



## FINANCE AND CORPORATE GOVERNANCE COMMITTEE



# A G E N D A

**28 March 2017**

**Commencing at 9.00am**

**Held at the Council Chambers - Civic Centre,  
101 Goondoon Street, Gladstone**

**Please note:** These minutes are to be read in conjunction with the preceding General Meeting Minutes.

## Terms of Reference

Committee is primarily responsible for overseeing policy and performance in the following areas for Council operation:

- Long Term Financial Plan/ Strategy
- Budget/ Management Reporting
- Rates and Revenue
- Corporate Performance and Reporting
- Contracts and Procurement
- Property Management
- Information Services (ICT, Records, GIS)
- Customer Service
- Risk Management
- People and Performance (Human Resources, Industrial Relations, OHS, Learning and Development)
- Governance

Committee members are all Councillors.

By virtue of section 12(3)(g) of the *Local Government Act 2009*, the Mayor is a (ex-officio) member of the committee.

A quorum is a simple majority of members.

Cr Hansen is the Chair of the Committee

The committee meet in the first instance on the fourth Tuesday of each month at 9.00 am in the Council Chambers and the committee be authorised to determine its future meeting time and frequency.

Committee Administrator is the Chief Financial Officer.

## Appointment of Committees

Section 264 of the *Local Government Regulation 2012* as follows:-

(1) A local government may -

- (a) appoint, from its councillors, standing committees or special committees;
- and
- (b) appoint advisory committees.

(2) Two or more local governments may appoint, from their councillors, a joint standing committee.

## Closed Meetings

Section 275 of the *Local Government Regulation 2012* as follows:-

(1)A local government or committee may resolve that a meeting be closed to the public if its councillors or members consider it necessary to close the meeting to discuss -

- (a) the appointment, dismissal or discipline of employees; or
- (b) industrial matters affecting employees; or
- (c) the local government's budget; or
- (d) rating concessions; or
- (e) contracts proposed to be made by it; or
- (f) starting or defending legal proceedings involving the local government; or
- (g) any action to be taken by the local government under the Planning Act, including deciding applications made to it under that Act; or
- (h) other business for which a public discussion would be likely to prejudice the interests of the local government or someone else, or enable a person to gain a financial advantage.

## Committee Members

**Cr Hansen - Chair**

**Cr Burnett**

**Cr Bush**

**Cr Churchill**

**Cr Goodluck**

**Cr Masters**

**Cr O'Grady**

**Cr Sobhanian**

**Cr Trevor**

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## **FCGC/1. OPENING AND APOLOGIES**

## **FCGC/2. DISCLOSURE OF INTEREST**

Nil

## **FCGC/3. CONFIRMATION OF MINUTES**

### **FCGC/3.1. CONFIRMATION OF MINUTES FOR 28 FEBRUARY 2017**

**Responsible Officer:** Chief Financial Officer

**Committee Meeting Date:** 28 March 2017

**File Ref:** CM7.2

**Purpose:**

Confirmation of the minutes of the Finance and Corporate Governance Committee held on 28 February 2017.

**Officer's Recommendation:**

That the minutes of the Finance and Corporate Governance Committee of Council held on 28 February 2017 be confirmed.

**Attachments:**

1. Minutes of the Finance and Corporate Governance Committee of Council held on 28 February 2017.

**Tabled Items:**

Nil.

**Report Prepared by:** PA Director Corporate and Community Services

## **FCGC/4. DEPUTATIONS**

Nil

## **FCGC/5. OFFICERS' REPORTS**

### **FCGC/5.1. ASSESSMENT OF THE IMPLEMENTATION OF THE 2016/17 OPERATIONAL PLAN FOR THE MONTH ENDING FEBRUARY 2017**

**Responsible Officer:** Chief Financial Officer

**Committee Meeting Date:** 28 March 2017

**File Ref:** CM14.2

#### **Purpose:**

Presenting the monthly progress towards the implementation of Gladstone Regional Council's 2016.17 Operational Plan as at 28 February 2017.

#### **Officer's Recommendation:**

That:

1. The information contained within the Assessment of the Implementation of the 2016.17 Operational Plan as at 28 February 2017 attached to the officer's report be noted; and,
2. The report be received.

#### **Background:**

In accordance with s.174(c) of the Local Government Regulation 2012, the report for the period of February 2017 is presented for Council's information.

s. 174(c) states that:

The Chief Executive Officer must present a written assessment of the local government's progress towards implementing the annual operational plan at meetings of the local government held at regular intervals of not more than 3 months.

The attached report provides an assessment of the organisation's progress towards implementation of the actions, projects, initiatives and measures as identified in the 2016.17.

#### **Consideration:**

Each month Council reports against a selection of items within the Operational Plan that will benefit from monthly monitoring. Quarterly, Council reports against the entire suite of Operational Plan items.

#### **Communication and Consultation (Internal/External):**

All relevant levels of management have provided input into the attached report contents.



**Legal Environmental and Policy Implications:**

s. 174(c) Local Government Regulation 2012.

**Financial and Resource Implications:**

Nil.

**Commentary:**

For the month of February, 32 per cent of operational plan items were progressing as expected. Sixteen per cent of items were completed within set targets, 26 per cent achieved better than the set target and 11 per cent of items have been identified as not being in a position to reach completion and/or set targets by year end. Five per cent of items have been identified as warranting some further attention in order to meet set targets. Details of this are in the full report attached.

**Summary:**

Nil.

**Attachments:**

1. Assessment of the Implementation of the 2016.17 Operational Plan - February 2017

**Tabled Items:**

Nil.

**Report Prepared by:** Corporate Performance and Reporting Officer

## FCGC/5.2. SUPPLY OF OILS AND LUBRICATES 115-17

**Responsible Officer:** Chief Financial Officer

**Committee Meeting Date:** 28 March 2017

**File Ref:** PE8.4

### **Purpose:**

This report seeks approval to enter into an agreement for the supply of Oils and Lubricants for a 24 month period commencing 17 April 2017.

### **Officer's Recommendation:**

That Council enter into an agreement under LocalBuy Contract reference number C031-12C with Valvoline for the supply of Oils and Lubricants for a period of 24 months, at an estimated spend of \$50,000 per annum.

### **Background:**

Under the previous LocalBuy agreement, Council has been using Castrol Oils at all three of its Workshops. Historically, both Calliope Shire and Gladstone City Council were using these products with Castrol successfully appointed to the agreement at renewal. As these products have continued to service the requirements of the Fleet Department, the agreement had not been requested.

On 04 November 2016, a request for quotation was distributed via LocalBuy Vendorpanel to the following ten suppliers:

- Caltex Australia;
- East Coast Lubes – Mobil;
- Castrol Lubricants;
- Valvoline;
- Gulf Western Premium Quality Lubricating;
- Puma Energy;
- Hi-Tech Oil Traders Pty Ltd;
- L H Perry and Sons Pty Ltd;
- Liberty Oil; and
- Trinity Petroleum Pty Ltd.

Six quotations were received by the closing date of 22 November 2016 from the following suppliers:

- Valvoline
- East Coast Lubes – Mobil
- Caltex Australia
- Gulf Western Premium Quality Lubricating
- Castrol
- Puma Energy Australia

**Consideration:**

The evaluation panel consisted of:

- Mechanic in Charge South (to review all products);
- Manager Fleet and Property (to review products and pricing); and
- Procurement Coordinator.

