

ENCL: NO

DARWIN CITY COUNCIL

DATE: 10/04/09

REPORT

TO: CORPORATE AND ECONOMIC
DEVELOPMENT COMMITTEE/OPENA

APPROVED: FC

FROM: GENERAL MANAGER CORPORATE SERVICES

REPORT NO: 09A0066 FC:hs

COMMON NO: 339108

SUBJECT: MARCH 2009 - CORPORATE SERVICES DEPARTMENT MONTHLY
REPORT

ITEM NO: 10.1

SYNOPSIS:

This report provides Aldermen with an overview of Corporate Services Operations for the month of March 2009.

GENERAL:

INFORMATION TECHNOLOGY

March has seen the Information Technology Section continue work on the upgrade and implementation of the new IT Physical Network. This project involves a redesign of Council's current networking setup, and the implementation of all new networking hardware. This project will focus on the upgrade of key hardware items, increased speed and reliability of the network, and redundancy of key hardware items. Design plans for the new network architecture are being completed, and new hardware items being considered, with the project being implemented in stages to ensure reliability of IT services.

The IT section has also started testing and implementation of a new helpdesk support system for the logging of service based IT requests. This new system will improve the handling of IT support requests, and testing being completed within the next month, with the system going live in April 2009

IT this month has also finally completed the transition to the new mobile contract, with the new contract rates starting in the March billing cycle. This contract was awarded to SingTel Optus Pty Ltd for three years.

RECORDS

In March there was a fair amount of activity on the disposal schedule by the consultant, Whitehorse Strategic Management. Most of the schedules are now at final draft stage or not far from that stage with 8 schedules (out of the total of 26) having a greater body of work still left to do. Out of those 8 schedules there are only four that are yet to be started from scratch. The Dataworks system administrator resolved a number of outstanding issues within Dataworks from the last upgrade such as fields not configured correctly to perform searches. The Dataworks Business Rules and Data Entry standards were reviewed and put out for comment by end users. Two FOI applications were received for Council information, an estimate to further process one was sent out and is awaiting a deposit to be paid and an estimate is still being prepared for the remaining application.

The archiving of all hardcopy inactive records that were taking up a huge amount of floor space within the unit is now 95% complete thanks to the fantastic efforts of the new Archives Officer, Liam Nevill along with the assistance of a Records/Information Officer, Libby Morris. This resulted in 211 archive cartons being lodged at Iron Mountain (the secondary storage service provider). A system to organise and describe the remaining (historical) records was also devised which will aid easy identification and retrieval in the future. It is also hoped this system will allow images of some of the records to eventually be placed on Council's website.

FINANCE

March was a very busy month for Finance staff. In addition to the normal duties associated with end of quarter adjustments and reports, work continued on the 2009/10 budget process and a Forecast Report was developed to assist managers to monitor their income and expenditure for the current financial year. Quarterly ABS Returns and the NT Grants Commission Annual Road Return were completed during the month.

