Livingstone Shire Council

Working together for a thriving Livingstone

LIVEABLE LIVINGSTONE

A "Liveable Livingstone" will support and advocate for services for the wellbeing of the people of Livingstone at any age and with any ability.

1.1.1 Foster development to promote a range of housing options by reviewing existing planning and development policies to ensure that Council's development controls facilitate housing choice

Reference Performance Measurement		leasurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
1.1.1.a	Complete a structure plan for Taroomball and Hidden Valley	Structure plan completed	Council business papers	Principal Strategic Planner	Q4 (June 2023)	To be deferred	Within operational allocation		Identified risk/s within appetite	Structure plan options scheduled to be completed by
1.1.1.b	Development and sale of forty-two (42) lots at Emu Park West Residential Subdivision - Stages one to four	42 lots developed and sold	Land sales	Property Development Strategist	Q4 (June 2023)	Rescheduling expected	Budget underspent		Identified risk/s within appetite	Ito 3 will be completed by July 2023. Lots not
1.1.1.c	Complete structure plan for northern Yeppoon	Structure plan completed	Council business papers	Principal Strategic Planner	Q4 (June 2023)	To be deferred	Within operational allocation		identified risk/s within appetite	complete Options Analysis and Peer Review

1.1.2 Align community programs to social needs, funding opportunities and/or partnerships

Pofor	anco	Performance Measurement			Responsibility	Timeframe	Progress Indicators				Fourth Quarter Progress Comments
Refere	Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Timename	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
-		No actions for this year	-	-	-	-	-	-	-	-	

1.2.1 Build capacity to improve health and wellbeing in the community by providing fair and reasonable access to services and facilities

Defense	Performance M	easurement		Descensibility	Completion Date		Progress	Indicators		Foundh Queston Dreamon Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
-	No actions for this year	-	-	-	-	-	-	-	-	
1.2.2 Plan for	Livingstone's ageing demographics and p	artner with regior	nal health and aged	care sectors						
Reference	Performance M	easurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Brogress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
1.2.2.a	Senior Needs Analysis and Action Plan adopted by Council	Report presented to Council by 30 September 2022	Council business papers	Principal Community Development and Engagement Officer	Q1 (September 2022)	Item completed	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	Seniors Needs Analysis Review and associated actions adopted at Ordinary Council meeting 21 February 2023.
1.2.2.b	Progress actions identified in the Senior Needs Analysis	100% of actions identified for 2022-23 completed	Council business papers	Principal Community Development and Engagement Officer	Q4 (June 2023)	Item completed	Within operational allocation		Identified risk/s within appetite	1100% of actions identified for 22/23 complete
1.2.3 Plan, de	sign and deliver community infrastructur	e which connects	communities and er	ncourages non-vehicular transpo	ort					
Reference	Performance M	easurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Drograds Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
1.2.3.a	Adopt a policy for community projects on Council controlled land	Completed in timeframe and adopted by Council	ECM Council minutes	Principal Community Development and Engagement Officer	Q3 (March 2023)	To be deferred	Within operational allocation		Identified risk/s within appetite	Discussions continuing regarding the scope/purpose of this policy. Collaboration across organisation required.
1.2.4 Take act	tion to enable the implementation of the	Active Livingstone	e Strategy			-		-	-	
Reference	Performance M		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Drogress Comments	
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
1.2.4.a	Progress actions identified in the Active Livingstone Strategy	100% of actions identified for 2022-23 completed	Council business papers	Principal Community Development and Engagement Officer	Q4 (June 2023)	Item completed	Within operational allocation		Identified risk/s within appetite	Active Livingstone Strategy Status Update Report presented at Council briefing September 2022. Actions identified for 22/23 complete.

1.3.1 Undertake planning in conjunction with the review of Council's Local Government Infrastructure Plan to provide adequate open

Reference	Performance M	leasurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Kelefence	Performance Indicator	Target	Data Validation Source	Responsibility	completion bate	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
1.3.1.a	Formalisation of tenure over Yeppoon Inlet jetty sites	Registration of Trustee Lease and individual subleases	ECM	Principal Property Officer	Q2 (December 2022)	Rescheduling expected	Within operational allocation	Benefits to be achieved	Identified risk/s	lindividual jetty site owners by the trustee lessee in
1.3.1.b	Undertake a strategic review of existing and future sporting need	Sporting Needs Strategy adopted by Council	Council resolution	Principal Community Development and Engagement Officer	Q2 (December 2022)	Item completed	Within operational allocation	Benefits to be achieved	within appetite	Sporting Needs Analysis and associated top ten priority list adopted at Ordinary Council meeting April 2023.

1.3.2 Optimise community benefit from the use of parklands and facilities by improving the quality, access to, and shared use of, public spaces and facilities for cultural, recreational, and community activities

Reference	Performance M	leasurement		Responsibility	Completion Date		Progress I	ndicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress comments
1.3.2.a	Undertake a strategic review to appropriately sequence the infrastructure requirements for Cooee Bay	Infrastructure strategy adopted by Council	Council resolution	Manager - Engineering Services	Q2 (December 2022)	Rescheduling expected	Within operational allocation	Benefits in doubt	Identified risk/s within appetite	ladopted. Council has requested the strategy
1.3.2.b	Weekend occupancy rate for Yeppoon Town Hall	80% per annum	Pathway Booking Module	Coordinator Engagement and Events	Q4 (June 2023)	On time	Within operational allocation	Benefits in doubt	being managed	104. Hall was unavailable for 3 weekends due to rain 1

