resolution number 8381). The Annual Operational Plan provides an activity and program-based plan on how and what Council will do during the financial year to respond to the priorities in Council's and the Communities long term planning documents.

The Annual Operational Plan is structured against six key strategic themes of Council's Interim Corporate Plan:

- Leading and enabling a changing world,
- Engaged communities,
- Liveability through design and Infrastructure
- Vibrant natural assets,
- Inclusive growth for a progressive economy, and
- Governance for accountability.

The following provides an overview of council's progress towards implementing the 2023-2024 Annual Operational Plan for the period ending 31 March 2024.

Each Program/Activity has been given a status on how each is progressing, identifying where targets are being met or highlighting where exceptions are occurring or expected in future quarters. The following legend provides an overview on the actions and their status.

LEGEND	TOTAL ACTIONS
On Target	16
Monitor	10
Below Target	5
Not Required	0
Completed	7
TOTAL	38

*Carry over actions/projects from 2022-2023 have been identified with an Asterix ***

3RD QUARTER PERFORMANCE REPORT – JANUARY TO MARCH 2024

AOP Reference	Service Area	Description	Measure of success	Community Corporate Plan Link	Measure of Success Due	3 rd Quarter Commentary - as at March 2024	Measure Tracking to Date	
AOP01	Social Infrastructure	*Adopt a Social Infrastructure Strategy Guideline, Procedure and Processes	Social investment Strategy, Guideline, Procedure and Prospectus is developed, and implementation has begun across the organisation.	Leading & Enabling in a Changing World	LW6	Q4	Social Infrastructure framework 80% drafted. Requires Community Engagement to complete needs analysis and prioritise actions. Engagement plan drafted. Options paper for existing Customer Satisfaction Survey to be revised to better capture community aspirations to inform forward planning for infrastructure being drafted for Council consideration.	On Target
AOP02	Sustainability Framework	Implement Climate Change Response Policy Framework	Develop and implement a climate change response policy framework	Leading & Enabling in a Changing World	LW7	Q4	Isaac Climate Change Response Policy Action Plan submitted to director - awaiting ELT presentation.	On Target
AOP03	Emergency Management Exercise	Engage a consultant to facilitate an emergency exercise to address internal and disaster management arrangements	An emergency exercise is facilitated to address internal and disaster management arrangements.	Leading & Enabling in a Changing World	LW8	Q4	LDMG moved to lean forward in January for Cyclone Jasper and Cyclone Kirrily, resulting in review and preparation testing of disaster management plans.	On Target
AOP04	Human Resources Policies	*Develop and implement key organizational policies to support our people	The workplace trends and attraction and retention strategy are completed.	Leading & Enabling in a Changing World	LW8	Q4	On going work and review.	Monitor
			A range of supporting policies and frameworks have commenced development to support Council's workforce.			Q4	On going work and review.	Monitor
AOP05	Local Disaster Management Plans (LDMP)	Review, update and implement Disaster Management Plans and Sub-plans	Disaster Management Plans are under review by Q2.	Engaged Communities	EC2	Q2		Completed
			Disaster Management plans are adopted by the LDMG			Q4	The 2023 review of the Local Disaster Management Plan has been uploaded to the IRC website for public accessibility.	Completed