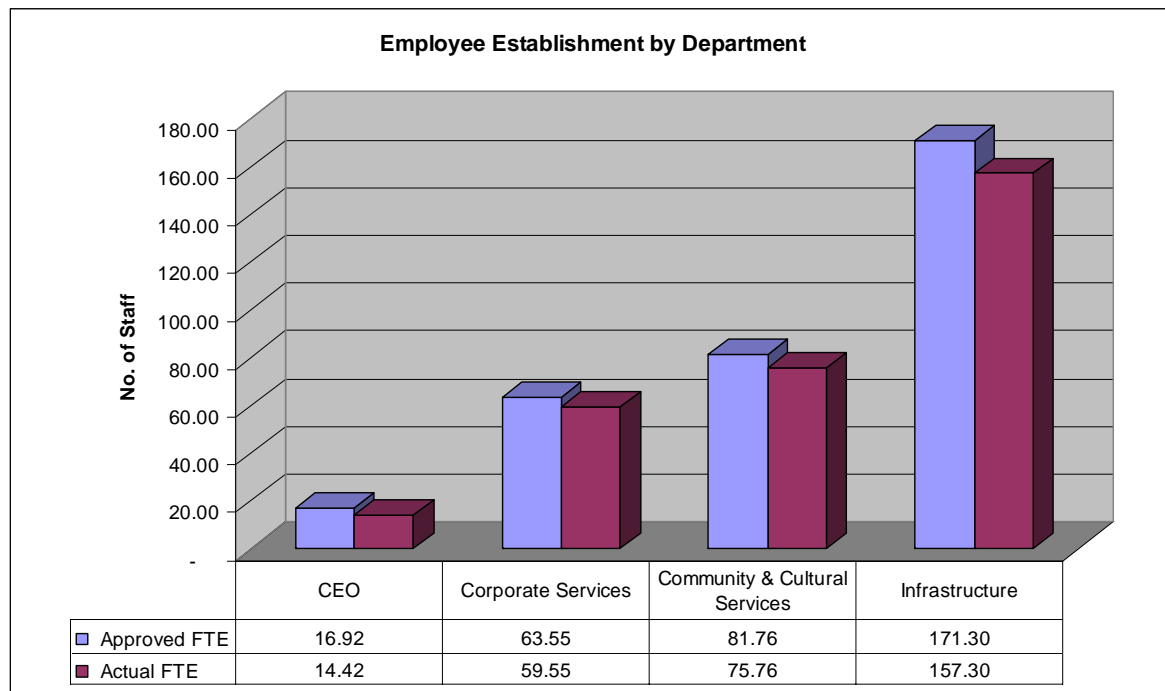
The position of Assistant Accountant in the Financial Accounting area was advertised however, no suitable applicants were found. This continues to impact negatively on the Section's workload. The position has been re-advertised and it is hoped that it will be filled shortly. The Management Accountant also resigned during March. This position has also been advertised and interviews will be conducted during April. The position of Payroll Officer will become vacant during April, with the incumbent proceeding on Maternity Leave. This has been filled on a limited tenure basis by an internal applicant.