1.3.3 Support community groups (including the arts, cultural, sport, and recreation groups) through advocacy and by helping them identify and secure funding streams and develop skills (including networking, governance, engaging volunteers, and business management)

Reference	Performance Measurement			Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress comments
1.3.3.a	Delivery of council's grants and sponsorship programs	Delivery of funding is distributed in accordance with program adopted criteria		Principal Community Development and Engagement Officer and Coordinator Engagement and Events		Item completed	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	IFvent Sponsorship delivered in 22/23 as per criteria. I
1.3.3.b	Maintain volunteer programmes and partnership projects	4 projects per year	Volunteer registrations ECM	Coordinator Natural Resource Management	Q4 (June 2023)	Item completed	Within operational allocation	Benefits to be achieved		Four volunteer programmes and partnership projects delivered.

n space and recreation	areas to meet the fu	uture growth needs of	the Shire

THRIVING LIVINGSTONE

The "Thriving Livingstone" will prioritise the Traditional Owners and the importance of the place and country of Indigenous people; offer a diverse range of cultural activities and events; and develop and sustain a diverse economy.

2.1.1 Implement Livingstone's Reconciliation Action Plan to increase Council's organisational and staff capacity to deliver position outcomes for Indigenous people, including the Darumbal and Woppaburra people

Poforo	Reference Performance Measurement			Responsibility Cor	Completion Date		Progress	ndicators		Fourth Quarter Progress Comments	
Refere		Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Flogress comments
2.1.1	.a	Reconciliation Action Plan adopted by Council	Plan adopted by Council	Council business papers	Principal Community Development and Engagement Officer	Q3 (March 2023)	To be deferred	Within operational allocation			Reconciliation Action Plan yet to be adopted by Council. Draft still in review with traditional owners.

2.1.2 Foster partnerships to celebrate Council's and the community's respect and understanding of the Darumbal and Woppaburra People's relationship with their traditional land and waters through culturally appropriate facilities and services

Reference	Performance N	leasurement		Responsibility	Completion Date		Progress I	ndicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
2.1.2.a	Deliver Indigenous Languages and Arts Projects resolved on 20th April 2021	100% of project completed within timeframe and allocated budget	Council business papers	Urban Strategist	Q3 (March 2023)	Rescheduling expected	Budget underspent		being managed	Inegotiating preferred project outcomes with

2.2.1 Growth in key sectors identified in the Invest Capricorn Coast Region Economic Development Plan is supported through the development and implementation of action plans by Capricorn Enterprise and other advisory groups

Reference	Performance N	leasurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion bate	Timing	Budget	Scope	Risk	Fourth Quarter Progress comments
2.2.1.a	Growth in Gross Regional Product (%)	Above the Queensland Average	Economy ID	Manager Economy and Places	Q4 (June 2023)	On time	Within operational allocation	- benefits	Identified risk/s	Gross Regional Product \$1.611M annual increase of \$209M (4.18%). Queensland 4.99% increase.

2.2.2 Foster development of high performing local business capability and diversity

Reference	Performance N	leasurement		Responsibility	Completion Date		Progress	ndicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
2.2.2.a	Livingstone Blueprint for Growth - Updated economic development and investment attraction strategy	Strategy adopted by Council	Council resolution	Manager Economy and Places	Q1 (September 2022)	Item completed		- benefits	Identified risk/s within appetite	Growth and Investment Strategy adopted by Council

2.2.3 Implement a Council-endorsed priority land development plan to deliver a return on the community's investment in land development to enhance economic and community outcomes

Reference	Performance M	leasurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion bate	Timing	Budget	Scope	Risk	Tourth Quarter Progress comments
2.2.3.a	Council-adopted plan for property portfolio development delivers a positive cash return on investment	>10% cash return	Council ledger	Property Development Strategist	Q4 (June 2023)	Rescheduling expected	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	The Gateway Stages 2b and 3 civil construction will be completed August 2023. If all 8 lots sell that are under contract/offer and the remaining 3 lots sell return on investment will be above 10%.
2.2.4 Support	the growth of education and employment	nt opportunities fo	or the community							
Reference	Performance M	leasurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Frogress Comments
-	No actions for this year	-	-	-	-	-	-	-	-	
2.3.1 Provide	support to market Livingstone as a destin	nation for comme	rce, tourism, and life	style						
Reference	Performance M	leasurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Brogress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion bate	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
-	No actions for this year	-	-	-	-	-	-	-	-	
2.3.2 Council	provides and maintains infrastructure wh	nich encourages bu	usiness and tourism §	growth						
Reference	Performance M	leasurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
-	No actions for this year	-	-	-	-	-	-	-	-	
2.4.1 Deliver	events, activities, and performances whic	h bring economic	and social benefits t	o the community						