The panel reviewed products submitted via quoting to ensure all products meet Council's requirements and were of a similar quality to the products currently supplied. Please note reviews of the specifications of all product lines were undertaken, with the exception of Castrol as the products submitted by this supplier are all currently used by Council.

Other considerations were pricing, and having a local agent for urgent items / products.

Taking all of the evaluation criteria into consideration, the following are the final scores and ranking of the quotations:

1. Valvoline
2. East Coast Lubes – Mobil
3. Caltex Australia
4. Gulf Western Premium Quality Lubricating
5. Castrol
6. Puma Energy Australia

This agreement is to be utilised by the whole of Council, including all workshops. The rationale for using the LocalBuy agreement is the saving offered on price per litre, which is based on the total usage of all Councils Australia wide utilising this agreement.

**Communication and Consultation (Internal/External):**

Council's Fleet Department are the highest users of these products and accordingly officers from the Fleet Department were involved in the evaluation of quotations.

**Legal Environmental and Policy Implications:**

Consideration was undertaken in accordance with Council's Procurement Policy and Corporate Standard.

**Financial and Resource Implications:**

Pricing was reviewed, applying usage for the previous 12 month period across all suppliers. On this basis, Valvoline costs are an estimated \$45,700 which represents a saving to Council from the current supplier.

The cost of Oils and Lubricants has been provided for in the hire costs of all internal plant and is charged to fleet work orders.

**Commentary:**

Nil

**Summary:**

Nil

**Attachments:**

Nil

**Tabled Items:**

Nil.

**Report Prepared by:** Procurement Coordinator

## **FCGC/5.3. SOLE SUPPLIER FUEL ADDITIVE**

**Responsible Officer: Chief Financial Officer**

**Committee Meeting Date: 28 March 2017**

**File Ref: PE8.4**

### **Purpose:**

This report seeks approval from Council to commence a 12 month trial of the RoadRunner product through the awarding of a Sole Supplier of Fuel Additive agreement.

### **Officer's Recommendation:**

That Council enter into an agreement with NCH Australia to act as Sole Supplier of the RoadRunner product for a twelve (12) month period while undertaking a trial program at Calliope Diesel Pump.

### **Background:**

Historical practice at Calliope Shire Council was for the Fleet department to add a fuel additive to the Bulk Diesel Tank at Calliope Depot. It had been decided to cease this practice some time ago. No current Gladstone Regional Council employee has knowledge of the actual product involved, what it did or what added benefit it was believed to provide to Council.

The Procurement team, in addition to Calliope Fleet, have been approached by this supplier for a number of years and have now reviewed the Product being offered. There have also been a number of discussions between the Manager Fleet and Property and Coordinator Procurement with regard to possible savings for Council with reduction in fuel consumption and reduction in wear on plant items.

### **Consideration:**

The limited number of products offering these cost reductions were reviewed prior to the decision being made to trial the Roadrunner product.

During this trial period the following reviews will be undertaken:

- Fleet department, prior to the trial period, to select a range of plant items based at Calliope and collect usage data,
- Fleet department to review the fuel consumption of the selected plant items on a regular basis,
- Fleet department to inspect those plant items selected as part of the trial both prior to commencement and at regular time periods through out the trial to ensure no damage is being done, and
- Procurement team to collate records of fuel usage at Calliope warehouse both for 12 months prior to trial and the 12 months of the trial period.

Using this data, an evaluation will be made as to the cost effectiveness for Council and a recommendation regarding to continued use of the product will be formulated.

Estimated cost of this trial is \$15,000 with savings predicted to be greater than the cost, although without data from the trial accurate savings cannot be provided.

**Communication and Consultation (Internal/External):**

Discussions were held between the Manager Fleet and Property and Coordinator Procurement regarding the potential benefits and disadvantages of this product. Further collaboration occurred once the decision was made to trial the product in order to determine appropriate purchasing and issuing processes to ensure the additive is being costed to the correct unit of plant as it is critical that fuel costs be accurate.

**Legal Environmental and Policy Implications:**

Under Council's Procurement Corporate Standard, all sole suppliers over the value of \$15,000 require Council endorsement, and given the predicted cost of this agreement is \$15,000, officers accordingly seek endorsement from Council to enter into this agreement.

**Financial and Resource Implications:**

Product would be purchased through the Council's inventory system and distributed to the end user through fuel issues.

**Commentary:**

Nil

**Summary:**

Council endorse NCH Australia as a Sole Supplier for the trial of this product.

**Attachments:**

Nil

**Tabled Items:**

Nil.

**Report Prepared by:** Coordinator Procurement

## FCGC/5.4. PSA 159-17 SUPPLY AND DELIVERY OF ELECTRICAL FITTINGS

**Responsible Officer:** Chief Financial Officer

**Committee Meeting Date:** 28 March 2017

**File Ref:** PE8.2

### Purpose:

This report seeks approval to enter into a contract for the supply and delivery of electrical fittings under a Preferred Supplier Arrangement (PSA).

### Officer's Recommendation:

That Council enter into a PSA with CNW Electrical for the supply and delivery of electrical fittings in accordance with the tender specification and their tender submission for an initial period of twelve (12) months with Council having, at its discretion, the option of extending the contract period for a further period of twelve (12) months.

### Background:

Council currently has a PSA in place with AUSLEC which expires at the end of April 2017. Given the on-going need, and to ensure compliance with the Procurement Policy, PSA 159-17 Electrical Fittings was prepared, advertised and published in The Observer, on Council's Tenders webpage and uploaded to the LG Tender Box on Thursday, 9 February 2017 with a closing date of 2pm, Thursday, 2 March 2017.

Four (4) submissions were received by the closing date from the following companies:

No	Tenderer	Address
1	CNW Electrical Wholesalers	Gladstone, QLD
2	Haymans Electrical	Gladstone, QLD
3	Sherrif Electrical	Gladstone, QLD
4	Tradezone	Helensvale, QLD

The following submission was not evaluated further:

Tenderer	Reason
Tradezone	NON-COMPLIANT do not have a local office and therefore unable to provide any "across the counter" service which is a requirement of the contract.

### Consideration:

Evaluation of the tenders was conducted by two representatives from the Procurement Unit, two representatives from Water Services and a member from the Contracts Unit, utilising Council's standard weighting matrix for preferred supplier arrangements against the following criteria:

<b>Criteria</b>	<b>Weighted Percentage</b>
<b>Capability / Resources</b>	30%
<b>Past Performance / Relative Experience / Track Record</b>	15%
<b>Quality</b>	20%
<b>Whole of Contract Pricing</b>	35%

1. Capability / Resources

One supplier scored the highest in view of the fact that they are considered to have a better capacity to deliver under the contract.

2. Past Performance

One supplier scored the highest in view of the fact that Council had previously had some dissatisfactory service from one supplier, and no experience from the other who therefore were deemed to meet the minimum requirements.

3. Quality

All items are required to meet the Australian Standard and therefore all Tenderers scored equally.

4. Whole of Contract Pricing

One supplier scored the highest as they proposed very competitive pricing and cheaper than our current provider.

<b>No</b>	<b>Tenderer</b>	<b>Anticipated Annual Amount</b>
<b>1</b>	CNW Electrical	\$ 9,400
<b>2</b>	Haymans Electrical	\$ 6,200
<b>3</b>	Sherrif Electrical	\$ 9,350

While the above anticipated spend is low, this amount only reflects the stock items however the annual spend on direct purchases is approximately \$140,000.

