

Budget and Operational Plan by Department

Department: Financial and Project Services

Category	Budget \$
Capital Revenue	(86,200,000)
Capital Expenditure	71,135,000
Contributed Assets	40,000,000
Loan Redemption	33,915,648
Borrowings	(25,000,000)
Operational Revenue	(471,144,217)
Operational Expenditure	172,437,337
Operational Projects Expenditure	1,070,000

The department is delivering on the following Corporate Plan strategies:

- ✓ Develop projects which deliver strategic opportunities for the Moreton Bay Region
- ✓ Develop, support and incentivise a digital region
- ✓ Maintain an efficient and effective organisation
- ✓ Provide residents opportunity to participate and engage with their community
- ✓ Maintain sustainable waste management for the Moreton Bay Region

The Department is being measured on these key performance indicators	Annual Target
Amount of outstanding rates (excluding prepayments) at the end of each quarter	3%
Availability of corporate information systems during business hours	99%
Availability of council's website	99%
Fiscal Flexibility - Target interest cover to be greater than 6 months	6
Internal customer satisfaction with corporate information systems	90%
Liquidity - Target cash expenses cover to be greater than 6 months	6
Liquidity - Target working capital ratio to be greater than 3.00	3
Maximise interest revenue on surplus cash invested with QTC and other financial institutions	3%
Obtain an unmodified external audit opinion for 2018/19	100%



Department: Human Resources

Category	Budget \$
Operational Revenue	(78,750)
Operational Expenditure	2,455,012

The department is delivering on the following Corporate Plan strategies:

- ✓ Maintain an efficient and effective organisation
- ✓ Provide residents opportunity to participate and engage with their community

The Department is being measured on these key performance indicators	Annual Target
Disputes that go to the Commission resolved in council's favour	90%
Timeframe to fill a position no longer than 9 weeks	85%

Department: Legal Services

Category	Budget \$
Operational Revenue	(5,000)
Operational Expenditure	7,325,634

The department is delivering on the following Corporate Plan strategies:

- ✓ Maintain transparent, robust and compliant decision making
- ✓ Protect council assets, people and environment

The Department is being measured on these key performance indicators	Annual Target
Compliance with statutory and policy timeframes for Right To Information and Information Privacy applications and Complaints	95%
Legal advice provided within agreed timeframes	100%
Litigation satisfactorily resolved	90%



Department: Mayor and Councillors

Category	Budget \$
Operational Expenditure	2,954,689

The department is delivering on the following Corporate Plan strategies:

- ✓ Maintain transparent, robust and compliant decision making

Department: Communications

Category	Budget \$
Operational Revenue	(200)
Operational Expenditure	5,800,534

The department is delivering on the following Corporate Plan strategies:

- ✓ Develop a sustainable, innovative and thriving economy that creates valuable employment for residents, protects the region's high quality of life and provides a prosperous future for residents
- ✓ Provide residents opportunity to participate and engage with their community
- ✓ Develop communications which promote and support council services

The Department is being measured on these key performance indicators	Annual Target
Council media releases utilised by media organisations	80%
Customer satisfaction with Council sponsored and run events	80%





Department: Office Of The CEO Directorate

Category	Budget \$
Operational Expenditure	5,457,109
Operational Projects Expenditure	200,000

The department is delivering on the following Corporate Plan strategies:

- ✓ Maintain transparent, robust and compliant decision making
- ✓ Protect council assets, people and environment
- ✓ Maintain an efficient and effective organisation

The Department is being measured on these key performance indicators	Annual Target
Audit recommendations implemented	90%
Compliance with statutory and corporate requirements for council meetings and decision making	100%
Internal audit plan progressed as scheduled	100%



Department: Engineering, Construction and Maintenance Directorate

Category	Budget \$
Capital Revenue	(1,166,050)
Capital Expenditure	42,963,000
Operational Revenue	(25,122)
Operational Expenditure	4,173,702
Operational Projects Expenditure	1,480,000

The department is delivering on the following Corporate Plan strategies:

- ✓ Develop arrangements to mitigate the impact of disaster events
- ✓ Maintain safe public spaces
- ✓ Develop and support well planned, maintained and managed sport facilities
- ✓ Support sporting clubs to achieve ongoing self-sustainability
- ✓ Maintain and enhance spaces and facilities that are used by the community
- ✓ Maintain transparent, robust and compliant decision making