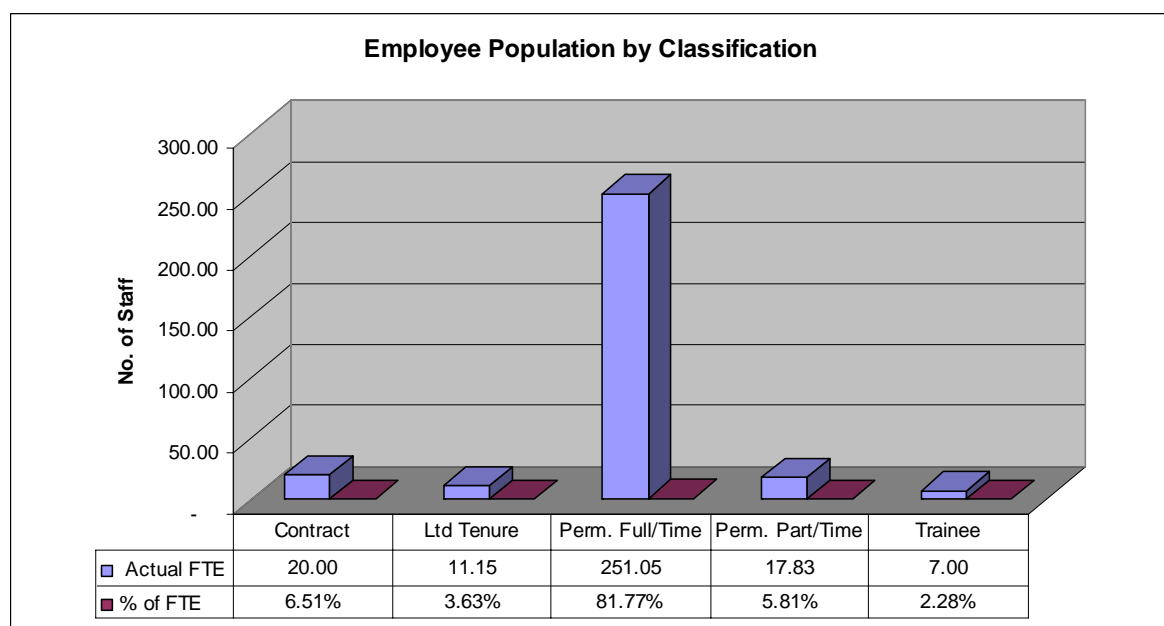
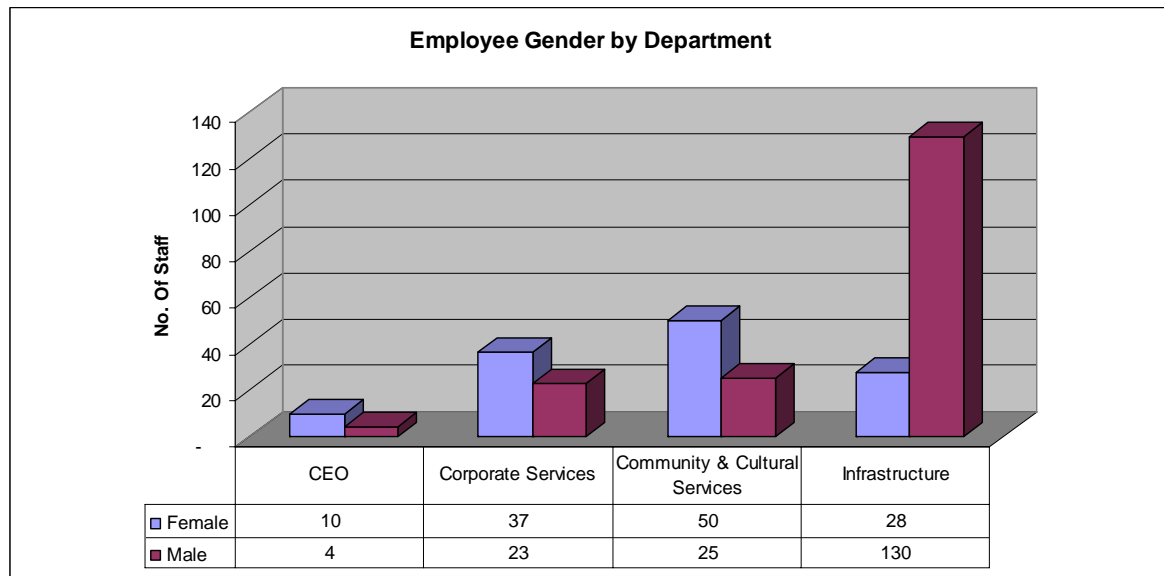
For the month of March, the Revenue Section's rate collection was slightly higher than for the same period last year, at 93.3% compared to 93.1%. The new format for Final Notices appears to have been successful, with very few customer complaints or queries received in relation to them. Council's debt collectors have also been busy serving statements of claim on property owners who ignored previous Final Notices. In the majority of cases the property owners have contacted Revenue staff to either make payment or negotiate a payment arrangement.

WORKFORCE STATISTICS

Gender	Actual FTE	% FTE
Female	124.65	40.60%
Male	182.38	59.40%
Grand Total	307.03	100.00%

Employee Status	Actual FTE	% of FTE
Contract	20.00	6.51%
Ltd Tenure	11.15	3.63%
Perm. Full/Time	251.05	81.77%
Perm. Part/Time	17.83	5.81%
Trainee	7.00	2.28%
Grand Total	307.03	100.00%