	Performance M	leasurement					Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
2.4.1.a	Periodic reports of patronage at events, activities and performances	Quarterly reports	Council business papers	Coordinator Engagement and Events	Q4 (June 2023)	Item completed	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	Quarterly reports presented at General Manager meetings.
2.4.2 Implem	ent the action plan from the Invest Caprid	corn Coast Region	Events Strategy 202	5						
Reference	Performance M	leasurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Kelefence	Performance Indicator	Target	Data Validation Source	Responsibility	completion bate	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
2.4.2.a	Capricorn Coast Region Events Strategy 2025 actions	100% of actions completed for 2022- 23	Council business papers	Manager Community and Cultural Services	Q4 (June 2023)	Item completed	Within operational allocation		Identified risk/s within appetite	100% of actions identified for 22/23 complete.
2.4.3 Foster a	ccess, collaboration, community connect	edness, wellbeing	and creativity by su	pporting arts and cultural activi	ties within the Shi	ire		-		
Reference	Performance M	leasurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Kererence	Performance Indicator	Target	Data Validation Source	Responsionity		Timing	Budget	Scope	Risk	Tourth Quarter Progress comments
2.4.3.a	Arts and Cultural Policy to be adopted by Council	Strategy adopted by Council	Council resolution	Manager Community and Cultural Services	Q1 (September 2022)	To be deferred	Within operational allocation	Benefits to be achieved		Arts and Cultural Policy not adopted by Council due to resourcing constraints. Rescheduled for 23/24.
2.4.3.b	Actions identified in the Arts and Cultural Policy completed	100% of actions completed for 2022- 23	Council business papers	Manager Community and Cultural Services	Q4 (June 2023)	Rescheduling expected	Within operational allocation	Benefits to be achieved	I within appetite	Target not achieved as Arts and Cultural Policy not adopted due to resourcing constraints. Rescheduled for 23/24.

NATURAL LIVINGSTONE

A 'Natural Livingstone' will protect, sustainably manage and enhance the natural beauty, landscapes and resources of the Country of the Darumbal and Woppaburra people in order to safeguard the sustainability and environmental resilience of the region into the future.

3.1.1 Enable and support sustainable waste management technologies, services and facilities which provide innovative and compliant solutions to reduce the environment impacts of Council's waste collection and resource recovery options

Deference	Performance M	leasurement		Despensikility	Completie
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completio
3.1.1.a	Contribute to the development of the CQ Waste Strategy	Strategy adopted by Council	Council resolution	Chief Executive Officer	Q2 (Decemb
3.1.1.b	Waste Strategy actions completed	100% of actions completed for 2022- 23	Council business papers	Principal Waste Officer	Q4 (June
3.1.1.c	Volume of waste diverted as a percentage of total waste stream collected or received	40%	Council business papers	Principal Waste Officer	Q4 (June

3.1.2 Partner with the community to divert and minimise waste and invest in renewable energy

Reference	Performance M	leasurement		Responsibility	Completion Date		Progress	ndicators		Fourth Quarter Progress Comments
Kelerence	Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
3.1.2.a	Secure a bio-solids partner to divert waste from landfill	Council resolution	Council business papers	Manager Water and Waste Operations	Q2 (December 2022)	Rescheduling expected	Within operational allocation	Benefits in doubt	Identified risk/s being managed	Expression of Interest and tender process failed to deliver a viable alternative to disposal at landfill. Council Officers have been investigating options and are planning to present a business case for the development of a biosolid processing area at Yeppoon Landfill.
3.1.2.b	Yeppoon Solar power transition to renewable energy project completed	100% of project delivered within timeframe and budget	Monthly Portfolio Governance Group Status Report	Manager Water and Waste Operations	Q4 (June 2023)	Item completed	Budget on track	Benefits to be achieved	Identified risk/s being managed	Whilst the project has reached practical completion there are ongoing defects being worked through with the supplier, which mean the full benefits are yet to be achieved.

3.1.3 Incentivise the community to invest in reuse, recycling, energy and water saving practices **Performance Measurement** Reference Responsibility Completio **Data Validation Source** Performance Indicator Target 100% of program ECM Sustainable Livingstone Program delivered delivered within 3.1.3.a Principal Sustainability Officer Q4 (June Project Plan

3.1.4 Promote and develop a resource recovery centre to deliver education and behavioural change **Performance Measurement** Reference Responsibility Complet Performance Indicator **Data Validation Source** Target 100% of project Monthly Portfolio Yeppoon Landfill Resource Recovery Centre - Phase 3.1.4.a completed within Governance Group Manager Infrastructure Projects Q4 (Jun 1

budget and timeframe

Status Report

imeframe and budget

Progress Indicators Fourth Quarter Progress Comments ion Date Risk Timing Budget Scope Regional Waste Strategy was endorsed by Council at Within Identified risk/s the June Ordinary Meeting. CQROC Waste Benefits to be nber 2022) Item completed operational achieved within appetite Committee are now considering options for the allocation project management of identified actions. Regional Waste Strategy was endorsed by Council at the June Ordinary Meeting. Council Officers will Within review the Regional & Local Waste Strategies and Rescheduling **Benefits in** Identified risk/s ne 2023) operational identify actions that are complementary and within appetite doubt expected allocation achievable. No actions were completed in 22/23 as the Regional Waste Strategy was not completed and adopted in time. Within Waste diverted from landfill in the 4th quarter is Benefits to be Identified risk/s within appetite 37% and the 22/23 financial year waste diverted from landfill is 44%. ne 2023) operational Item completed achieved allocation

tion Date		Progress I	ndicators	Fourth Quarter Progress Comments						
tion Date	Timing Budget		Scope	Risk	Fourth Quarter Progress Comments					
ne 2023)	Item completed	Within operational allocation	Item completed - benefits achieved	within appetite	100% of program delivered within timeframe and budget. Events, school kid activities and information on webpage					

tion Date		Progress I	Indicators		Fourth Quarter Progress Comments					
tion Date	Timing	Budget	Scope	Risk	Fourth Quarter Flogress Comments					
ne 2023)	Item completed		l - henetits	Identified risk/s	Project completed within budget and timeframe and centre operating well.					