Taking all evaluation criteria into consideration, the following are the final scores and ranking of the evaluated submissions:

<b>Tenderer</b>	<b>Score</b>	<b>Ranking</b>
<b>CNW Electrical</b>	327.5	<b>1</b>
<b>Haymans Electrical</b>	300	<b>2</b>
<b>Sherrif Electrical</b>	282.5	<b>3</b>

**Communication and Consultation (Internal/External):**

Discussions were held with user departments, Procurement and Contracts in the preparation of the tender documents.



**Legal Environmental and Policy Implications:**

In accordance with the Local Government Act, Finance Standards and Council's Procurement Policy, Council must invite Tenders before entering into a preferred supplier arrangement.

**Financial and Resource Implications:**

Funds have been allocated to the Stores budget to cover the cost of the electrical fittings held in stock and the user departments have allowed for direct purchases under their budgets.

**Commentary:**

Nil

**Summary:**

Nil

**Attachments:**

1. Evaluation Matrix
2. Evaluation Spreadsheet

**Tabled Items:**

Nil.

**Report Prepared by:** Contracts Coordinator

## FCGC/5.5. PSA 156-17 SUPPLY AND DELIVERY OF CLEANING SUPPLIES

**Responsible Officer:** Chief Financial Officer

**Committee Meeting Date:** 28 March 2017

**File Ref:** PE8.2

### Purpose:

This report seeks approval to enter into a contract for the supply and delivery of cleaning supplies under a Preferred Supplier Arrangement (PSA)

### Officer's Recommendation:

That Council

1. Enter into a PSA with J Blackwood & Son for the supply and delivery of cleaning supplies in accordance with the tender specification and their tender submission for an initial period of twelve (12) months subject to their acceptance of Council's standard terms and conditions with Council having, at its discretion, the option of extending the contract period for a further period of twelve (12) months, and
2. In the event that J Blackwood & Son are unable to accept this requirement, Council enter into a PSA with Staples for the supply and delivery of cleaning supplies in accordance with the tender specification and their tender submission for an initial period of twelve (12) months with Council having, at its discretion, the option of extending the contract period for a further period of twelve (12) months.

### Background:

Council currently has a PSA in place with Staples which expires mid-April 2017. Given the on-going need, and to ensure compliance with the Procurement Policy, PSA 156-17 Cleaning Supplies was prepared, advertised and published in The Observer, on Council's Tenders webpage and uploaded to the LG Tender Box on Thursday, 9 February 2017 with a closing date of 2pm, Thursday, 2 March 2017.

Five (5) submissions were received by the closing date from the following companies:

No	Tenderer	Address
1	Compliant Cleaning Supplies & Systems Pty Ltd	Wilston, QLD
2	J Blackwood & Son Pty Ltd	Gladstone, QLD
3	PacPlus Wholesalers Pty Ltd	Rockhampton, QLD
4	Staples Australia Pty Ltd	Richlands, QLD
5	Bidfood Gladstone	Gladstone, QLD

**Consideration:**

Evaluation of the tenders was conducted by representatives from the Procurement Unit, Parks and Contracts Unit, utilising Council's standard weighting matrix for preferred supplier arrangements against the following criteria:

Criteria	Weighted Percentage
<b>Capability / Resources</b>	30%
<b>Past Performance / Relative Experience / Track Record</b>	15%
<b>Quality</b>	20%
<b>Whole of Contract Pricing</b>	35%

## 1. Capability / Resources

One supplier scored the highest in view of the fact that they are our current provider and therefore we are aware that they are capable of delivery under the contract, whilst another supplier scored low in view of the fact that they were not able to supply a number of the products.

## 2. Past Performance

One supplier scored the lowest in this criterion in view of Council's previous experience with this supplier and their inability to deliver under the contract.

## 3. Quality

Two suppliers scored low in view of the fact that they proposed unknown brands at expensive prices which may not be acceptable.

## 4. Whole of Contract Pricing

Staples proposed the most variable rates based on the current quality to goods. Staples have offered Council some cheaper alternatives which are currently being trialed for suitability however they are a more inferior quality which may not be acceptable.

No	Tenderer	Anticipated Annual Amount
1	Staples Australia Pty Ltd	\$ 112,400
2	Bidfood Gladstone	\$ 127,700
3	Compliant Cleaning Supplies & Systems Pty Ltd	\$ 169,600
4	PacPlus Wholesalers Pty Ltd	\$ 142,000
5	J Blackwood & Son Pty Ltd	\$ 108,000

Taking all evaluation criteria into consideration, the following are the final scores and ranking of the evaluated submissions:

Tenderer	Score	Ranking
<b>Staples Australia Pty Ltd</b>	350	<b>1</b>
<b>Blackwoods</b>	350	<b>1</b>
<b>Bidfood Gladstone</b>	267.5	<b>2</b>
<b>Compliant Cleaning Supplies &amp; Systems Pty Ltd</b>	175	<b>3</b>
<b>PacPlus Wholesalers Pty Ltd</b>	115	<b>4</b>

Although Blackwoods proposed a good price, they have included a number of departures from Council's conditions which open Council to possible risk.

**Communication and Consultation (Internal/External):**

Discussions were held with the user departments, Procurement and Contracts in drafting the tender documents.

**Legal Environmental and Policy Implications:**

In accordance with the Local Government Act, Finance Standards and Council's Procurement Policy, Council must invite Tenders before entering into a preferred supplier arrangement.

**Financial and Resource Implications:**

Funds have been allocated to the Stores budget to cover the cost of the cleaning supplies that are held in stock, otherwise Purchase Orders will be issued with budgeted funds from other departments as required.

**Commentary:**

Nil.

**Summary:**

Nil

**Attachments:**

1. Evaluation Matrix
2. Evaluation Spreadsheet

**Tabled Items:**

Nil.

**Report Prepared by:** Contracts Coordinator

**FCGC/5.6. TENDER 137-17 SUPPLY & DELIVER FOUR (4) ROLLERS****Responsible Officer: Director Corporate and Community Services****Committee Meeting Date: 28 March 2017****File Ref: PE8.3****Purpose:**

This report seeks Council's approval to enter into a contract for the supply and delivery of four (4) smooth drum rollers.

**Officer's Recommendation:**

That Council enter into a contract with **BT Equipment Pty Ltd**, under Local Buy Contract NPN 2.15, in accordance with the tender specifications and their tender submission, for the supply and delivery of four (4) **Bomag Rollers (1 x BW219D-5, and 3 x BW213D-5)** for a total cost of **\$612,000.00** (ex GST)

**Background:**

These rollers are replacements for unit numbers 086000, 000800, 000701 and 000801, the oldest of which has been in the Council fleet since 2002, and are all now due for replacement.

Tender 137-17 for the supply and delivery of one (1) 19T Roller, and three (3) 12T Rollers, was released utilising Local Buy Contract NPN 2.15 with a closing date of 27 January 2017.