The Department is being measured on these key performance indicators	Annual Target
CCTV cameras and equipment to be fully operational	94%
CCTV footage requests processed within 5 business days	95%
Compliance of Local Disaster Management Plan with Emergency Management Assurance Framework	100%
Number of Asset Protection Zone planned burns completed	11
Number of disaster management exercises conducted	4
Number of Land Management Zone planned burns completed	8
Number of Strategic Fire Advantage Zone planned burns completed	16
Percentage of Local Disaster Coordination Centre personnel who comply with Queensland's Disaster Management Training Framework	90%
Percentage of Local Disaster Management Group members who comply with Queensland's Disaster Management Training Framework	90%



Department: Waste Services

Category	Budget \$
Capital Expenditure	2,190,000
Operational Revenue	(10,571,500)
Operational Expenditure	53,890,094

The department is delivering on the following Corporate Plan strategies:

- ✓ Provide residents opportunity to participate and engage with their community
- ✓ Maintain sustainable waste management for the Moreton Bay Region
- ✓ Maintain and enhance the health of the natural environment
- ✓ Develop quality and accessible recreation opportunities that enhance the lifestyle of residents

The Department is being measured on these key performance indicators	Annual Target
Kerbside waste and recyclable waste bins collected as scheduled	97%
Total tonnage of general and recyclable waste collected from kerbside bins that is recycled	22%
Total tonnage of waste collected at waste facilities from residential and commercial premises (excluding kerbside bins collection) that is recycled	45%

Department: Major Projects

Category	Budget \$
Operational Expenditure	1,691,400

The department is delivering on the following Corporate Plan strategies:

- ✓ Develop a sustainable, innovative and thriving economy that creates valuable employment for residents, protects the region's high quality of life and provides a prosperous future for residents
- ✓ Develop projects which deliver strategic opportunities for the Moreton Bay Region
- ✓ Maintain an efficient and effective organisation



Department: Project Management

Category	Budget \$
Operational Expenditure	886,066

The department is delivering on the following Corporate Plan strategies:

- ✓ Facilitate growth while retaining the region's unique environment and lifestyle choices

The Department is being measured on these key performance indicators	Annual Target
Percentage of capital works program completed	100%

Department: Infrastructure Planning

Category	Budget \$
Capital Expenditure	10,797,500
Operational Revenue	(1,701,194)
Operational Expenditure	18,400,311
Operational Reserves Transfers	(2,408,470)
Operational Projects Expenditure	4,635,000

The department is delivering on the following Corporate Plan strategies:

- ✓ Facilitate growth while retaining the region's unique environment and lifestyle choices
- ✓ Maintain and enhance spaces and facilities that are used by the community
- ✓ Protect public assets and maintain environmental standards through management of the stormwater network, coastal areas and waterways

The Department is being measured on these key performance indicators	Annual Target
Customer requests addressed within the set response time	95%
Planning projects are completed in the financial year prior to design	95%





Department: Integrated Transport Planning and Design

Category	Budget \$
Capital Revenue	(7,702,448)
Capital Expenditure	78,274,500
Operational Revenue	(34,000)
Operational Expenditure	3,468,764
Operational Projects Revenue	(124,600)
Operational Projects Expenditure	1,144,600

The department is delivering on the following Corporate Plan strategies:

- ✓ Facilitate growth while retaining the region's unique environment and lifestyle choices
- ✓ Develop vibrant, accessible and appealing places
- ✓ Maintain a safe, efficient, reliable and integrated transport network

The Department is being measured on these key performance indicators	Annual Target
Design program is completed in the financial year prior to construction	95%



Department: Asset Maintenance

Category	Budget \$
Capital Revenue	(1,800,000)
Capital Expenditure	14,250,000
Operational Revenue	(1,147,914)
Operational Expenditure	85,229,713
Operational Projects Revenue	(132,000)
Operational Projects Expenditure	1,525,000

The department is delivering on the following Corporate Plan strategies:

- ✓ Facilitate growth while retaining the region's unique environment and lifestyle choices
- ✓ Maintain safe public spaces
- ✓ Maintain and enhance spaces and facilities that are used by the community
- ✓ Maintain an efficient and effective organisation
- ✓ Maintain and enhance the health of the natural environment
- ✓ Protect public assets and maintain environmental standards through management of the stormwater network, coastal areas and waterways
- ✓ Maintain a safe, efficient, reliable and integrated transport network
- ✓ Develop quality and accessible recreation opportunities that enhance the lifestyle of residents