Reference	Performance M	easurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Flogress comments
3.2.1.a	Advocate continuation of Council's water allocation bid for Rookwood Weir (6,500 Ml)	Permanent allocation of 6,500 MI per annum	Council business papers	Manager Water and Waste Operations	Q4 (June 2023)	Item completed	Budget overspent		being managed	Council has secured an allocation from Sunwater however the price has not been set. Council has allocated funds in the 23/24 budget to pay for th allocation once this is known.
.2.2 Progres	s and support plans which protect coasta	and marine envir	onments							
	Performance M	easurement					Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
3.2.2.a	Implement Fig Tree Creek Management Master Plan	100% of actions within master plan implemented within identified timeframes and budget	Council business papers Engagement Plan Funding Agreements	Coordinator Natural Resource Management	Q4 (June 2023)	Rescheduling expected	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	Funding application in progress for Reef Guardia Support for Water Sensitive Urban Design Oxford Street. Healthy Land and Water project approved expected to be delivered June 2024.
3.2.2.b	Actions identified in the Livingstone Reef Guardian Action Plan completed	100% of actions identified for 2022-23 completed	Council business papers	Coordinator Natural Resource Management	Q4 (June 2023)	Item completed	Within operational allocation	Item completed - benefits achieved	Identified risk/s within appetite	Items identified in 22/23 action plan delivered an finalised.
3.2.2.c	Actions within Shoreline Management Plan implemented	100% of actions within plan implemented within identified timeframes and budget	Council business papers	Principal Sustainability Officer	Q4 (June 2023)	Item completed	Within operational allocation	Item completed - benefits achieved	Identified risk/s	Items identified in 22/23 management plan delivered and finalised.
.2.3 Collabo	rate with partners to reduce sediments a	nd nutrients in wa	terways							
Reference	Performance M	easurement		Despensibility	Completion Date		Progress	Indicators		Fourth Quarter Drograss Commonts
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
3.2.3.a	Support effective waste management and pollution control eg sediment and erosion control, rubbish clean ups	2 training events or clean-up projects	ECM Funding Agreements	Coordinator Natural Resource Management	Q4 (June 2023)	Item completed	Within operational allocation	Item completed - benefits achieved	lidentified risk/s	2 projects held with Capricornia Catchments (Rundles Beach and Nine Mile Beach).
2.4 Plan Co	uncil's response to climate change by imp	lementing the act	ions in the Coastal H	lazard Adaptation Strategy						
	Performance M	-					Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
3.2.4.a	Implement recommendations from Our Living Coast Strategy (Coastal Hazard Adaptation Strategy)	100% of actions implemented within identified timeframes and budget	Action Plan	Principal Sustainability Officer / Principal Strategic Planner	Q4 (June 2023)	Item completed	Within operational allocation	Item completed - benefits achieved	Identified risk/s within appetite	Items identified in 22/23 action plan delivered ar finalised.
.2.5 Deliver	and implement a Livingstone Shire Carbo	n Strategy							•	
	Performance M						Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
3.2.5.a	Implement the actions within the Low Carbon Livingstone 2030: A Strategy to Reduce the Carbon Footprint of Livingstone Shire Council	100% of actions implemented within identified timeframes and budget	Data from annual carbon audit	Principal Sustainability Officer	Q4 (June 2023)	Item completed	Within operational allocation	Item completed - benefits achieved	Identified risk/s within appetite	Items identified in 22/23 action plan delivered a finalised.

3.3.1 Recognis	se, preserve and enhance the region's un	ique biodiversity								
Reference	Performance N	leasurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion bate	Timing	Budget	Scope	Risk	Fourth Quarter Frogress Comments
3.3.1.a	Implementation of Biodiversity Strategy	100% of actions implemented within identified timeframes and budget	Council business papers	Coordinator Natural Resource Management	Q2 (December 2022)	Rescheduling expected	Within operational allocation	Item completed - benefits achieved	Identified risk/s within appetite	Progress on all items for 2022/23, some will be delivered in next financial year.
3.3.1.b	Rehabilitate six (6) new sites and maintain twelve (12) existing sites on Council controlled land	Six (6) new sites established and twelve (12) existing sites maintained	100% in line with annual programme	Project Officer Natural Resource Management Vegetation Rehabilitation Officer	Q4 (June 2023)	Item completed	Within operational allocation	Item completed - benefits achieved	Identified risk/s within appetite	Six (6) new sites established and 12 maintained site for the year all completed.
3.3.1.c	Cycad salvage and mitigation projects - project initiation and maintenance	2 projects completed	Finance One ECM Survey 123	Community Nursery Supervisor	Q4 (June 2023)	Item completed	Within operational allocation	Item completed - benefits achieved	Identified risk/s	OMYA project and Clarke Creek Wind Farm Project progressing as planned.
3.3.2 Progress	s and support plans which protect the Sh	ire's natural assets	, bushland and local	eco-systems						
Reference	Performance N	leasurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion bate	Timing	Budget	Scope	Risk	Fourth Quarter Frogress Comments
3.3.2.a	Open Spaces Framework - Green infrastructure strategy endorsed by Council	Strategy endorsed by Council	Strategy	Urban Strategist – Cross Council collaboration is integral to the development of this strategy	Q2 (December 2022)	Item completed	Within operational allocation	Item completed - benefits achieved	Identified risk/s	The Livingstone Open Spaces Framework was adopted by Council in June 2023.