Five (5) tenders were received by the closing date from the following companies:

<b>No</b>	<b>Tenderer</b>	<b>Brand</b>	<b>Service Address</b>
<b>1</b>	BT Equipment	Bomag	Gladstone, QLD
<b>2</b>	Conplant	Ammann	Rockhampton, QLD
<b>3</b>	GCM Agencies	Mulitpac	Gladstone, QLD
<b>4</b>	Hastings Deering	CAT	Gladstone, QLD
<b>5</b>	JCB Construction Equipment	Dynapac	Rockhampton, QLD

The above five (5) suppliers offered thirteen (13) machines in response to the tender.

Each tender was reviewed in comparison to the tender specifications for conformance i.e. engine sizing, rated operating load, training packages offered, completion of paperwork and conformance with the Local Buy Terms and Conditions.

Tender documents specified suppliers to provide a machine for a full and practical operational evaluation. All five (5) suppliers were invited, and complied, with a request to provide a machine for practical demonstrations.

**Consideration:**

An assessment group was formed to perform evaluations based on operation and maintenance aspects of each machine. Workplace Health & Safety could not attend these evaluations, however it was agreed that they would inspect any machine selected before delivery and recommend any changes that may be required. The group consisted of two (2) of Council's current roller operators, and one (1) Maintenance representative, being the Workshop Supervisor from Calliope. This group also included the Fleet Plant Hire Officer.

It must be noted that three (3) machines were not further evaluated, as they were not fit for purpose, and were only offered as options by the supplier.

Council demands practical demonstrations of equipment to ensure that operators and mechanics are happy with the actual performance of the item of plant.

The five (5) brands, i.e. Bomag, Ammann, Multipac, CAT and Dynapac were evaluated under Council's current evaluation matrix for Plant Evaluation:

- Past Performance (both brand and agent)
- Risk (WH&S)
- Maintenance Factors
- Operator Evaluation
- Whole of Life Costing (including, total pricing, spares & servicing)

The table below provides the detail of the prices tendered for the 19T rollers (ex GST).

<b>No.</b>	<b>Tenderer</b>	<b>Make</b>	<b>Price</b>
<b>1</b>	BT Equipment	Bomag	\$198,750.00
<b>2</b>	Conplant	Ammann	\$158,500.00
<b>3</b>	GCM Agencies	Multipac	\$143,500.00
<b>4</b>	Hastings Deering	CAT	\$212,510.12
<b>5</b>	JCB Construction Equipment	Dynapac	\$169,325.00

The table below provides the detail of the prices tendered for the 12T rollers.

<b>No.</b>	<b>Tenderer</b>	<b>Make</b>	<b>Price</b>
<b>1</b>	BT Equipment	Bomag	\$142,750.00
<b>2</b>	Conplant	Ammann	\$150,600.00
<b>3</b>	GCM Agencies	Multipac	\$109,000.00
<b>4</b>	Hastings Deering	CAT	\$191,510.00
<b>5</b>	JCB Construction Equipment	Dynapac	\$132,225.00

The Bomag roller received the highest ratings by both the operators and the workshop supervisor. The Dynapac and the Ammann were the next rated machines by these assessors. The Multipac received the highest rating from a price perspective.

The group evaluated the ten (10) shortlisted tenders and taking all evaluation criteria into consideration and in accordance with the standard weighting matrix. The final scores and ranking of the tenders received were as follows:

Rankings for the 19T Machine

<b>Tenderer</b>	<b>Make</b>	<b>Score</b>	<b>Ranking</b>
<b>BT Equipment</b>	Bomag	78.66	<b>1</b>
<b>JCB Construction Equipment</b>	Dynapac	76.24	<b>2</b>
<b>GCM Agencies</b>	Mulitpac	76.17	<b>3</b>
<b>Conplant</b>	Ammann	72.57	<b>4</b>
<b>Hastings Deering</b>	CAT	60.77	<b>5</b>

Rankings for the 12T Machine

<b>Tenderer</b>	<b>Make</b>	<b>Score</b>	<b>Ranking</b>
<b>BT Equipment</b>	Bomag	80.81	<b>1</b>
<b>GCM Agencies</b>	Mulitpac	76.67	<b>2</b>
<b>JCB Construction Equipment</b>	Dynapac	73.93	<b>3</b>
<b>Conplant</b>	Ammann	72.30	<b>4</b>
<b>Hastings Deering</b>	CAT	58.80	<b>5</b>

All tenderers were offered the opportunity to provide a further discount if Council was to purchase all four machines from their company. BT Equipment and GCM Agencies offered discounts which are included in the above pricing.

Bomag will be supported by Tutt Bryant which has a local presence. Fleet Services have been very happy with the quality of the service provided by Tutt Bryant.

The evaluation panel were, based on the practical demonstrations, pricing and the overall scores, unanimous in recommending the Bomag rollers.

**Communication and Consultation (Internal/External):**

Consultation was conducted with user departments, operators and maintenance to produce the specification required for this tender. Operators and maintenance collaborated with the evaluation.

**Legal Environmental and Policy Implications:**

The Tender complies with LGA and Council's Contracting and Procurement Policy.

**Financial and Resource Implications:**

Funds to cover the replacement of these rollers are included in this year's budget.

**Commentary:**

Nil.

**Summary:**

Nil.

**Attachments:**

Nil.

**Tabled Items:**

Nil.

**Report Prepared by:** Manager – Fleet & Property Services



## FCGC/5.7. INFORMATION SERVICES QUARTERLY REPORT

**Responsible Officer:** Director Corporate and Community Services

**Committee Meeting Date:** 28 March 2017

**File Ref:** CM19.2

### **Purpose:**

The purpose of the report is to provide the quarterly report for the Information Services Division for the period ended 31<sup>st</sup> of December 2016.

### **Officer's Recommendation:**

That the quarterly report for the Information Services Division for the period ended 31<sup>st</sup> December 2016 be 'received'.

### **Background:**

This is an information report which will provide Council a brief overview of current Information Services budget figures and project summary for the second quarter of the 16/17 financial year. In addition to the financial reports to the end of December 2016 the financial overview to the end of February has also been included (Attachment 2.) along with the Customer Services Statistics report for Feb 2017 (Attachment 4.).

The Information Services Division delivers a range of internal support services along with services direct to the community. The Division of Information Services consists of:

- Customer Service
- Geographic Information Systems (GIS)
- Information & Communication Technology (ICT) and
- Records Management

### **Consideration:**

The Information Services team have modified its report format to break down recent achievements, current priorities and what can be expected in the next quarter. The change in format was to provide Council a more consistent level of information and move away from the general commentary for each business unit format of earlier reports and consolidate into table format.

Council will note in Attachment 2 that the Business unit operational expenditure summary to the end of February 2017 indicates that Information Services division (previously named Customer Relations) is generally on-track with operational expenditure with 67.12% of the financial year having passed and our overall expenditure sitting at 67.22%.

In relation to our Capital expenditure we have spent a total of \$5,962.50 of our total Capital budget of \$6,653.04 to the end of February 2017.