The Department is being measured on these key performance indicators	Annual Target
Building and Facilities - Customer requests addressed within the set response time	95%
Building and Facilities - Graffiti removal requests completed in accordance with timeframes	95%
Building and Facilities - Programmed buildings and facilities maintenance activities completed in accordance with schedule	100%
Fleet - Compliance with all Queensland Transport Statutory Regulations	100%
Fleet - Heavy fleet, plant and equipment is maintained in accordance with programmed maintenance service schedules	95%
Fleet - Light fleet is maintained in accordance with programmed maintenance service schedules	95%
Fleet - Small equipment is maintained in accordance with programmed maintenance service schedules	95%
Operations - Customer requests for marine related services completed within level of service timeframes	95%
Operations - Parks customer requests completed within level of service timeframes	95%
Operations - Programmed maritime facilities maintenance activities completed in accordance with schedule	100%
Operations - Programmed parks inspection activities (Full Park Inspection, All Assets) completed in accordance with schedule	100%
Operations - Programmed parks maintenance activities (mowing and landscaping) completed in accordance with schedule	100%
Operations - Programmed roads maintenance activities completed in accordance with schedule	100%
Operations - Programmed stormwater maintenance activities completed in accordance with schedule	100%
Operations - Road network customer requests completed within level of service timeframes	95%
Operations - Stormwater network customer requests completed within level of service timeframes	95%



Department: Community and Environmental Services Directorate

Category	Budget \$
Operational Expenditure	430,440

The department is delivering on the following Corporate Plan strategies:

- ✓ Maintain transparent, robust and compliant decision making

Department: Customer and Cultural Services

Category	Budget \$
Capital Expenditure	424,000
Operational Revenue	(2,381,107)
Operational Expenditure	21,926,625
Operational Projects Revenue	(323,042)
Operational Projects Expenditure	323,042

The department is delivering on the following Corporate Plan strategies:

- ✓ Maintain efficient and responsive customer services
- ✓ Develop communications which promote and support council services
- ✓ Develop and deliver a contemporary public library service
- ✓ Develop and showcase the region's diverse arts, cultural heritage and social history

The Department is being measured on these key performance indicators	Annual Target
Customer calls resolved at the first point of contact	90%
Customer enquiries resolved at the first point of contact	90%
Customer satisfaction with call centre service	95%
Customer satisfaction with Customer Service Centre service	95%
Customer satisfaction with gallery exhibitions and programs	90%
Customer satisfaction with library services and programs	90%
Customer satisfaction with museum exhibitions and programs	90%
Number of exhibitions delivered by Council's galleries	60
Number of exhibitions delivered by Council's museums	12



Department: Property and Commercial Services

Category	Budget \$
Capital Expenditure	7,000,000
Operational Revenue	(10,759,028)
Operational Expenditure	13,954,934
Operational Projects Expenditure	150,000

The department is delivering on the following Corporate Plan strategies:

- ✓ Develop a sustainable, innovative and thriving economy that creates valuable employment for residents, protects the region's high quality of life and provides a prosperous future for residents
- ✓ Develop and support well planned, maintained and managed sport facilities
- ✓ Maintain and enhance spaces and facilities that are used by the community
- ✓ Provide residents opportunity to participate and engage with their community
- ✓ Develop and showcase the region's diverse arts, cultural heritage and social history

The Department is being measured on these key performance indicators	Annual Target
Number of scheduled caravan park compliance audits (7 per quarter)	100%
Number of scheduled Hub Learning and Business Centre compliance audits (1 per quarter)	100%
Number of scheduled MSEC compliance audits (1 per quarter)	100%
Number of scheduled QSEC compliance audits (1 per quarter)	100%
Number of scheduled Redcliffe Cultural Centre compliance audits (1 per quarter)	100%
Number of scheduled swimming pool compliance audits (12 per quarter)	100%
Occupancy of caravan parks is within forecast rates	80%
Tenancy rate of commercial/retail properties available for lease	95%
Tenancy rate of residential properties available for lease	100%
Usage of Hub Learning and Business Centre is within forecast rates	90%
Usage of MSEC is within forecast rates	90%
Usage of QSEC is within forecast rates	90%
Usage of Redcliffe Cultural Centre is within forecast rates	90%