3.3.3 Manage threats by collaborating with traditional owners, agencies, community groups and private landholders about land management, protection methods including hazard reduction strategies and conservation policies to ensure the protection of people, property and the environment

Reference	Performance M	easurement		Responsibility C	Completion Date		Progress	ndicators		Fourth Quarter Progress Comments
	Performance Indicator	Target	Data Validation Source		completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Frogress Comments
3.3.3.a	Implement the Bushfire Management Plan Annual Operational Plan	100% of actions completed	ECM Funding Agreements	Bushfire Recovery and Resilience Officer	Q4 (June 2023)	Item completed		- benetits	Identified risk/s within appetite	90% of target achieved in relation to Operational Plan (some activities unachievable due to wet weather). 100% engagement and education achieved.

LEADING LIVINGSTONE

A 'Leading Livingstone' will provide transparent, accountable leadership which listens to the needs of the Livingstone community and advocates for Livingstone's interests to State and Federal Governments.

4.1.1 Implementation of the Community Plan and Corporate Plan is well co-ordinated across Council and through a delivery mechanism which provides clear line of sight, accountability and performance measurement for all employees

Reference	Performance M	leasurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Drograds Commants
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
4.1.1.a	Implement revised Performance Management System across whole of Council	Framework approved and implemented	Performance Management System reports	Principal Organisational Development Officer	Q1 (September 2022)	Item completed	Within operational allocation		Identified risk/s being managed	A revised Performance Management system was launched in July 2022. An update on the Performance and Goal Cycle was provided to Co- leadership members in June 2023. Annual review for FY23 are being finalised and new agreements for FY24 are being set.
4.1.1.b	Appropriately manage unscheduled employee absences (this is a 2022-2023 Organisational KPI)	<4.5% annualised	HR Reports	Executive Leadership Team	Q4 (June 2023)	On time	Within operational allocation		Identified risk/s being managed	expectations it is positive to see ("ouncil's level of the level of th

4.1.2 Council produces and delivers against sustainable financial forecasts as a result of best practice Capital and Asset Management Plans which guide project planning and service delivery across the Shire

Reference	Performance M	easurement		Responsibility	Completion Date		Progress I	ndicators		Fourth Quarter Progress Comments
Kelerence	Performance Indicator	Target	Data Validation Source	Responsibility	completion bate	Timing	Budget	Scope	Risk	Fourth Quarter Frogress Comments
4.1.2.a	Implementation of Strategic Asset Management Plan Improvement actions	100% of actions identified for 2022-23 completed	Asset Management Steering Committee	Manager Community Assets	Q4 (June 2023)	Rescheduling expected	Within operational allocation	Benefits in doubt	Identified risk/s within appetite	Mudit Committee Meeting in June for endorcement
4.1.2.b	Financial Sustainability ratios: Operating Surplus Net Financial Liabilities Asset Sustainability	0-10% <60% >90%	Adopted/Revised Budgets Audited Financial Statements	Chief Financial Officer	Q4 (June 2023)	Item completed	Within operational allocation		Identified risk/s being managed	Revised budget 2 adopted 13 June 2023. Operating surplus ratio (-2.4%) and Asset Sustainability Ratio (80.7%) were not forecast to achieve the legislated target. Net financial liabilities ratio (-28.0%) has met target. End of year entries for 2022-23 have not been finalised at the time of preparing this report.
4.1.2.c	Review 50% of Long-Term Asset Management Plans Annually prior to end of calendar year	50% reviewed prior to end of calendar year	Asset Management Steering Committee	Manager Assets and GIS	Q4 (June 2023)	Item completed	Within operational allocation		Identified risk/s within appetite	Itinalised in ()3 presented to Audit (ommittee in
4.1.2.d	Increase plant / fleet utilisation rates	70%	Conquest	Coordinator Assets	Q4 (June 2023)	Rescheduling expected	Within operational allocation	Benefits to be achieved		Utilisation target has not been met. Review of utilisation thresholds has been undertaken to increase usage and has been used to inform the 23/24 fleet budget.
4.1.2.e	Develop a long term full cost pricing methodology for the waste business activity	Pricing methodology adopted by Council	Council resolution (budget)	Chief Financial Officer / Coordinator Revenue	Q4 (June 2023)	Item completed	Within operational allocation	Item completed - benefits achieved	Identified risk/s within appetite	Recommended Waste Utility Charges & Fees and charges further discussed with Councillors within Budget Workshops. Waste Facility Charges and Waste vouchers require some community consultation and implementation potentially 24/25. Revenue Statement 2023/24 updated and waste utility charges updated as per Councillor consultation within Budget 23/24, Fees and charges Schedule (Including Waste Facility charges) adopted 16 May 2023.

4.1.2.f	Mt Charlton Reservoir rehabilitation project	100% of project delivered within timeframe and budget	Monthly Portfolio Governance Group Status Report	Manager Water and Waste Operations	Q4 (June 2023)	Item completed	Budget on track	Benefits to be achieved	within annetite	Project scope is complete. An enhancement to improve ventilation, reduce humidity and ultimately prolong the life of the new roof has been completed.
4.1.2.g	Contribute to driving a performance culture through achievement of Capital Works/Operational Plan targets (this is a 2022-2023 Organisational KPI)	90% targets achieved	Operational Plan Report/Capital Works Report	Chief Financial Officer / Coordinator Project Management	Q4 (June 2023)	Rescheduling expected	Budget on track	Benefits to be achieved	Identified risk/s within appetite	2022-23 Total Capital Expenditure \$41.1M, equivalent to 93% of adopted and 98% of RB2 revised budget. 82% of planned projects were completed within 22- 23 period.