Section Activities	Recent Achievements	Current Priorities	The Next Quarter
<b>ICT</b>			
ICT Security	<ul style="list-style-type: none"> <li>Security enhancements have allowed the Library and Gladstone Regional Art Gallery and Museum to add email to their Cloud based services</li> <li>Outdoor cameras provide Waste the ability to monitor landfill operations</li> </ul>	<ul style="list-style-type: none"> <li>Installation of CCTV at the Pound</li> <li>Penetration testing remediation</li> <li>New Symantec Smart Connect proxy testing for application compatibility</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of new Symantec Smart Connect proxy</li> </ul>
ICT Strategy and Roadmap	<ul style="list-style-type: none"> <li>Security enhancements</li> <li>Penetration testing and system modifications.</li> <li>Skype for Business rollout to staff</li> </ul>	<ul style="list-style-type: none"> <li>ICT Business Continuity &amp; Disaster Recovery Planning with the assistance of a independent consultancy</li> <li>Windows 10 rollout</li> <li>Office 365 rollout</li> <li>Boardroom set-up to accommodate skype for Business technology</li> </ul>	<ul style="list-style-type: none"> <li>Consultation and initial draft of ICT Business Continuity &amp; Disaster Recovery Planning</li> <li>Windows 10 successful deployment</li> <li>Office 365 successful deployment</li> </ul>
Software and Hardware Upgrades	<ul style="list-style-type: none"> <li>All Public Access computers at Libraries throughout the region have been upgraded to Solid State Drives and are running Windows 10 and Office 2016</li> <li>Crematorium network link upgraded to 3G/4G and was joined to the GRC domain</li> <li>Installed new modems, computers and printers for all SES sites</li> <li>Pathway Production upgrade completed with solution up to date protecting business continuity and compatibility with Council's ICT environment</li> <li>GRC.cloud improvements including business workflow efficiency and accessibility to information and processes</li> <li>ePathway Online Services project met agreed milestones in timeframes designed to maximise convenience for customers and efficiency for Council, eg Lilley's beach vehicle permit applications available for the Easter holiday period</li> <li>Aurion11 HR/Payroll</li> </ul>	<ul style="list-style-type: none"> <li>Assetic myData now available on VDI and updates to software</li> <li>Assetic myData Training environment to be made available on workstations</li> <li>iPhone / iPad re-enrolment providing better access to information and data via Web@Work</li> <li>Go live support for Aurion11</li> <li>Testing ECM latest release in Training</li> <li>Replacement water meter reading solution</li> <li>Waste Water Quality Management System Development</li> <li>Environmental Incident System Development</li> </ul>	<ul style="list-style-type: none"> <li>Compatibility testing of all GRC applications in the new Windows 10 / Office 2016 environment</li> <li>Preliminary Windows 10 and Office 2016/365 Standard Operating Environment planning and 1st phase testing</li> <li>Migration of standalone server hardware to Hyper-V computer resources / SAN integration to allow for better resource utilization</li> <li>Go-live with ECM upgrade.</li> <li>ePathway online services - lodgement for building and plumbing applications, and mobile inspections for staff.</li> <li>Go-live with new water meter reading software for June reading cycle</li> <li>Adobe Creative Cloud Enterprise upgrade to be rolled out</li> <li>Benaraby Landfill radio link installation to improve network stability and availability</li> </ul>

	upgrade to a web based solution which provides improvement in usability and new opportunities for staff mobility and a more secure online recruitment experience for job candidates		
Business as usual activities	<ul style="list-style-type: none"> <li>• ServiceDesk handled 1,496 requests during the last quarter</li> <li>• Skype for Business was rolled out and training sessions scheduled</li> <li>• Training and planning workshops for Office 365, Windows Server 2016, SCCM 2016, Whispir and Azure</li> <li>• GRC Website integration with Tender Box to improve the tender process</li> <li>• Cancellation of identified unnecessary Telstra services</li> <li>• Provided Mobile Smart Antennas to improve mobile phone reception for on-call Water and Roads staff</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly performance plan reviews for all staff</li> <li>• 2017/18 budget development</li> <li>• Ongoing Skype for Business training</li> <li>• Generator and UPS maintenance contract provisions. Investigate Calliope Admin South Wing office integrated with Generator/UPS</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing desktop support</li> <li>• Commence development of a new internet strategy to guide website development</li> <li>• Quarterly performance plan reviews for all staff</li> <li>• Attend to Auditor requests</li> <li>• End of Financial Year support</li> <li>• Finalisation of the 2017/18 Budget</li> <li>• Research bridging training options for Windows 10 / Office 2016 upgrade for ICT staff</li> </ul>
<b>RECORDS MANAGEMENT UNIT</b>			
	<ul style="list-style-type: none"> <li>• Completion of approx. 1500 hardcopy records in Technical Library</li> <li>• Finalisation moving approx. 5,000 records to new Health &amp; Safety File Plan in ECM</li> <li>• Assist Matt Kelly, Land Management Officer with process for dealing with Council's Land Dealings in ECM</li> <li>• Procedure written for dealing with retrieval of hardcopy Personnel Files from Records Storage Facility (fully digitise)</li> </ul> <p><u>Tender Process</u></p> <ul style="list-style-type: none"> <li>• Procedure for dealing with Council's Tender Documentation nearing finalisation between Contracts, Engineering Services and whole of Council</li> <li>• Liaison and training conducted with Contracts</li> </ul>	<ul style="list-style-type: none"> <li>• Finalisation of Procedure for dealing with former Gladstone City Council hardcopy Property Files retrieved from Records Storage Facility (fully digitise)</li> <li>• Recruitment for 2 positions vacant in Records Management Unit</li> <li>• Finalisation of scanning and registering of approx. 6 archive boxes former Calliope Shire Council files of Jason Jacobi/Nick Alderson and 3 boxes of large plans</li> <li>• Six monthly archival destruction of records that have reached their retention and currently stored in the Records Storage Facility</li> </ul> <p><u>ECM Upgrade</u></p> <ul style="list-style-type: none"> <li>• Finalise testing of 2016b App Drop for ECM</li> </ul>	<ul style="list-style-type: none"> <li>• Commencement of rollout of Right to Information Training to Officers</li> <li>• Mapping the General Retention &amp; Disposal Schedule (GRDS) to the new GRDS in ECM recently released by Queensland State Archives</li> <li>• Commence liaison with QECC to streamline processes in conjunction with ECM</li> <li>• Review Records Management Policy</li> </ul> <p><u>Records Management Champions</u></p> <ul style="list-style-type: none"> <li>• Review and market Records Management Champions in Sections to assist with mentoring new staff in ECM and Records Management Practices</li> <li>• Draft training package and commence gathering uptake from Champions to</li> </ul>

