

## **PRINCIPAL ACTIVITY 7**

### **FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT**

#### **Purpose Statement**

To creatively develop innovative systems and support services that facilitate and enhance quality outputs of Council, anticipating future directions and opportunities

## PRINCIPAL ACTIVITY 7

### FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT

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#### Major Programs

- **Revenue Management:** All rate and revenue opportunities to be maximised and managed in professional, equitable and cost-effective manner
- **Financial Management:** Planning and controls in place to ensure Council is financially secure, with operations conducted in a cost-effective manner which optimises return on Council assets
- **Customer Service:** To ensure that accurate, timely and targeted service is provided to Council's customers
- **Information Technology:** Appropriate technology utilised to deliver relevant business systems and related support services
- **Administrative Support:** Administrative support services developed and allow the Council to achieve set objectives
- **Compliance:** Enforcement of Council regulations in a fair and equitable fashion
- **Risk Management:** Systems and procedures developed which ensure that Council's activities promote a safe and healthy environment for residents, visitors and employees
- **Stores and Purchasing:** Implemented to ensure cost effective supply of resources
- **Plant and Equipment:** The provision, maintenance and management of plant and equipment

#### The Next Five Years

##### **Financial Management**

Develop improved financial reporting and ensure all Managers have sufficient information to manage and be financially responsible for their operations

##### **Customer Service**

Customer needs to be continually reassessed and services redefined to ensure that customer satisfaction continues to improve

##### **Operational Efficiency**

Develop improved information systems by engaging current technology capable of supporting Council's operations and improving service delivery

##### **Compliance**

Develop an efficient and co-ordinated method of responding to and eliminating breaches of Council's regulations

##### **Risk Management**

Develop and implement an integrated risk management plan which will be able to be successfully implemented with measurable results


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**Plant and Equipment**

Replacement programs to be reviewed which will optimise the effectiveness of Council's operational assets and support the provision of Council's services

## Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT

<b>Council Service 7.1: Revenue Management</b>		<b>EFT 4.1</b>
Responsibility:	Financial Services Director	
Major Strategy Focus:		
Planned Outcome:	All rate and revenue opportunities are maximised and managed in a professional, equitable and cost effective manner	



### OBJECTIVES 2009/2014

<b>STRATEGIES</b>	<b>TARGETS July 2009 to June 2010</b>	<b>PROGRESS</b>
1. To maximise the return from Council's investment portfolio.		
Monitor performance of market.	Deliver return 20 points above Bank Bill Index.	June YTD 5.85%. 196 points above index of 3.89%
2. To manage Council's rating and revenue operations in an equitable and cost effective manner.		
Council's billing system to ensure timely issue and collection of monies due to Council.	% rates outstanding < Industry averaged as published by DLG.	End of rating year 2.82

## Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT

PRINCIPAL ACTIVITY 7		FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT			
Council Service 7.1		Revenue Management			
	Original Budget 2009/2010 \$000's	Current Budget 2009/2010 \$000's	Actual June 2010 \$000's	Variation June 2010 \$000's	Revised Budget 2009/2010 \$000's
<b>RECURRENT EXPENDITURE</b>					
Corporate Support Management Service	20.3	21.3	22.8	1.2	22.5
Rates & Revenue Collection	1,225.8	1,253.1	1,394.0	200.0	1,453.1
<b>TOTAL</b>	<b>1,246.1</b>	<b>1,274.4</b>	<b>1,416.9</b>	<b>201.2</b>	<b>1,475.6</b>
<b>RECURRENT INCOME</b>					
Corporate Support Management Service	(0.4)	(1.4)	(0.8)	0.0	(1.4)
Rates & Revenue Collection	(31,642.8)	(31,720.8)	(32,121.9)	(216.0)	(31,936.8)
<b>TOTAL</b>	<b>(31,643.2)</b>	<b>(31,722.2)</b>	<b>(32,122.7)</b>	<b>(216.0)</b>	<b>(31,938.2)</b>
<b>RECURRENT NET COST</b>	<b>(30,397.1)</b>	<b>(30,447.7)</b>	<b>(30,705.8)</b>	<b>(14.8)</b>	<b>(30,462.5)</b>
<b>PRIORITY / IMPROVEMENT EXPENDITURE</b>					
Corporate Support Management Service	0.0	0.0	0.0	0.0	0.0
Rates & Revenue Collection	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT INCOME</b>					
Corporate Support Management Service	0.0	0.0	0.0	0.0	0.0
Rates & Revenue Collection	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT NET COST</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>TOTAL NET COST</b>	<b>(30,397.1)</b>	<b>(30,447.7)</b>	<b>(30,705.8)</b>	<b>(14.8)</b>	<b>(30,462.5)</b>

## Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT

<b>Council Service 7.2:</b>		<b>Financial Management</b>	<b>EFT 9.5</b>
Responsibility:	Financial Services Director		
Major Strategy Focus:	 		
Planned Outcome:	Council is financially secure with operations conducted in a cost-effective manner which optimises return on Council assets		