4.1.3 A continuous improvement focus underpins the organisation, creating a supportive environment for ideas and positive, well-managed change which enhances internal and external outcomes

Reference	Performance Measurement			Responsibility	Completion Date	Progress Indicators				Fourth Quarter Progress Comments
	Performance Indicator	Target	Data Validation Source	Responsibility		Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
-	No actions for this year	-	-	-	-	-	-	-	-	

4.1.4 Provide leadership and contemporary management systems which drive a coordinated and connected organisation

Reference	Performance M	leasurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion date	Timing	Budget	Scope	Risk	Fourth Quarter Flogress Comments
4.1.4.a	Leadership Development Capability Framework developed and implemented	Framework approved and implementation of identified strategies completed	Framework	Principal Organisational Development	Q4 (June 2023)	Item completed	Within operational allocation		Identified risk/s within appetite	The successful pilot Leadership Development Program has now been completed with positive feedback provided by participants. Additional ongoing coaching has been offered and accepted by some participants. Planning for future group workshops with this cohort has commenced. A second program is scheduled to be launched in mid August with a new cohort of 16 participants.

4.1.5 Promote a values-based culture which appreciates it and empowers its workforce

Reference	Performance M	easurement		Responsibility	Completion Date	P	rogress Indicato	rs		Fourth Quarter Brogrees Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
4.1.5.a	Drive employee engagement through demonstrating effective leadership, engagement and collaboration (this is a 2022-2023 Organisational KPI)	>75% Engagement >70% MEI	Survey Results	Executive Leadership Team	Q4 (June 2023)	On time	Budget on track		Identified risk/s being managed	Council undertook their third annual engagement survey in Sep 22. Engagement results achieved include: Engagement Score - 68%, Manager Effectiveness Index - 75% Leaders have debriefed engagement results with their respective teams, and are focussing on three (3) things to positively shift engagement. Council will again deliver an Employee Engagement Survey in September 2023.

4.1.6 Risk management practices are embedded into decision making process

	Performance N	Aasurament					Drogross	ndicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
4.1.6.a	Improve Council's risk management maturity	100% of actions	Council business papers	Coordinator Governance	Q4 (June 2023)	Rescheduling expected	Within operational allocation		Identified risk/s within appetite	Risk profiling completed. Risk Impact (Consequences) Table was finalised with ELT. The revised ERM framework, including the Risk Appetite Statement is scheduled to be finalised in Q1 (23/24), Staff training will be roller out thereafter, with project finalisation in Q2 (23/24).
4.1.6.b	Mitigation and risk reduction activities: - are informed by risk assessments - are prioritised based on risk assessments and available resources - are included in strategic and operational plans	Completion of Queensland Emergency Risk Management Framework	Emergency Management Assurance Framework	Local Disaster Management Group through the Operational Plan	Q4 (June 2023)	Item completed	Within operational allocation	Item completed - benefits achieved	Identified risk/s within appetite	LDMG meeting conducted on 7 June 2023. LDMG Operational Plan 2022/2023 completed with final presentation. LDMG Operational Plan 2023/2024 endorsed by group.
4.1.6.c	Internal Audit - complete audit actions	100% of high and medium risk actions completed within timeframes	Audit committee business papers	Coordinator Governance	Q4 (June 2023)	Rescheduling expected	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	3 high audit actions completed (1 within 2 outside of agreed timeframe). 9 medium audit actions (1 within 8 outside of agreed timeframe).

4.1.7 Recruit	and develop a professional, capable and i	responsive workfo	orce							
Reference	Performance M	easurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
4.1.7.a	Recruitment and Selection - Annualised Employee Turnover (excluding retirements)	<10%	Aurion	Coordinator HR and Payroll	Q4 (June 2023)	On time	Within operational allocation	Benefits to be achieved	within appetite	Iretirements and fixed term cessations the
4.1.7.b	Workforce Plan meets current and future business and community expectations	80% of scheduled strategies for 2022-23 implemented	Workforce Plan	Principal Organisational Development	Q4 (June 2023)	Item completed	Within operational allocation	Benefits to be achieved		Council achieved 85.23% of strategies that were scheduled as a focus area for FY22-23.

4.1.8 Provide for the safety, security, health and wellbeing of Council employees and contractors

Reference	Performance M	easurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Brogress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
4.1.8.a	Zero improvement or prohibition notices issued by WorkSafe Qld	Zero Improvement Notices	WorkSafe Qld	Coordinator Workplace Health and Safety	Q4 (June 2023)	On time	Within operational allocation	Benefits to be achieved	Identified risk/s being managed	Notice and one (1) Intringement were issued during
4.1.8.b	Undertake external audit as per Local Government Workcare (LGW)	WHS Audit score of minimum 70% for category 3 WHS Systems	Approved OIR auditor	Coordinator Workplace Health and Safety	Q4 (June 2023)	Item completed	Within operational allocation		being managed	Iby I GW External Audit was 67 68% which is
4.1.8.c	Proactively contribute to the safety, health and wellbeing of our people (this is a 2022/2023 Organisational KPI)	Reduction in Lost Time Injury Frequency Rate <25.64	WHS Safety Committee	Chief Executive Officer and Safety Coordinator	Q4 (June 2023)	Item completed	Within operational allocation		Identified risk/s being managed	12022-23 Lost Time Injury Frequency Rate (LTIFR)

4.2.1 Build and maintain strong, collaborative and co-operative relationships across all levels of government, industry, business and community

Reference	Performance Me	easurement		Responsibility	Completion Date		Progress	ndicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
	Facilitate review of Community Voice Panels in line						Within	Ronofits to bo	Idoptified rick/s	EOI process conducted with unsuccessful applicants
4.2.1.a	with mid-term membership review prescribed in	Council resolution	Council business papers	Executive Support	Q1 (September 2022)	Item completed	operational			notified in March 2023.
	adopted Terms of Reference						allocation	acilieveu	within appetite	