	staff to fully digitise Tender Process through ECM (commenced early 2017)	(Records Management System) and upgrade in Production Environment. <ul style="list-style-type: none"> <li>Update ECM Reference Guides to reflect changes in ECM</li> </ul>	commence advanced ECM training
<b>CUSTOMER SERVICE</b>			
	<ul style="list-style-type: none"> <li>Completed consultation for new Policy and Corporate Standard for Venue Hire.</li> <li>Completed review of venue hire factsheets and forms.</li> <li>Finalise the new Administrative Action Complaint Management Policy and Corporate Standard.</li> <li>Online Services flyer developed for frontline staff to give to customers attending Counters. These flyers will highlight to customers their options in regards to accessing Council services online when it suits them as an alternative to attending counters when they can find to promote online services to customers attending counters to access Council services that are now more conveniently available online.</li> <li>Assist with the ePathway Project in regards to online CSRs. Consultation with sections when requested by the ePathway Project Officer. Some online CSRs are received by Customer Services so processes and procedures have been developed to ensure their efficient resolution.</li> <li>Supporting Our Staff Portal designed and built to better manage and report on some of the functions provided to internal customers by customer service staff - phone system parameters, HERO placements, CSR support,</li> </ul>	<ul style="list-style-type: none"> <li>Adoption of Venue Hire Policy and Corporate Standard.</li> <li>Employee reviews for all 30 customer service staff completed and lodged with HR.</li> <li>Roll out Administrative Action Complaint Management information sessions to key staff.</li> <li>Budget preparation for three business units 2017/2018.</li> <li>Operational plan measures developed.</li> <li>Fees and charges checked for 2017/18.</li> <li>Telstra presentation held - call management system. Council approved a change to the Customer Service Charter so that the stipulation that a staff member would always answer a customer's call was changed to saying that the call would be answered as soon as possible. This allows us to investigate sending callers to a queue during peak periods when all Phone Agents are on calls. This is not a "press 1 for rates", press 2 for animal control" type queue. The caller will be advised operators are on the phone but will not be long if they want to wait or they can leave their number and we will call back. It is not envisaged that this will happen much at all but we need to have this backup. We also need to move to a system that provides better reporting. Currently reporting relies on staff manually entering information and at the end of the month manually</li> </ul>	<ul style="list-style-type: none"> <li>Update website with new venue hire factsheets and forms and improve landing page to make it more customer friendly.</li> <li>Organise and then participate in the CSBA Customer Service Benchmarking "secret shopper" survey. Secret Shoppers make 50 phone calls across an unspecified four week period and also send 10 emails across the same period. These calls and emails are made at various times of the day including after hours. Council staff are then rated in regards to how the dealt with the customer. We have achieved the number one position for the last three years in various quarters as well as two number one positions for an indexed survey CSBA undertakes on randomly selected clients. Staff are not advised of this survey until after the fact.</li> <li>Conflict Management training by LGAQ for all customer service staff. This will assist them to deal with difficult customers face to face and on phones.</li> <li>Re-organise the layout of the Mt. Larcom RTC so as to better utilise the floor space. Spare storage cupboards have been moved to a shed on the site so stationery and materials can be stored there instead of in the staff spaces. This will allow for safer movement by staff and space to hold an increasing number of parcels.</li> </ul>

	<p>Simon Says Knowledge Library. 250 - 300 tasks are undertaken each month by portal technicians.</p> <ul style="list-style-type: none"> <li>• Miriam Vale unit has QA's payroll records - 12 boxes so these files are now digital.</li> <li>• Development of processes for dealing with Animal Registrations / Renewals online.</li> </ul>	<p>calculating statistics.</p> <ul style="list-style-type: none"> <li>• Skype function is now used for toolbox meetings each morning for the Central Team and hopefully will soon be in place for the Southern Team. These two teams have two locations they operate from and Skype now means they can all participate in the same meeting. We hold them every morning - great way to bring the rostered teams up to date with what has happened and what might happen. Great technology - fantastic feedback from staff. Much better team unity.</li> <li>• RMU have recently vacated a large space at the Miriam Vale Administration Centre and the Southern Customer Service Supervisor suggested the space be set up as a room that could be hire by staff and the public - whether it be for training, meetings or consultations. This has now been done and already has several bookings. A little income for Council and a great space for staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Further assessment of call management software options including any possible costs. Once Telstra have advised any costs to change to the software they provide we will need to look at other providers to compare costs and functions of their program.</li> <li>• Start using Skype for Business to conduct training for staff at remote locations - Agnes Water and Miriam Vale for example. When training is held in Gladstone or Calliope there is considerable expenditure on travel for these staff plus we must replace the staff member attending the training with a casual. This also pushes up the cost to the organisation. An Agnes Water staff member attending a one hour training session in Gladstone for example is away from work almost all day. 2 x and hour and a half for travel and then the session. That is four hours out of the day for a staff member and four hours of wages on top for a casual.</li> <li>• Agnes Water RTC Team will be preparing their float for the 1770 Festival. The team applies for and has always received funding from QGAP for decorations and handouts. They give up their own time to design and decorate the float and make their own costumes. More often than not they are prize winners. The float design reflects whatever the theme is for the festival and the team feel it is a great opportunity to promote the services Council provides to the Agnes Water Community.</li> </ul>

<p>KPI Report Observations From statistics provided in Attachment 4.</p>	<p><u>Counter</u> The two RTC's have the busiest counters of all sites - Post Office and Library tasks for Mt. Larcom and QGAP for Agnes Water. This has been the trend for some time. Gladstone comes in third except during rates and animal registration periods.</p> <p>Counter visits have been steadily rising since 2012 however seem to have peaked in the 2015/2016 financial year and have declined considerably since July last year. February 2017 saw 1742 less counter transactions than February 2016 - more than 60 a day less.</p> <p>Between 400 and 450 customers access the services of a Com. Dec. or JP at Council sites each month - about 20 per day.</p> <p><u>Phones</u> Customer Services strives to answer as many customer enquires as possible at the first point of contact however do not attempt to give information in regards to matters for which they have no training or authority. A first point resolution is a telephone enquiry resolved by the phone agent or information provided by the phone agent that means the customer does not need to call again in regards to the same issue. Our target is to answer one third of all calls (30%) without referring them to another officer however we currently are resolving around 40% of all calls.</p> <p>The building of the Simon Says Knowledge Library and the diligence of staff in ensuring this library is always current and up to date is certainly the main contributing factor to this excellent result.</p> <p>Opposite to the Counter Statistics, the phone calls to 49700700 have been declining since 2012 and continue to do so although the 2016/2016 figures and the 2016/2017 figures do not vary greatly.</p> <p><u>Customer Service Requests (CSRs)</u> Staff have made great improvements in the management of their CSRs and the norm is that 98% of CSRs are completed within the 10 day timeframe - indeed over 85% are completed within 5 days. Between 50 and 60 CSRs are entered each day however they are dropping slightly in number as well with 2016/2017 being on average the lowest in five years. 423 less in February 2017 compared to February 2016. The top three sections each month are more often than not Waste, Water &amp; Sewerage and Regulatory Services though not always in that order.</p> <p><u>Receipting</u> Around 65% of payments to Council are made via BPAY, Australia Post or ePathway Online Services. Up to 20% of payments are by direct debit and about 15% - are done through customer service officers at counters or on the phone. ePathway is slowing increasing and will hopefully continue to do so given the convenience for customers.</p> <p><u>Effective use of Council Resources</u> Given that staff on phones and counters have periods of inactivity, the Customer Service Section has actively sought from other sections any administrative tasks that are not time sensitive and can be undertaken whilst at their own desks. Currently CSOs provide 6 hours of work per day for areas such as Regulatory Services, Records and Rates. The tasks executed would otherwise need to be done by sections as time and resources permitted.</p> <p><u>HERO Program</u> This initiative by the Customer Services Section has been an enormous success and asset to the organisation. Because the staff rostered on counters and phones needs to increase and decrease a large number of casuals (10) are employed in the section. In quiet periods these staff can be requested by sections who have staff on leave, who are recruiting or who may be experiencing a peak in their workload. All efforts are made to meet the number of requests received however the popularity of the program means there is not always some-one available. December was particular high demand - two HEROs in place per day for the entire month and 8 requests had to be denied because there were</p>
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	no staff available.		
	Simon Says Knowledge library now has 650 items and on any given day 121 views of the database are made.		
GIS			
	<ul style="list-style-type: none"><li>• Picked up relevant permanent Survey marks for the 200 Cadastral Boundaries adjustments completed in the Agnes &amp; Rosedale areas since January 2017.</li><li>• Added editing layers in Geocortex for Pest Management to assist in mapping Biosecurity Plan Containment Zone, Restricted Matter Compliance &amp; 1080 Baiting.</li><li>• Linked Infrastructure Agreements from Geocortex to ECM Documents.</li><li>• Reviewed Urban &amp; Rural Road Addressing Policy.</li><li>• Produced maps for various departments to assist with tenders.</li><li>• Line of Site maps produced for proposed communication sites to assist Water &amp; Sewerage in the application.</li><li>• Upgrading Survey &amp; GPS Equipment with new Firmware and Software</li></ul>	<ul style="list-style-type: none"><li>• Separating the Planning Scheme out on its own site so versions can be added to the mapping allowing older versions to be accessible. By do this it will help speed up all Geocortex Mapping sites.</li><li>• Budget preparation.</li><li>• GIS/Mapping Fees &amp; Charges checked for the 2017/2018 financial year.</li><li>• Major amendments to the Planning Scheme overlays in Geocortex.</li><li>• Employee reviews completed for all staff and passed to HR.</li><li>• Training Councillors in Geocortex functions on IPads.</li><li>• Training new staff in Geocortex.</li><li>• Inputting new survey plans into the Base parcels in the mapping system.</li><li>• New data base and mapping layer to assist the design team in supporting decisions made for heavy vehicle routes.</li><li>• Ongoing input of newly received survey plans into Alchemy for staff to reference.</li></ul>	<ul style="list-style-type: none"><li>• New Arc GIS Servers to upgrade ArcGIS to 10.5.</li><li>• New version of Geocortex including more drawing tools and other new functions.</li><li>• Compile an updated Geocortex User Manual for the new site.</li><li>• Add a layer in Geocortex to assist WPHS in ease of access for documentation relating to confined spaces.</li><li>• Ongoing support to internal and external customers for users of Geocortex.</li><li>• Pick up more permanent Survey Marks for continuation of Cadastral Boundaries adjustments.</li><li>• Input of newly received survey plans into Alchemy for staff to reference.</li><li>• GIS staff training in Workflow Reporting.</li><li>• Create Rate Search Report generated from Geocortex workflow.</li></ul>