AOP06	IRC Aquatic Centres	Undertake regular audits to ensure an efficiently run and customer service focused environment	Inspections undertaken quarterly at all facilities to ensure a high standard of delivery.	Engaged Communities	EC3	Q1 - Q4	Inspections remain ongoing at each site. Formal reporting of inspection findings and corrective actions are provided for Council's information. A revised schedule of inspections and methodologies will be presented for 2024/2025.	On Target
			Audit results provide feedback for improvement.			Q1 - Q4	Corrective actions list provided to lessee, identifying responsibility. Follow up until completed.	On Target
AOP07	IRC Community Hubs	Completion of detailed site designs for new Community Hubs in Dysart and ST Lawrence to support integrated service delivery of library and customer service functions	Site designs are developed, consulted, and endorsed by community and Council	Engaged Communities	EC3	Q4	Needs and gap analysis completed. Options analysis and concept proposals completed with Councillor and community consultation in initial planning stage.	On Target
AOP08	Community Grants Program	Provide a range of community arts and cultural support initiatives which empower our communities to celebrate their stories, cultures and identities	Our Community Grants and Donations Program and the Regional Arts Development Fund are administered in accordance with their respective guidelines to the benefit of the community.	Engaged Communities	EC7	Q4	<p>Community Grants From January to March 2024 - (March data cannot be confirmed until OMC on 24 April) * 11 Major Applications were received for \$53,000.00 * 3 Minor grants applications were received and approved for \$2,400.00</p> <p>RADF Grants The guidelines and application process for RADF Grants have been updated and will be presented at the April 24 Council Meeting for approval. Engagement Communities is requesting approval for co-contribution towards 2024-2028 Arts Queensland RADF Grants.</p>	On Target
AOP09	Nebo Showgrounds Revitalisation Project Stage 1	Deliver Stage 1 projects of the Nebo Showgrounds Master Plan in accordance with the	Funding is secured.	Engaged Communities	EC7	Q4		Completed

		Commonwealth funding agreement	Stage 1 is delivered in line with funding agreement's key deliverables and timeframes.				Q3 highlights being progression of scoping for Stage 1 works with Aecom as project management support consultants and NSMPAC working group.	Monitor
AOP10	Theresa Creek Dam Masterplan	*Develop the master plan for Theresa Creek Dam (TCD)	The Theresa Creek Dam master plan is adopted.	Engaged Communities	EC7	Q2	Q3 Public notification occurred and progressing scoping of priority projects to shovel ready for delivery i.e. TCD Septic, playground, boat ramp & digital infrastructure.	Monitor
AOP11	Youth Services	*Identify, understand, and respond to youth unmet needs report	Youth Unmet Needs engagement framework and summit to be held by Q3.	Engaged Communities	EC8	Q3	This project has been challenged by resourcing constraints in the Engaged Communities Department. Following completion of recruitment for this team, project planning and delivery will resume.	Below Target
			Commence the development of a youth services roadmap (as informed by the Youth Summit)			Q4	Dependant on the delivery of the Youth Summit.	Below Target
AOP12	Regional Mature tree risk audit	Develop and implement an audit process for the assessment of Mature trees in urban centres	Completion of tree audits for major urban centres in the region	Liveability through design and Infrastructure	LI5	Q4	Arborists have been engaged through the year on select trees as needed. A long-term schedule still to be developed.	On Target
AOP13	Unsealed roads gravel and re-sheeting program	Development and delivery of the unsealed roads gravel re-sheeting program	Delivery of 90% 23/24 unsealed roads gravel re-sheeting works	Liveability through design and Infrastructure	LI2	Q4	Resheeting works currently scheduled following the resolution of material sourcing and water supply. Most works have been scheduled, however there is a risk of not achieving target 90% expenditure.	Monitor
			Development of the 24/25 unsealed roads gravel re-sheeting program and five-year indicative program				Under development	On Target
AOP14	Sealed roads reseal program	Development and delivery of the sealed roads reseal program	Delivery of the 23/24 reseal works	Liveability through design and Infrastructure	LI2	Q4		Completed
			Development of the 24/25 sealed roads reseal program and 10-year indicative program					Completed