4.2.2 Identify opportunities for alignment between Council's interests and objectives with those of Federal and State Governments

Poforonco	Performance M	leasurement		Responsibility	Completion Date		Progress I	ndicators		Fourth Quarter Brogress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
-	No actions for this year	-	-	-	-	-	-	-	-	

4.2.3 Advocate Council's interests and objectives to government, industry, business, and community to promote the Livingstone region at a national and international level

Deference	Performance N	leasurement		Decreasibility	Completion Date		Progress I	ndicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
-	No actions for this year	-	-	-	-	-	-	-	-	

4.2.4 Actively participate in Central Queensland Regional Organisation of Council's and other regional bodies to promote regional interests and objectives to government, industry, business, and community

Reference	Performance N	leasurement		Responsibility	Completion Date		Progress I	ndicators		Fourth Quarter Progress Comments
Kelefence	Performance Indicator	Target	Data Validation Source	Responsibility	completion bate	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
4.2.4.a	Assume leadership (Chair and Secretary) of the CQROC Organisation of Councils Ltd	Successful discharge of company responsibilities to Australian Securities and Investments Commission	Council business papers	Mayor and CEO	Q1 (September 2022)	Item completed	Within operational allocation		Identified risk/s within appetite	LSC successfully completing Company responsibilities

Reference	Performance M	easurement		Posponsibility	Completion Data		Progress	Indicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
-	No actions for this year	-	-	-	-	-	-	-	-	
.3.2 Commit	to open and accountable governance to	ensure community	y confidence and tru	st in Council and its democratic	values					
Deference	Performance M	easurement		Deenensikilitu	Completion Date		Progress	Indicators		Fourth Quester Dreases Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
	Complete review of Local Laws (including	Local laws adopted by	Council resolution to			Rescheduling	Budget	Benefits to be	Identified risk/s	
4.3.2.a	Subordinate Local Laws) to improve alignment with	December 2022	adopt modified Local	Coordinator Public Environments	Q2 (December 2022)	expected	overspent	achieved	within appetite	Ongoing. State interest checks not yet finalise
	community needs and expectations	December 2022	Laws			expected	overspent	acineveu	within appente	
.3.3 Take ac	tions to enable the use of meaningful too	0.0	ommunity on diverse	e issues so that the community	is well informed ar	nd can contrib		0		
Poforonco	Performance M	easurement		Posponsibility	Completion Date		Progress	Indicators		Fourth Quarter Drearers Comment
Reference	Performance M Performance Indicator	easurement Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comment

4.3.1 Plan, de	velop and implement high-quality custon	ner-focused servic	es							
Reference	Performance M	easurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
-	No actions for this year	-	-	-	-	-	-	-	-	
4.3.2 Commit	to open and accountable governance to	ensure communit	y confidence and tru	st in Council and its democratic	values					
Defense	Performance M	easurement		Decremeikility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
	Complete review of Local Laws (including	Local laws adopted by	Council resolution to			Rescheduling	Budget	Benefits to be	Identified risk/s	
4.3.2.a	Subordinate Local Laws) to improve alignment with community needs and expectations	December 2022	adopt modified Local Laws	Coordinator Public Environments	Q2 (December 2022)	expected	overspent	achieved	within appetite	()ngoing State interest checks not vet finalised
4.3.3 Take act	tions to enable the use of meaningful too		ommunity on diverse	e issues so that the community	is well informed a	nd can contrib		-		
Reference	Performance M	easurement		Responsibility	Completion Date		Progress	Indicators		Fourth Quarter Progress Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion bate	Timing	Budget	Scope	Risk	
4.3.3.a	Annual increase in Total Visit measure rates for Get Involved Software	10%	Get Involved Software	Coordinator Engagement and Events	Q4 (June 2023)	Item completed	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	Increase of 8% achieved

FUTURE LIVINGSTONE

A 'Future Livingstone' will become a resilient community prepared for future economic, social, environmental, and infrastructure challenges to ensure Livingstone retains its unique character and thrives into the future.

5.1.1 Maintai	n a clear and comprehensive planning vis	ion for the region								
	Performance N	leasurement					Progress	Indicators		
Reference	Performance Indicator	Target	Source of Validation Data	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
5.1.1.a	Review and update the Local Government Infrastructure Plan	Council resolution	Council business papers	Coordinator Infrastructure Planning	Q4 (June 2023)	Rescheduling expected	Budget on track	Benefits to be achieved	within annetite	April Further work to tinalise the documents and

5.1.2 Balance development within Livingstone Shire in accordance with the community's desired environmental and economic outcomes

Reference	Performance Measurement			Responsibility	Completion Date		Progress	Indicators	Fourth Quester Progress Comments	
Kelerence	Performance Indicator	Target	Data Validation Source	Responsibility	completion date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
5.1.2.a	Finalise the structure plan for the West Emu Park Development Area	Structure Plan completed	Council business papers	Principal Strategic Planner	Q4 (June 2023)	Rescheduling expected	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	land a report was presented to council brieting in

5.1.3 Develop a program of master planning, place making and improvement strategies to enhance local identity and lifestyle

Reference	Performance Measurement			Posnonsihility Compl	Completion Date		Progress	Indicators		Fourth Quarter Brogress Comments
	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
-	No actions for this year	-	-	-	-	-	-	-	-	

5.1.4 Collaborate with partners to understand, nurture and protect Great Keppel Island's environmental values which help showcase its unique tourism potential