### **Communication and Consultation (Internal/External):**

Information Services Coordinators and Director of Corporate and Community

### **Legal Environmental and Policy Implications:**

Nil.

**Financial and Resource Implications:**

Operating Budget as outlined in Attachments 1., 2., 3.

Capital Budget as outlined in Attachments 1., 2., 3.

**Commentary:**

February Opex and Capex financial reports indicate that we are on track with our expected budget expenditure with 67.12% of the 16/17 financial year having passed.

**Summary:**

Nil.

**Attachments:**

1. Budget Overview Dec 2016
2. Budget Overview Feb 2017
3. Business Unit detailed financials
4. Customer Services Statistics report Feb 2017

**Tabled Items:**

Nil.

**Report Prepared by:** Chief Information Officer



## FCGC/5.8. ADMINISTRATIVE ACTION COMPLAINTS HALF YEARLY REPORT

**Responsible Officer:** Director Corporate and Community Services

**Committee Meeting Date:** 28 March 2017

**File Ref:** CR11.4

### **Purpose:**

This report seeks to provide Council with a summary of Administrative Action Complaints received in the period 1<sup>st</sup> July 2016 to 31<sup>st</sup> December 2016 in Compliance with Council's Administrative Action Complaints Management Policy Section 6.2.8 *Reporting on the operation of the Complaints Management Process* and Section 6.2.9 *Identification, Analysis and Response to Complaint Trends and Monitoring of the Complaints Management Process*

### **Officer's Recommendation:**

That the report on Administrative Action Complaints for the period 1 July to 31 December 2016 be 'received'.

### **Background:**

To show Council's commitment to dealing effectively and efficiently with Administrative Action Complaints under *Section 187 of the Local Government Regulation 2012*, Council must set out in its annual report

- an assessment of Council's performance in resolving complaints under our process;
  - number of Administrative Action Complaints made for the financial year;
  - number of Administrative Action Complaints resolved for the financial year;
  - number of Administrative Action Complaints not resolved for the financial year;
  - number of Administrative Action Complaints that were made in a previous financial year and carried forward.

*Section 306 of the Local Government Regulation 2012* requires that "internal reports are to be provided to senior management in regard to the operation of the complaint management process". To satisfy these requirements the following has been prepared for Councillors and senior staff.

### **Consideration:**

#### **Administrative Action Complaint Statistics**

Reporting period is 1<sup>st</sup> July 2016 to 31<sup>st</sup> December 2016. During this period Council received (33) Administrative Action Complaints (hereafter called AACs). (29) were resolved, (3) were awaiting further action and (1) was with the Complaint Review Panel for review.

Investigation of all AACs was commenced within ten (10) days of receipt of the complaint and includes contact with the complainant. The shortest AAC investigation time was 2 hours 15 minutes and was in regards to the perceived improper use of a customer's contact details. A breakdown of the (33) AACs received is following, broken down into Directorate, status of the AAC at the end of December 2016, the basis of the complaint and how many business improvements were made.

Administrative Action Complaints by Directorate	Substantiated	Un-substantiated	Not yet resolved	Not noted	Complaint Basis						Business Improvement	At December 31 2016
					Quality of Work/Service	Outcome	Unhappy with decision/	Safety risk or concern	Staff conduct	Inadequate communication	Policy or procedure not	
Planning and Environment (21 or 63%)	5	11	3	2	6	10	1	3	1	0	6	18 Complete 3 Action Scheduled
Corporate and Community (3 or 9.1%)	2	0	0	1	1	1	0	0	0	1	2	3 Complete
Engineering Services (6 or 18.2%)	2	3	1	0	0	1	0	0	4	1	5	5 Complete 1 Complaint Review
Finance (3 or 9.1%)	1	1	0	1	1	2	0	0	0	0	2	3 Complete
Office of the CEO (0)	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Received YTD</b>	<b>10</b>	<b>15</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>14</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>15</b>	<b>29 Complete 3 Action Scheduled 1 Complaint Review</b>

Any AAC not resolved in the financial year that it was lodged in, must be carried forward to the next Financial Year. (3) AACs have been carried forward from 2015/2016 into this current year. These (3) AACs are not included in the table above as they were not received in this current financial year.

(1) was received in December 2015, lodged into the complaint management system 6<sup>th</sup> January 2016 and resolved on the 21<sup>st</sup> September 2016 - 225 days to resolution. This AAC was complicated and involved several additions of new information from the complainant as well as inspections and meetings. The complainant then asked that the decision be reviewed by the Complaints Review Panel who upheld the original outcome of the investigation. Contact was maintained with the complainant at all times in accordance with the policy and standard.

(1) was received on the 13<sup>th</sup> May 2016 and resolved on the 7<sup>th</sup> September 2016 - 26 days to resolution.

(1) was received on the 22<sup>nd</sup> June 2016 and resolved on the 4<sup>th</sup> July 2016 - 5 days to resolution.