### OBJECTIVES 2009/2014

<b>STRATEGIES</b>	<b>TARGETS July 2009 to June 2010</b>	<b>PROGRESS</b>
1. To ensure sound financial management of Council's operations		
To monitor, review and refine Council's Management Plan and Budget process.	2009-2014 Management Plan and Budget adopted by 30 June 2009 reviewed on a quarterly basis.	2009-2014 Management Plan adopted 9.6.09. September, December and March quarterly reviews to Corporate & Transport Committee. Operational Plan 2010/2011 and Delivery Program 2010-2014 adopted by Council on 15 June 2010.
To empower Managers through training and support to effectively manage and be financially accountable for their operations.	Regular training courses/information sessions offered on relevant issues on use of financial system.	Training of new and existing staff in new applications.
To ensure Council meets all administrative and financial statutory reporting obligations.	100% statutory reporting obligations met.	2008-2009 Financial statements lodged with DLG 23 October 2009.

## Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT



PRINCIPAL ACTIVITY 7	FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT				
Council Service 7.2	Financial Management				
	Original Budget 2009/2010 \$000's	Current Budget 2009/2010 \$000's	Actual June 2010 \$000's	Variation June 2010 \$000's	Revised Budget 2009/2010 \$000's
<b>RECURRENT EXPENDITURE</b>					
Corporate Support Management Service	20.3	21.3	22.8	1.2	22.5
Fixed Items	2,244.6	3,544.6	3,329.3	1,244.3	4,788.9
Financial Management	853.9	853.9	832.0	0.0	853.9
Accounts Payable/Receivable	258.3	259.8	251.1	0.0	259.8
<b>TOTAL</b>	<b>3,377.1</b>	<b>4,679.7</b>	<b>4,435.1</b>	<b>1,245.5</b>	<b>5,925.2</b>
<b>RECURRENT INCOME</b>					
Corporate Support Management Service	(0.4)	(1.4)	(0.8)	0.0	(1.4)
Fixed Items	(4,345.3)	(5,387.6)	(6,862.1)	(694.3)	(6,081.9)
Financial Management	(56.7)	(56.7)	(83.8)	0.0	(56.7)
Accounts Payable/Receivable	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>(4,402.4)</b>	<b>(5,445.7)</b>	<b>(6,946.6)</b>	<b>(694.3)</b>	<b>(6,140.0)</b>
<b>RECURRENT NET COST</b>	<b>(1,025.3)</b>	<b>(766.0)</b>	<b>(2,511.4)</b>	<b>551.2</b>	<b>(214.8)</b>
<b>PRIORITY / IMPROVEMENT EXPENDITURE</b>					
Corporate Support Management Service	0.0	0.0	0.0	0.0	0.0
Fixed Items	1,700.0	3,400.0	0.0	368.0	3,768.0
Financial Management	0.0	0.0	0.0	0.0	0.0
Accounts Payable/Receivable	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>1,700.0</b>	<b>3,400.0</b>	<b>0.0</b>	<b>368.0</b>	<b>3,768.0</b>
<b>PRIORITY / IMPROVEMENT INCOME</b>					
Corporate Support Management Service	0.0	0.0	0.0	0.0	0.0
Fixed Items	(1,700.0)	(3,400.0)	(3,782.8)	(368.0)	(3,768.0)
Financial Management	0.0	0.0	0.0	0.0	0.0
Accounts Payable/Receivable	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>(1,700.0)</b>	<b>(3,400.0)</b>	<b>(3,782.8)</b>	<b>(368.0)</b>	<b>(3,768.0)</b>
<b>PRIORITY / IMPROVEMENT NET COST</b>	<b>0.0</b>	<b>0.0</b>	<b>(3,782.8)</b>	<b>0.0</b>	<b>0.0</b>
<b>TOTAL NET COST</b>	<b>(1,025.3)</b>	<b>(766.0)</b>	<b>(6,294.2)</b>	<b>551.2</b>	<b>(214.8)</b>

**Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT**

<b>PRINCIPAL ACTIVITY 7</b>		<b>FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT</b>	
<b>Council Service 7.2</b>		<b>Financial Management</b>	
<b>PRIORITY / IMPROVEMENT EXPENDITURE</b>		<b>Budget 2009/2010 \$</b>	
<b>FIXED ITEMS</b>			
Fixed Items S94 Contributions		1,700,000	
<b>Sub Total</b>		<b>1,700,000</b>	
<b>TOTAL PRIORITY / IMPROVEMENT EXPENDITURE</b>		<b>1,700,000</b>	



## Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT

Council Service 7.3:	Customer Services Management	EFT 12.6
Responsibility:	Customer Service Supervisor, Corporate Support & Planning Director	
Major Strategy Focus:	 	
Planned Outcome:	Establish a culture of continuous improvement, transparency innovation and responsiveness to ensure quality service	