Reference	Performance Measurement			Posnonsihility	Completion Date		Progress	Indicators	Fourth Quarter Progress Comments	
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
5.1.4.a	Advocating for the completion of the Great Keppel Island master plan project	Master Plan adopted	Queensland Government	Urban Strategist	Q4 (June 2023)	Rescheduling expected	Within operational allocation	Benefits to be achieved	Identified risk/s	Holdings leases. The draft masterplan is going to

5.2.1 Implement an integrated transport strategy which encourages alternative transport usage to maximise economic, environmental and liveability outcomes

Reference	Performance Measurement			Bernoncibility Completion Date		Progress	ndicators	Fourth Quarter Brogrees Comments		
Kelefelice	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
-	No actions for this year	-	-	-	-	-	-	-	-	

5.2.2 Reinforce sustainable building design principles

Reference	Performance Measurement			Responsibility Completion Date			Progress	Indicators	Fourth Quarter Progress Comments	
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Frogress Comments
5.2.2.a	Council formally adopts a position regarding the use of sustainable design principles which exceed current mandatory requirements	Council resolution	Council business papers	Manager Development and Environment	Q4 (June 2023)	Item completed	Within operational allocation	Benefits to be achieved		Principles have now been incorporated into the webpage. Briefing session June 2022.
5.2.3 Adopt a	5.2.3 Adopt and implement a Connected Livingstone Strategy to foster investment opportunities in the region									
Reference	Performance Measurement			Responsibility	Completion Date	Progress Indicators				Foundly Output on Descent of Community
Reference	Performance Indicator	Target	Data Validation Source	Responsibility		Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
-	No actions for this year	-	-	-	-	-	-	-	-	

	ate technology and innovative solutions in	to council's opera	itions and communit	ty programs to increase enicient	ly, provide excelle	ent customers	Service Outco	mes, encoura	ge entrepren	eurship and community engagement
Defenses	Performance M	leasurement		Deenersikilite	Completion Date		Progress I	ndicators	Fourth Quester Drogress Comments	
Reference	Performance Indicator	Target	Data Validation Source	Responsibility		Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
5.2.4.a	Review of all customer touchpoints to measure customer experience	100% of identified actions for 2022-23 undertaken	Council business papers	Manager Community and Cultural Services	Q4 (June 2023)	Rescheduling expected	Within operational allocation	Benefits to be achieved		0% of actions undertaken in 22/23. This project has now transitioned to Information Services.
5.2.4.b	Project Merlin - Phase One ERP Business systems transformation project completed	100% of project delivered within timeframe and budget	Portfolio Governance Group Status Report	Chief Technology Officer	Q4 (June 2023)	Rescheduling expected	Budget on track	Benefits to be achieved		Project delivery and budget are still on track for completion in 23/24
5.2.4.c	Improve customer experiences through closing out customer service requests on time (this is a 2022-2023 Organisational KPI)	90% close out rate	Pathway	Executive Leadership Team	Q4 (June 2023)	On time	Within operational allocation		Identified risk/s within appetite	ELT and co-leadership team continuing to manage and support staff to achieve this KPI. Draft Customer Request Management Framework document finalised for internal peer review. Emphasis on customer journey mapping and organisational consistency. Close Out Rate 1 Mar - 31 May = 79.82%
5.3.1 Mainta	in the ability to respond to disaster events	s under the disast	er management arra	ngements						
	Performance Measurement						Progress I	ndicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
5.3.1.a	Disaster management plans are fit for purpose and meet community's needs	Local Disaster Management Plan endorsed by Local Disaster Management Group	LDMG Minutes	Coordinator Disaster Management and Community Resilience	Q4 (June 2023)	Item completed	Within operational allocation	Item completed - benefits achieved	Identified risk/s within appetite	At LDMG meeting 7 June 2023 review of Local Disaster Management Plan 2023 endorsed and the annual Bushfire Risk Mitigation Plan endorsed by the group.
5.3.1.b	Maintain fire-trails and assist in hazard reduction burns	100% of planned maintenance and hazard reductions undertaken	Fleet records	Bushfire Recovery and Resilience Officer	Q4 (June 2023)	Item completed	Within operational allocation	Item completed - benefits achieved	Identified risk/s within appetite	90% of target achieved in relation to planned hazard reduction burns and firetrail installation and maintenance. Some activities unachievable due to wet weather.
5.3.2. Enhan	ce the community's preparedness for disa	ster through com	nunity education, tr	aining and strong partnerships	petween Council a	nd other ager	ncies			
	Performance M	leasurement					Progress I	ndicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
-	No actions for this year	-	-	-	-	-	-	-	-	
5.3.3 Plan th	e response to changes in social, economic	and climatic cond	itions	•						
	Performance M						Progress I	ndicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Timing	Budget	Scope	Risk	Fourth Quarter Progress Comments
5.3.3.a	Reflect coastal and climate change risk and hazard management provisions in the Local Disaster Management Plan	Annual review of the Local Disaster Management Plan	Local Disaster Management Plan	Principal Sustainability Officer	Q2 (December 2022)	Ŭ		Item completed		Relevant provisions and references incorporated into LDMP.
	Munagement Flam									
5.3.4 Partnei	r with agencies to develop programs for th	l ne protection of al	I members within th	e community						
		-	l members within th		Completion Date		Progress I	ndicators		Fourth Questor Drograd Comments
5.3.4 Partnei Reference	r with agencies to develop programs for th	-	I members within th Data Validation Source	e community Responsibility	Completion Date	Timing	Progress I Budget	ndicators Scope	Risk	Fourth Quarter Progress Comments