### Complaint trends

- Planning and Environment have logged the most AACs for the period - (21). (1) was a Planning matter, (1) a Building matter, (5) were Parks issues and (14) related to Regulatory Services.
- Planning and Environment encompasses sections that have significant contact with customers, therefore it would follow that they would have a higher number of AACs.
- The majority of AACs received by Council were because of dissatisfaction with a decision or outcome - (14). Of those, there were (10) for Planning and Environment
  - (1) for Planning Services
  - (4) for Regulatory Services

- (5) for Parks Services
- Of the (33) AACs lodged, (15) resulted in business improvements. Considering only (10) AACs lodged were substantiated, this is a very positive outcome and indicates that staff are making business improvements regardless of the outcome of the investigation.
- Of the (29) AACs whose investigations were complete, (15) were not substantiated.
- Only (1) complainant referred their AAC on to the Complaints Review Panel.

A weekly complaint report is compiled and sent to Identified Complaint Officers. The information should be reviewed by senior staff in each Directorate / Division so they can identify any complaint trends specific to their area of responsibility. Complaints and feedback are a major consideration when checking the efficiency and effectiveness of a policy, standard or procedure or when assessing staff training needs.

### **Changes to Policy, Standards or Procedures**

Part of this reporting is to identify if changes are needed to the AAC Policy or Corporate Standard or any other Council policies, standards or procedures.

- There is no evidence that any changes are needed in the Administrative Action Complaint Policy, Corporate Standard or Procedure. No issues have been identified by staff or customers.
- Directors and Managers are best placed to review AAC data to identify any complaint trends and to see if there is evidence that any of their policies, standards or procedures are failing to meet public or staff needs or expectations.
- Business improvement data contained in the questionnaire of each AAC is entered by staff who will have identified the need or not for improvement whilst investigating the AAC.

### **Staff Training**

- Staff training has been developed and will commence during March 2017. There will be practical exercises and examples of actual AACs discussed in the sessions. Training will be revised once feedback on the content and delivery has been gathered.
- The policy and standard can be accessed online and the Customer Service Coordinator is available to assist in the clarification of the requirements or provide advice if needed.
- The Policy and Standard will be discussed through training, particularly in regards to the lodgment of an AAC by the affected person. Some staff lodge an AAC based on the demeanor of the customer or the terminology used and not because a customer has specifically asked for one to be lodged. Feedback from staff indicates that the Policy and Standard are ambiguous in some places and the training in development will address these areas.
- Training will address the grey areas of AAC complaint management - how do you determine an AAC, how often can some-one complain about the same issue, communicating with the complainant and the capture of all relevant information into the AAC - emails, written attachments, photographs, notes on phone calls - not just into ECM.
- Emphasis will be placed on the completion of the questionnaire with accurate and complete information as this is where data is gathered for various reports and reviews.
- Complete capture of information into the notes will be highlighted. Several AACs contain only basic information in the notes.
- Training will cover how staff should communicate with complainants as quality control checks show that some complainants are communicated with a great deal and others are communicated with very little and poorly.

- Training feedback will be collated once sessions commence then interrogated to see if any improvements can be made to session delivery or content.
- Training offered by the Office of the Ombudsman in regards complaints is highly recommended. Council can hold in-house sessions which will be delivered by the Ombudsman training staff at dates that best suit staff. There is a budget impact so these sessions will need to be considered at budget time. Cost efficiencies can be gained if Council holds its own sessions in house.

### **Efficiency and Effectiveness of the Complaints Management Process**

Staff have not yet commenced training in the new process so its effectiveness cannot as yet be measured. There have not been any issues raised by staff or the public in regards to the mechanisms of the process so this would indicate it is providing an acceptable level of efficiency and effectiveness for both customers and staff. The following is information on improvements and on how well staff are following the process.

Some improvements that have been implemented or will be implemented

- Extra options added to the questionnaire. Answer selections will now be
  - Substantiated
  - Not substantiated
  - Partially substantiated
  - Not yet resolved
  - With complaint review panel
  - Complaint review complete
- Develop reporting that gives more detailed business improvement information instead of just "yes" or "no" there was or wasn't an improvement made.
- Develop reporting that shows not only what Directorate the AAC relates to, but also which Division. For example we could show Regulatory Services; Parks; Building; Planning instead of just Planning and Environment.
- Investigations have been completed very efficiently. There have been some lengthy ones however these were complicated and required input from various parties, meetings and inspections. At all times communication was maintained with the complainant and this is more than acceptable under the Policy.
- Only one complainant during the period advised that they were not satisfied with the outcome of the initial investigation and asked for the matter to be referred to the Complaints Review Panel. This would suggest that whilst complainants maybe not happy with the outcome of an investigation, they seem to be satisfied that their AAC was investigated satisfactorily and the correct decision given, even though it was not the decision that they would have liked.

### **Communication and Consultation (Internal/External):**

Communication has been carried out between Chief Information Officer, Co-Coordinator Customer Services and Identified Complaint Officers.

### **Legal Environmental and Policy Implications:**

Nil

### **Financial and Resource Implications:**

Nil

**Commentary:**

Nil

**Summary:**

Nil

**Attachments:**

1. Administrative Action Complaint Management Policy
2. Administrative Action Complaint Management Corporate Standard

**Tabled Items:**

Nil.

**Report Prepared by:** Customer Service Coordinator

## **FCGC/5.9. OUTSTANDING ITEMS ACTIONED AS AT 7 MARCH 2017**

**Responsible Officer:** Chief Executive Officer

**Committee Meeting Date:** 28 March 2017

**File Ref:** CM19.1

### **Purpose:**

Reporting on outstanding action items to 7 March 2017. Summaries of Outstanding Items Actioned from the General and Committee Meeting are presented on a monthly basis to Councillors for their information.

### **Officer's Recommendation:**

That:-

1. The reports of the Summaries of Outstanding Items Actioned from General and Committee Meetings from 6 October 2015 to 7 March 2017 be noted; and
2. The reports be received.

### **Background:**

The Summaries of Outstanding Items Actioned from General and Committee Meeting reports are an ongoing status report of the list of outstanding action items that have been adopted by Council. The attached reports provide the item resolved by Council and the department actioning the Council resolution. There are two summary reports as Council has recently moved to a more streamlined agenda and minutes assembly system, with the new system able to generate a report on items outstanding rather than the older manual report that continues to be maintained until all action items have been completed.

Council meetings are the principal decision making forum and the most visible activity of the work of local government. The Summaries are a list of the action that reflect the proceedings of Council's meetings with officers responsible for the implementation and operation of the decisions resolved by Council.

### **Consideration:**

Nil.

### **Communication and Consultation (Internal/External):**

Action items are distributed to PAs of directorates once the minutes of each of the General and Committee Meetings have been approved. The overall outstanding action item reports have been sent to Directors and PAs for follow up.

### **Legal Environmental and Policy Implications:**

Nil.

**Financial and Resource Implications:**

Nil.

**Commentary:**

Nil.

**Summary:**

Nil.

**Attachments:**

1. Summary of Outstanding Items Actioned from General Meetings from 6 October 2015 to 1 December 2015.
2. Summary of Outstanding Items Actioned from General and Committee Meetings 12 July 2016 to 7 March 2017.

**Tabled Items:**

Nil.

**Report Prepared by:** Executive Assistant

**FCGC/6. URGENT BUSINESS**

Nil

**FCGC/7. NOTICE OF MOTION**

Nil

**FCGC/8. CONFIDENTIAL ITEMS**

Nil

**FCGC/9. MEETING CLOSE**



## **ATTACHMENTS**