Department: Regulatory Services

Category	Budget \$
Operational Revenue	(17,257,000)
Operational Expenditure	14,588,737

The department is delivering on the following Corporate Plan strategies:

- ✓ Facilitate quality development outcomes, in partnership with industry, that are consistent with the region's vision for growth
- ✓ Maintain a lifestyle enhanced and protected by local law
- ✓ Maintain healthy communities through appropriate programs and regulation

The Department is being measured on these key performance indicators	Annual Target
Appeals and internal review applications are responded to within required time frames	100%
Building Compliance & Development customer requests responded to within required timeframes	90%
Food safety inspections are completed as scheduled	100%
Plumbing assessments responded to within statutory timeframes	100%
Private certifier referrals are responded to within statutory timeframes	100%
Public Health and Local Laws customer requests responded to within required timeframes	90%
Public immunisation programs are completed as scheduled	100%
Regulated parking programs are completed as scheduled	100%



Department: Community Services and Sport and Recreation

Category	Budget \$
Capital Expenditure	220,000
Operational Revenue	(1,882,718)
Operational Expenditure	7,556,692
Operational Projects Expenditure	550,000

The department is delivering on the following Corporate Plan strategies:

- ✓ Develop and support well planned, maintained and managed sport facilities
- ✓ Develop a strong and inclusive community
- ✓ Maintain and enhance spaces and facilities that are used by the community
- ✓ Develop quality and accessible recreation opportunities that enhance the lifestyle of residents
- ✓ Develop and showcase the region's diverse arts, cultural heritage and social history

The Department is being measured on these key performance indicators	Annual Target
Number of individuals supported through Council's community grants program	300
Number of projects supported through Council's community grants program	140
Participation in sport and recreation programs	20,000
Percentage of available child care places filled at Birralee Child Care Centre	95%

Department: Environmental Services

Category	Budget \$
Operational Revenue	6,877
Operational Expenditure	2,905,150
Operational Projects Revenue	(28,000)
Operational Projects Expenditure	182,000

The department is delivering on the following Corporate Plan strategies:

- ✓ Maintain and enhance the health of the natural environment

The Department is being measured on these key performance indicators	Annual Target
Participation rate in environmental programs and activities	95%
Percentage of scheduled environmental assessments and monitoring completed	100%



Department: Development Services

Category	Budget \$
Operational Revenue	(9,860,000)
Operational Expenditure	7,846,209

The department is delivering on the following Corporate Plan strategies:

- ✓ Facilitate quality development outcomes, in partnership with industry, that are consistent with the region's vision for growth

The Department is being measured on these key performance indicators	Annual Target
Code Assessable MCU / RAL applications decided within 30 business days	80%
Code Assessable Operational Works applications decided within 20 business days	80%
Customer Satisfaction Survey Results for Development Services rates service as good or excellent	80%
Survey Plan endorsements within 15 business days	80%
Third Party Operational Works applications decided within 5 business days (mb+)	80%
Third Party Survey Plan endorsement within 5 business days (mb+)	80%

Department: Strategic Planning

Category	Budget \$
Capital Expenditure	135,000
Operational Expenditure	3,239,946
Operational Projects Expenditure	1,830,000

The department is delivering on the following Corporate Plan strategies:

- ✓ Develop a sustainable, innovative and thriving economy that creates valuable employment for residents, protects the region's high quality of life and provides a prosperous future for residents
- ✓ Develop, support and incentivise a digital region
- ✓ Facilitate growth while retaining the region's unique environment and lifestyle choices
- ✓ Develop vibrant, accessible and appealing places
- ✓ Develop a strong and inclusive community

The Department is being measured on these key performance indicators	Annual Target
Customer Satisfaction Survey Results for Strategic Planning & Economic Development rates service as good or excellent	80%
Deliver key Economic Actions in line with the adopted Economic Development Action Plan.	90%
Planned internal activities and projects completed	90%





Department: Planning and Economic Development Directorate

Category	Budget \$
Operational Expenditure	328,479
Operational Projects Expenditure	1,364,000

The department is delivering on the following Corporate Plan strategies:

- ✓ Develop projects which deliver strategic opportunities for the Moreton Bay Region
- ✓ Maintain transparent, robust and compliant decision making