AOP15	Road maintenance and performance contract (RMPC) for Transport and Main Roads	Enter into and successfully complete the RMPC contract for Transport and Main Roads	Maintain the state-controlled road network within budget and KPIs	Liveability through design and Infrastructure	LI2	Q4	Works are being managed within the contracted budget, where response times cannot be achieved as a result of budget limitations, these defects are being escalated to DTMR for consideration.	On Target
AOP16	Upgrade lighting in regional parks, sports fields and precincts	Development of a prioritised works program and upgrade of lighting infrastructure in regional parks, sporting fields and precincts	Delivery of the 23/24 planned lighting upgrade	Liveability through design and Infrastructure	LI5	Q4	Contract has been awarded with the works scheduled to commence June 2024	On Target
AOP17	Regional roads floodways	Improve the regions roads by constructing floodways through the Queensland Governments Transport Infrastructure Development Scheme	Delivery of the 23/24 planned Floodway upgrade works	Liveability through design and Infrastructure	LI2 / LI6	Q4	5 out of 7 floodways completed, final two to be delivered in April/May as per tender program.	On Target
AOP18	Glenden Water & Wastewater Treatment Optimisation Studies	*Undertake a Water & Wastewater Treatment Optimisation Study for Glenden	2 x studies completed	Liveability through design and Infrastructure	LI7	Q4	Two (2) studies were proposed - one (1) for the Water Treatment Plant and one (1) for the Wastewater Treatment Plant. The WTP study has been completed utilising internal resources and the WWTP study is expected to be completed on time.	On Target
AOP19	Meter Reading Strategic Plan	*Finalise the 3-Year Meter Reading Strategic Plan	Actions completed.	Liveability through design and Infrastructure	LI7	Q4	Progress continues to be made to improve our meter reading practices however it is predicted that four (4) of 26 planned actions will need to be amended and/or continued into the 24/25 financial year.	Monitor
AOP20	Environmental Land Management	*Finalise the Biosecurity Strategy 2024-2027	The Biosecurity Strategy and implementation plan is adopted.	Vibrant Natural Assets	VA2	Q4	The Biosecurity Plan 2024-2027 was adopted by Council in January 2024. The development of the Implementation Plan is currently on track for delivery end of Financial Year.	On Target
AOP21	Tourism Trail	Develop the Isaac Tourism Trail's Strategic Plan Initiative	Strategic Plan is developed and endorsed by Council.	Vibrant Natural Assets	VA9	Q4	Q3 Public consultation occurred, and feedback collated for final briefing presentation to Council and adoption pending in Q4.	Monitor
AOP22	Enterprise Asset Management	*Implement the Strategic Asset Management Plan and supporting Asset Class Asset Management Plans	Asset Class Asset Management Plans are endorsed by ELT.	Governance for Accountability	GA2	Q3	Asset Steering Committee Scheduled to finalise and enable ELT endorsement.	Monitor

AOP23	W&W Telecommunications Leasing Program	*Execute W&W Telecommunications Leases	Leases are in place for+B3:Y87 all current facilities and opportunities for new leases have been promoted.	Governance for Accountability	GA2	Q4	Due to resourcing constraints, limited progress has been made on the W&W Telecommunications Leasing Project. A temporary resource has been proposed until December 2024 while a permanent solution is determined.	Below Target
AOP24	Asset Management - Fleet, Plant	*Maintain long-term capital replacement program for facilities, fleet, and plant	A replacement fleet is ordered.	Governance for Accountability	GA4	Q2	Ordering for Plant and fleet 2023-24 program is nearing completion.	On Target
			70% of fleet replacement is delivered.			Q4	Forecast delivery however dependent on suppliers.	Monitor
AOP25	Council Website	*Enhance Council's Corporate website	New corporate website is launched.	Governance for Accountability	GA6	Q1		Completed
AOP26	Risk Management	Review and update the master corporate-wide Business Continuity Plan including the ICT Business Continuity Plan	Business Continuity Procedures are up to date and endorsed by the EMC.	Governance for Accountability	GA8	Q4		On Target
AOP27	Risk Management	Review and update Risk Management Framework and Processes	Council adopts a risk appetite statement.	Governance for Accountability	GA8	Q2	Final draft of the risk appetite statement is to be presented to ELT for endorsement in April 2024 prior to Council adoption.	Below Target
			Risk Registers to be updated against the risk appetite.			Q4	Planning work will commence but risk register reviews and updates are unlikely to be completed this financial year, noting that this is a new process requiring a change to risk management practices.	Monitor
AOP28	TechOne SaaS	Transition and rebuild of existing TechOne platform to cloud based system including review and reengineering of business processes and reporting	Phase 1 of the TechOne platform uplift of data to the cloud completed.	Governance for Accountability	GA10	Q2		Completed
			Commencement of module implementation.			Q4	Major issues uncovered in original implementation plan. That plan now under review.	Below Target