### OBJECTIVES 2009/2014

STRATEGIES	TARGETS July 2009 to June 2010	PROGRESS
<b>1. QUALITY SERVICE &amp; CUSTOMER SATISFACTION</b> To supply a quality based customer and telephone service to Council's customers and improve access to all services.		
Provide a welcoming, secure and friendly environment for customers, with staff who are fully trained to deliver a high standard of customer service and have the knowledge to assist with all enquiries.	Maintain foyer area in a clean and up to date manner, upgrading furniture and fittings as needed.  Access to information, registers and forms (hard copy and electronic).  Revision of staff knowledge and up-skilling as needed.	Customer area upgraded with two computer terminals for use by customers for enquiries and access to electronic information for DA's and property info.  Ongoing training to upskill and maintain an up to date knowledge of Council's services and legislative changes.  Ongoing review of Council's forms to keep up to date info and improved usability for customers.
Work with all areas of Council to improve access and procedures for customer needs.	Regular reporting to Departments on statistical information and area's showing a reduction in service.	Regular monthly and quarterly reports produced on outstanding CSR's and DataWorks items.
Review current services to ensure that they meet standards and customer expectations.	Improve access to services using Council's satellite properties/offices; expanding and opening up the roles of outside services.	Introduction of Justice of the Peace service at Council's main Library on Wednesdays and Saturdays' to support and improve service.  Introduction of Vacation Care booking facility at Childcare Centres to improve access and service for parents.

## Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT

PRINCIPAL ACTIVITY 7		FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT			
Council Service 7.3		Customer Services Management			
	Original Budget 2009/2010 \$000's	Current Budget 2009/2010 \$000's	Actual June 2010 \$000's	Variation June 2010 \$000's	Revised Budget 2009/2010 \$000's
<b>RECURRENT EXPENDITURE</b>					
Corporate Support Management Service	25.3	26.6	28.6	1.5	28.1
Help & Service Centre	969.7	969.7	948.5	0.0	969.7
<b>TOTAL</b>	<b>995.0</b>	<b>996.3</b>	<b>977.1</b>	<b>1.5</b>	<b>997.8</b>
<b>RECURRENT INCOME</b>					
Corporate Support Management Service	(0.5)	(1.7)	(1.0)	0.0	(1.7)
Help & Service Centre	0.0	0.0	(0.3)	0.0	0.0
<b>TOTAL</b>	<b>(0.5)</b>	<b>(1.7)</b>	<b>(1.3)</b>	<b>0.0</b>	<b>(1.7)</b>
<b>RECURRENT NET COST</b>	<b>994.5</b>	<b>994.6</b>	<b>975.8</b>	<b>1.5</b>	<b>996.1</b>
<b>PRIORITY / IMPROVEMENT EXPENDITURE</b>					
Corporate Support Management Service	0.0	0.0	0.0	0.0	0.0
Help & Service Centre	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT INCOME</b>					
Corporate Support Management Service	0.0	0.0	0.0	0.0	0.0
Help & Service Centre	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT NET COST</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>TOTAL NET COST</b>	<b>994.5</b>	<b>994.6</b>	<b>975.8</b>	<b>1.5</b>	<b>996.1</b>

## Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT

<b>Council Service 7.4:</b>		<b>Information Technology</b>	<b>EFT 19.5</b>
Responsibility:	Information Technology Manager, Corporate Support & Planning Director		
Major Strategy Focus:	 		
Planned Outcome:	Delivery of business systems and related support services through the use of appropriate technological resources.		

### OBJECTIVES 2009/2014

<b>STRATEGIES</b>	<b>TARGETS July 2009 to June 2010</b>	<b>PROGRESS</b>
1. Enhance business functions through the use of appropriate cost effective technologies.		
Increase functionality of corporate software in line with Council's business needs.	Implement corporate software. <b>(PIP \$112,000)</b>	Completed
	Upgrades to existing corporate applications <b>(PIP \$20,000)</b>	Completed
Enhance and consolidate council's Asset management capabilities.	Asset management Project. <b>(PIP \$175,300)</b>	Completed for 09-10 - ongoing into 2010/2011.
2. Maintain and improve computer hardware to ensure flexibility in future service delivery.		
Ensure continued flexibility and high performance of existing infrastructure.	Upgrade desktop PC's where required. <b>(PIP \$155,000)</b>	PC rollout complete.
	Upgrade network infrastructure where required.	Network infrastructure upgrade complete.


**Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT**

<b>PRINCIPAL ACTIVITY 7</b>		<b>FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT</b>			
<b>Council Service 7.4</b>		<b>Information Technology</b>			
	<b>Original Budget 2009/2010 \$000's</b>	<b>Current Budget 2009/2010 \$000's</b>	<b>Actual June 2010 \$000's</b>	<b>Variation June 2010 \$000's</b>	<b>Revised Budget 2009/2010 \$000's</b>
<b>RECURRENT EXPENDITURE</b>					
Corporate Support Management Service	20.3	21.3	22.8	1.2	22.5
Information Services	2,436.2	2,481.2	2,197.5	(60.0)	2,421.2
Records Management	855.3	855.3	849.6	0.0	855.3
<b>TOTAL</b>	<b>3,311.8</b>	<b>3,357.8</b>	<b>3,070.0</b>	<b>(58.8)</b>	<b>3,299.0</b>
<b>RECURRENT INCOME</b>					
Corporate Support Management Service	(0.4)	(1.4)	(0.8)	0.0	(1.4)
Information Services	(15.0)	(15.0)	(49.9)	0.0	(15.0)
Records Management	(5.0)	(5.0)	(6.1)	0.0	(5.0)
<b>TOTAL</b>	<b>(20.4)</b>	<b>(21.4)</b>	<b>(56.7)</b>	<b>0.0</b>	<b>(21.4)</b>
<b>RECURRENT NET COST</b>	<b>3,291.4</b>	<b>3,336.5</b>	<b>3,013.3</b>	<b>(58.8)</b>	<b>3,277.7</b>
<b>PRIORITY / IMPROVEMENT EXPENDITURE</b>					
Corporate Support Management Service	0.0	0.0	0.0	0.0	0.0
Information Services	392.3	399.3	363.1	(34.4)	364.9
Records Management	70.0	70.0	62.3	(7.7)	62.3
<b>TOTAL</b>	<b>462.3</b>	<b>469.3</b>	<b>425.4</b>	<b>(42.1)</b>	<b>427.2</b>
<b>PRIORITY / IMPROVEMENT INCOME</b>					
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Corporate Support Management Service	0.0	0.0	0.0	0.0	0.0
Information Services	0.0	0.0	0.0	0.0	0.0
Records Management	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT NET COST</b>	<b>462.3</b>	<b>469.3</b>	<b>425.4</b>	<b>(42.1)</b>	<b>427.2</b>
<b>TOTAL NET COST</b>	<b>3,753.7</b>	<b>3,805.8</b>	<b>3,438.7</b>	<b>(100.9)</b>	<b>3,704.9</b>

## Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT

Mgt Plan No.	Project I.D.	Carry over from 08/09	Org Budget 2009/10	Curr Budget 2009/10	Actual Jun 2010	Var Jun 2010	Rev Budget 2009/10	Carryover 2010/11	Status / Comments
	<i>Information Services</i>								
7.4	253001007 - PC Replacement - 5300_5100	0.0	45.0	0.0	0.0		0.0		Trf to Recurrent.
7.4	253001207 - 100/1 Gig Switches /NIC Cards - 5300_5100	0.0	25.0	25.0	24.5		25.0		Completed.
7.4	253001533 - Upgrade Network Infrastructure - 5300_5100	0.0	20.0	20.0	18.6	(1.4)	18.6		Completed.
7.4	253001534 - Upgrade Printers - 5300_5100	0.0	30.0	28.5	26.6	(0.7)	27.8		Completed.
7.4	253001601 - Upgrade Primary Disk Capacity - 5300_5100	0.0	20.0	15.0	2.1	(12.9)	2.1	Y	Underway, carry fund to next stage.
7.4	253001602 - Server Replacement - 5300_5100	0.0	15.0	15.0	12.8	(2.2)	12.8		Completed.
7.4	253001399 - Asset Management Project - 5300_5101	0.0	175.3	175.3	169.3	(6.0)	169.3	Y	Underway, carry fund to next stage.
7.4	253001537 - Modification to Corporate Software Packages - 5300_5101	0.0	20.0	25.0	29.3	4.3	29.3		Completed.
7.4	353001704 - BIS Labour Module - 5300_5101	0.0	0.0	1.5	1.5		1.5		Completed.
7.4	353001829 - BIS (MES) 9 Upgrade - 5300_5101	12.0	0.0	12.0	0.0	(12.0)	0.0	Y	Underway, carry fund to next stage.
7.4	353001901 - Pathway Mobile - 5300_5101	0.0	30.0	30.0	30.0		30.0		Completed.
7.4	353001902 - BIS SQL Upgrade - 5300_5101	0.0	12.0	12.0	11.9		12.0		Completed.
7.4	353001945 - Performance Manager (MES) - 5300_5101	0.0	0.0	40.0	36.5	(3.5)	36.5	Y	Underway, carry fund to next stage.
	<i>Record Management</i>								
7.4	253101610 - ePathway + Pathway3 - 5310_5160	0.0	30.0	30.0	28.0	(2.0)	28.0	Y	Underway, carry fund to next stage.
7.4	253101612 - Redesign Improvements - 5310_5160	0.0	30.0	26.8	21.1	(5.7)	21.1	Y	Underway, carry fund to next stage.
7.4	253101707 - Upgrade/Replace Business Papers Software (Minute Ma	0.0	10.0	13.2	13.2		13.2		Completed.
<b>7.4</b>	<b>TOTAL PRIORITY IMPROVEMENT EXPENDITURE</b>	<b>12.0</b>	<b>462.3</b>	<b>469.3</b>	<b>425.4</b>	<b>(42.1)</b>	<b>427.2</b>		

## Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT

<b>Council Service 7.5: Administrative Support</b>		<b>EFT 4.9</b>
Responsibility:	Administrative Services Manager	
Major Strategy Focus:		
Planned Outcome:	An administrative support service for the Organisation (Councillors and staff) which facilitates the achievement of Council's objectives	

### OBJECTIVES 2009/2014

<b>STRATEGIES</b>	<b>TARGETS July 2009 to June 2010</b>	<b>PROGRESS</b>
<b>1. Refine and improve Policy Register.</b>		
Continue with annual review of sections of Register	Complete review of all section of Register by September.	Ongoing - sections to be reviewed in second half of year.
Investigate and research new policies.	Ongoing consideration of new policies.	New policies developed and added to Register as needed.
<b>2. Governance reporting requirements.</b>		
To ensure Council meets all administrative and governance reporting requirements.	100% statutory reporting requirements are met.	Statutory requirements met. Delivery Program and Operational Plan lodged with Division of DLG.
<b>3. Administrative Procedures Manual</b>		
Administrative Procedures Manual to be updated and made available on Intranet.	Manual to be updated and reviewed on an ongoing basis.	No progress
<b>4. Local Government Health Check</b>		
To measure Council's compliance with Local Government Health Check Standards.	Complete Local Government Health Check on an annual basis. Achieve a rating of 3-4 for all standards.	Sections being reviewed on priority basis.
<b>5. Companion Animals Management</b>		
To implement the Companion Animals Management Plan.	Management Plan strategies to be updated and reviewed.	Ongoing

## Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT

<b>PRINCIPAL ACTIVITY 7</b>		<b>FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT</b>			
<b>Council Service 7.5</b>		<b>Administrative Support</b>			
	<b>Original Budget 2009/2010 \$000's</b>	<b>Current Budget 2009/2010 \$000's</b>	<b>Actual June 2010 \$000's</b>	<b>Variation June 2010 \$000's</b>	<b>Revised Budget 2009/2010 \$000's</b>
<b>RECURRENT EXPENDITURE</b>					
Corporate Support Management Service	840.8	884.4	948.2	49.8	934.2
<b>TOTAL</b>	<b>840.8</b>	<b>884.4</b>	<b>948.2</b>	<b>49.8</b>	<b>934.2</b>
<b>RECURRENT INCOME</b>					
Corporate Support Management Service	(15.4)	(56.9)	(31.8)	0.0	(56.9)
<b>TOTAL</b>	<b>(15.4)</b>	<b>(56.9)</b>	<b>(31.8)</b>	<b>0.0</b>	<b>(56.9)</b>
<b>RECURRENT NET COST</b>	<b>825.4</b>	<b>827.4</b>	<b>916.3</b>	<b>49.8</b>	<b>877.2</b>
<b>PRIORITY / IMPROVEMENT EXPENDITURE</b>					
Corporate Support Management Service	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT INCOME</b>					
Corporate Support Management Service	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT NET COST</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>TOTAL NET COST</b>	<b>0.0</b>	<b>827.4</b>	<b>916.3</b>	<b>49.8</b>	<b>877.2</b>

## Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT

<b>Council Service 7.6:</b>	<b>Compliance</b>	<b>EFT 22.1</b>
Responsibility:	Compliance Unit Manager	
Major Strategy Focus:		
Planned Outcome:	To provide a compliance service to ensure that Council regulations are observed	

### OBJECTIVES 2009/2014

STRATEGIES	TARGETS July 2009 to June 2010	PROGRESS
1. To promote an efficient and co-ordinated Compliance section.		
Enforce compliance with car parking restrictions for safety, parking and traffic management.	Provisions of Road Rules 2008 and Council objectives for safety, traffic and parking enforced.	Officers continue to issue cautions and fines for breaches of <i>Road Rules 2008</i> throughout the City of Willoughby. Officers are succeeding with 'safety over convenience' enforcement programme in school zones; parking issues in Chatswood CBD and Artarmon Industrial area. Officers are industry leaders with enforcement action for misuse of MPS Permits.
Enforce litter laws to reduce pollution.	Provisions of the Protection of the Environment (Operations) Act and "Don't be a Tosser" litter prevention campaign.	Officers continue to be amongst industry leaders with enforcement of the State's litter laws.
Enforce building site compliance for consent conditions and environmental protection.	Rangers and Development Enforcement Officers to enforce conditions of Development Consents and ensure compliance with environmental legislation and Council's policies.	Building sites continue to be inspected proactively and in response to specific complaints. Warning letters, Notices, Orders & Fines are issued for breaches of Development Consents, EP&A & POEO Acts.
Undertake surveillance of food businesses and enforce food safety.	Environmental Health Officers to exercise provisions of Food Act and NSW Food Authority requirements.	Council's Environmental Health Officers have commenced to inspect all registered food businesses at least once per annum.





**Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT**

<b>STRATEGIES</b>	<b>TARGETS July 2009 to June 2010</b>	<b>PROGRESS</b>
<p>Undertake enforcement policies on Abandoned Vehicles, Abandoned Shopping Trolleys, Companion Animals and Noxious Weeds.</p>	<p>Rangers to enforce provisions of Impounding Act; Companion Animals Act; and Noxious Weeds Act.</p>	<p>Officers continue to impound abandoned motor vehicles and stray dogs.</p> <p>A shopping trolley containment system is due to be installed at Westfield Shoppingtown Chatswood in August 2010.</p> <p>Officers also initiate action to have noxious weeds removed from private property.</p>

**Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT**

<b>PRINCIPAL ACTIVITY 7</b>		<b>FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT</b>			
<b>Council Service 7.6</b>		<b>Compliance</b>			
	<b>Original Budget 2009/2010 \$000's</b>	<b>Current Budget 2009/2010 \$000's</b>	<b>Actual June 2010 \$000's</b>	<b>Variation June 2010 \$000's</b>	<b>Revised Budget 2009/2010 \$000's</b>
<b>RECURRENT EXPENDITURE</b>					
Environmental Services Administration	48.4	48.4	48.0	(0.3)	48.2
Compliance Unit	3,047.6	3,077.6	2,909.6	(145.8)	2,931.8
<b>TOTAL</b>	<b>3,096.0</b>	<b>3,126.0</b>	<b>2,957.6</b>	<b>(146.1)</b>	<b>2,980.0</b>
<b>RECURRENT INCOME</b>					
Environmental Services Administration	(0.6)	(0.6)	(1.2)	(0.7)	(1.2)
Compliance Unit	(4,039.8)	(4,169.8)	(4,198.4)	5.6	(4,164.2)
<b>TOTAL</b>	<b>(4,040.4)</b>	<b>(4,170.4)</b>	<b>(4,199.5)</b>	<b>5.0</b>	<b>(4,165.4)</b>
<b>RECURRENT NET COST</b>					
	<b>(944.3)</b>	<b>(1,044.3)</b>	<b>(1,241.9)</b>	<b>(141.1)</b>	<b>(1,185.4)</b>
<b>PRIORITY / IMPROVEMENT EXPENDITURE</b>					
Environmental Services Administration	0.0	0.0	0.0	0.0	0.0
Compliance Unit	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT INCOME</b>					
Environmental Services Administration	0.0	0.0	0.0	0.0	0.0
Compliance Unit	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT NET COST</b>					
	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>TOTAL NET COST</b>					
	<b>(944.3)</b>	<b>(1,044.3)</b>	<b>(1,241.9)</b>	<b>(141.1)</b>	<b>(1,185.4)</b>

## Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT

<b>Council Service 7.7:</b>	<b>Risk Management</b>	<b>EFT 1.1</b>
Responsibility:	Risk Manager	
Major Strategy Focus:	 	
Planned Outcome:	Risk management program in place consisting of systems and procedures which monitor and influence Council's activities with the aim of ensuring a safe and healthy environment for residents, visitors and employees.	


### OBJECTIVES 2009/2014

<b>STRATEGIES</b>	<b>TARGETS July 2009 to June 2010</b>	<b>PROGRESS</b>
1. In conjunction with managers and staff, develop and install effective risk management procedures to enhance public safety and protect Council's assets.		
<p>Efficiently manage all third party compensation claims against Council.</p> <p>Reduce Council's exposure to third party claims.</p> <p>Develop integrated Risk Management Plan.</p>	<p>Restrain average claims cost.</p> <p>Adopt a risk assessment tool for Council.</p> <p>Reduce Council's motor accident losses through the Motor Vehicle Safety Committee.</p> <p>Develop culture of risk management as a fundamental component of duties for staff.</p>	<p>Ongoing</p> <p>Risk e Map V2</p> <p>Improved depot security/ fire extinguisher maintenance. Reversing strategies for trucks.</p> <p>Contractor Management training for sustainability. Induction training.</p>
2. Efficiently manage Council's Workers Compensation by providing an excellent level of safety and service for staff and external providers.		
<p>Maintain and review OH&amp;S strategies.</p> <p>Continued implementation of effective claims processing systems.</p> <p>Effective Return to Work programs in place.</p>	<p>Maintain safe working environment and eliminate hazards and risk.</p> <p>Control of Workers Compensation cost through early intervention, strong working relationship with employees and insurer.</p> <p>Raise profile of Risk and Safety section within Council.</p>	<p>Ongoing</p> <p>Ongoing - Claims review</p> <p>Ongoing - Induction training. Toolbox talks.</p>

## Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT

PRINCIPAL ACTIVITY 7		FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT			
Council Service 7.7		Risk Management			
	Original Budget 2009/2010 \$000's	Current Budget 2009/2010 \$000's	Actual June 2010 \$000's	Variation June 2010 \$000's	Revised Budget 2009/2010 \$000's
<b>RECURRENT EXPENDITURE</b>					
Corporate Support Management Service	20.3	21.3	22.8	1.2	22.5
Risk Management	250.0	250.0	331.5	90.0	340.0
<b>TOTAL</b>	<b>270.3</b>	<b>271.3</b>	<b>354.3</b>	<b>91.2</b>	<b>362.5</b>
<b>RECURRENT INCOME</b>					
Corporate Support Management Service	(0.4)	(1.4)	(0.8)	0.0	(1.4)
Risk Management	(43.0)	(43.0)	(131.7)	(88.0)	(131.0)
<b>TOTAL</b>	<b>(43.3)</b>	<b>(44.3)</b>	<b>(132.4)</b>	<b>(88.0)</b>	<b>(132.3)</b>
<b>RECURRENT NET COST</b>	<b>226.9</b>	<b>227.0</b>	<b>221.9</b>	<b>3.2</b>	<b>230.2</b>
<b>PRIORITY / IMPROVEMENT EXPENDITURE</b>					
Corporate Support Management Service	0.0	0.0	0.0	0.0	0.0
Risk Management	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT INCOME</b>					
Corporate Support Management Service	0.0	0.0	0.0	0.0	0.0
Risk Management	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT NET COST</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>TOTAL NET COST</b>	<b>226.9</b>	<b>227.0</b>	<b>221.9</b>	<b>3.2</b>	<b>230.2</b>

## Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT

<b>Council Service 7.8:</b>		<b>Stores and Purchasing</b>	<b>EFT 3.1</b>
Responsibility:	Purchasing Manager		
Major Strategy Focus:			
Planned Outcome:	Enable Council to operate efficiently and effectively by providing sufficient resources to support Council to carry out its day to day operation.		


### OBJECTIVES 2009/2014

<b>STRATEGIES</b>	<b>TARGETS July 2009 to June 2010</b>	<b>PROGRESS</b>
1. To support the provision of Council's services by providing a cost effective and responsive purchasing and stores system.		
<p>Review Council's procedures in line with Purchasing Policy to incorporate ecological sustainability and OH&amp;S requirements.</p> <p>To maintain a purchasing facility to procure items to support Council's operations.</p> <p>Train all staff in purchasing procedures and systems to ensure Purchase Orders are raised for required purchases.</p> <p>To work closely with NSROC purchasing group to ensure cost efficiencies through group buying power.</p>	<p>Continue to revise procedures and systems to reflect current policy and operational objectives.</p> <p>Purchasing systems are developed to meet operational requirements.</p> <p>All relevant staff trained.</p> <p>Requisition/Purchase Order raised for required purchases.</p> <p>Maximum potential savings on all purchases.</p>	<p>New tendering procedure adopted by Manex November 2009.</p> <p>On-line requisition system enhancements implemented.</p> <p>All relevant staff trained and using on-line requisition system for all procurements.</p> <p>Council participating in all relevant NSROC contracts.</p>

**Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT**

<b>PRINCIPAL ACTIVITY 7</b>		<b>FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT</b>			
<b>Council Service 7.8</b>		<b>Stores and Purchasing</b>			
	<b>Original Budget 2009/2010 \$000's</b>	<b>Current Budget 2009/2010 \$000's</b>	<b>Actual June 2010 \$000's</b>	<b>Variation June 2010 \$000's</b>	<b>Revised Budget 2009/2010 \$000's</b>
<b>RECURRENT EXPENDITURE</b>					
Purchasing	96.2	96.2	99.5	0.0	96.2
Infrastructure Services Administration	29.8	29.8	32.3	2.3	32.1
Manager Works	30.0	30.0	27.9	0.0	30.0
Technical Support Works	76.2	76.2	76.0	0.0	76.2
Stores	95.7	149.7	155.4	0.0	149.7
<b>TOTAL</b>	<b>327.9</b>	<b>381.9</b>	<b>391.2</b>	<b>2.3</b>	<b>384.2</b>
<b>RECURRENT INCOME</b>					
Purchasing	(4.0)	(4.0)	(2.1)	0.0	(4.0)
Infrastructure Services Administration	(0.8)	(0.8)	(0.8)	0.0	(0.8)
Manager Works	0.0	0.0	0.0	0.0	0.0
Technical Support Works	(1.8)	(1.8)	(2.0)	0.0	(1.8)
Stores	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>(6.6)</b>	<b>(6.6)</b>	<b>(4.9)</b>	<b>0.0</b>	<b>(6.6)</b>
<b>RECURRENT NET COST</b>					
	<b>321.3</b>	<b>375.3</b>	<b>386.2</b>	<b>2.3</b>	<b>377.6</b>
<b>PRIORITY / IMPROVEMENT EXPENDITURE</b>					
Purchasing	0.0	0.0	0.0	0.0	0.0
Infrastructure Services Administration	0.0	0.0	0.0	0.0	0.0
Manager Works	0.0	0.0	0.0	0.0	0.0
Technical Support Works	0.0	0.0	0.0	0.0	0.0
Stores	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT INCOME</b>					
Purchasing	0.0	0.0	0.0	0.0	0.0
Infrastructure Services Administration	0.0	0.0	0.0	0.0	0.0
Manager Works	0.0	0.0	0.0	0.0	0.0
Technical Support Works	0.0	0.0	0.0	0.0	0.0
Stores	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT NET COST</b>					
	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>TOTAL NET COST</b>					
	<b>321.3</b>	<b>375.3</b>	<b>386.2</b>	<b>2.3</b>	<b>377.6</b>

## Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT

<b>Council Service 7.9:</b>		<b>Procurement and Maintenance of Council's Vehicles and Plant</b>	<b>EFT 9.7</b>
Responsibility:	Works Manager		
Major Strategy Focus:			
Planned Outcome:	To ensure that Council's operational fleet of vehicles and plant are able to satisfy the purpose for which it was provided		

### OBJECTIVES 2009/2014

<b>STRATEGIES</b>	<b>TARGETS July 2009 to June 2010</b>	<b>PROGRESS</b>
1. To support the provision of Council's services by providing a cost effective and sustainable fleet of vehicles and plant.		
To maintain Council's vehicles in a roadworthy condition.	All vehicles are roadworthy.	0 days hired plant was required due to non-operating plant.
To maintain Council's plant in good operating condition.	All items of plant are operational.  Fleet policy considers both fuel efficiency as well as cost and resale value in terms of fleet composition.	More fuel efficient vehicles (hybrids, diesel) being purchased into fleet.
2. Optimise effectiveness of Council's fleet through appropriate replacement strategy.		
To replace Council's plant at their most cost effective changeover periods subject to available funding and sustainability issues.	All vehicles and plant identified for replacement are replaced on schedule.	100% of replacement program completed.

**Principal Activity 7: FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT**

<b>PRINCIPAL ACTIVITY 7</b>		<b>FINANCE, ADMINISTRATION AND CORPORATE MANAGEMENT</b>			
<b>Council Service 7.9</b>		<b>Procurement and Maintenance of Council's Vehicles and Plant</b>			
	<b>Original Budget 2009/2010 \$000's</b>	<b>Current Budget 2009/2010 \$000's</b>	<b>Actual June 2010 \$000's</b>	<b>Variation June 2010 \$000's</b>	<b>Revised Budget 2009/2010 \$000's</b>
<b>RECURRENT EXPENDITURE</b>					
Infrastructure Services Administration	33.5	33.5	36.4	2.6	36.1
Manager Works	50.0	50.0	46.5	0.0	50.0
Technical Support Works	127.1	127.1	126.6	0.0	127.1
Plant Works	3,830.0	3,776.0	3,233.0	(540.0)	3,236.0
<b>TOTAL</b>	<b>4,040.5</b>	<b>3,986.5</b>	<b>3,442.4</b>	<b>(537.4)</b>	<b>3,449.1</b>
<b>RECURRENT INCOME</b>					
Infrastructure Services Administration	(0.9)	(0.9)	(0.9)	0.0	(0.9)
Manager Works	0.0	0.0	0.0	0.0	0.0
Technical Support Works	(3.0)	(3.0)	(3.4)	0.0	(3.0)
Plant Works	(3,783.0)	(3,691.6)	(3,091.8)	600.0	(3,091.6)
<b>TOTAL</b>	<b>(3,786.9)</b>	<b>(3,695.5)</b>	<b>(3,096.1)</b>	<b>600.0</b>	<b>(3,095.5)</b>
<b>RECURRENT NET COST</b>	<b>253.6</b>	<b>291.0</b>	<b>346.4</b>	<b>62.6</b>	<b>353.6</b>
<b>PRIORITY / IMPROVEMENT EXPENDITURE</b>					
Infrastructure Services Administration	0.0	0.0	0.0	0.0	0.0
Manager Works	0.0	0.0	0.0	0.0	0.0
Technical Support Works	0.0	0.0	0.0	0.0	0.0
Plant Works	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT INCOME</b>					
Infrastructure Services Administration	0.0	0.0	0.0	0.0	0.0
Manager Works	0.0	0.0	0.0	0.0	0.0
Technical Support Works	0.0	0.0	0.0	0.0	0.0
Plant Works	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT NET COST</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>TOTAL NET COST</b>	<b>253.6</b>	<b>291.0</b>	<b>346.4</b>	<b>62.6</b>	<b>353.6</b>