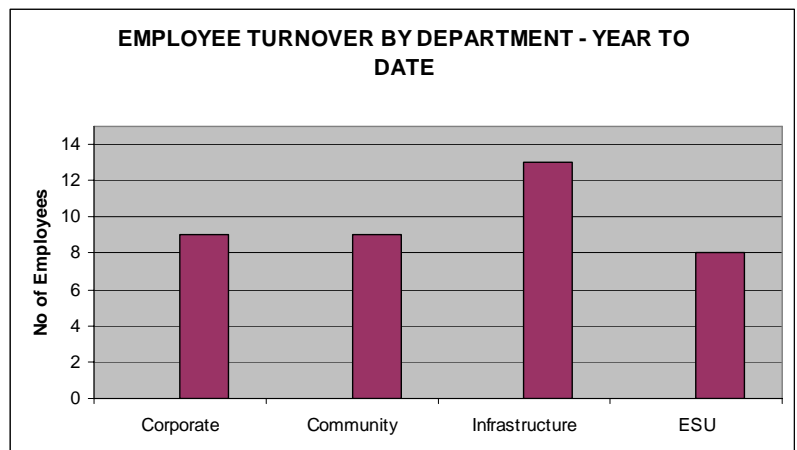


EMPLOYEE RELATIONS

Employee Turnover by Department – Year to Date

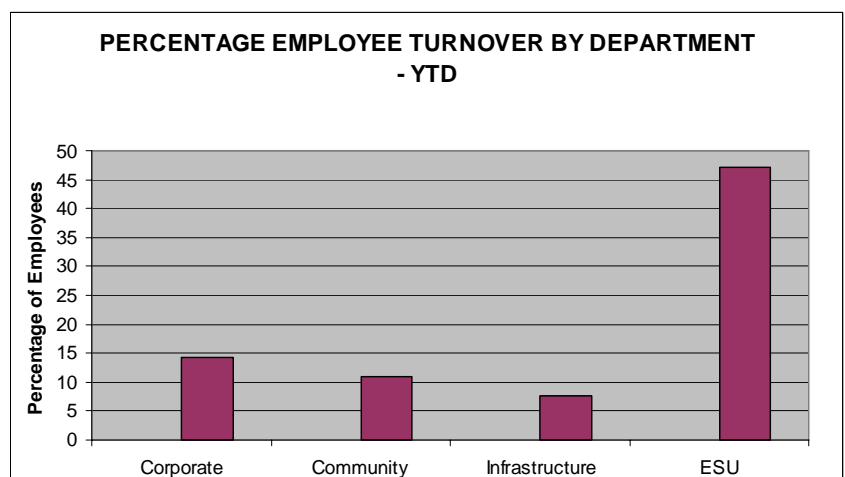
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March
Corporate	2	0	0	2	4	0	0	0	1
Community	1	2	3	1	0	0	0	1	1
Infrastructure	1	2	4	1	1	1	0	2	1
ESU	1	0	2	1	0	1	1	0	2
	5	4	9	5	5	2	1	3	5

Corporate	9
Community	9
Infrastructure	13
ESU	8



% Employee Turnover by Department

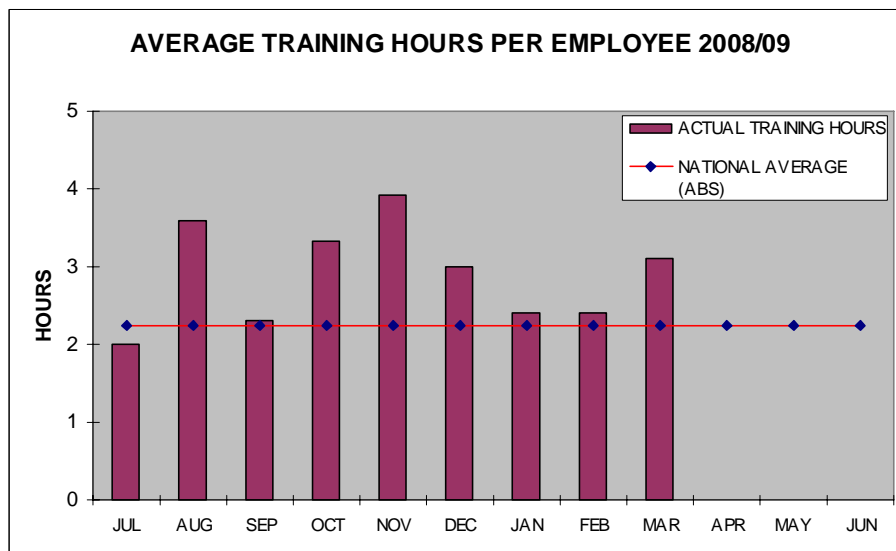
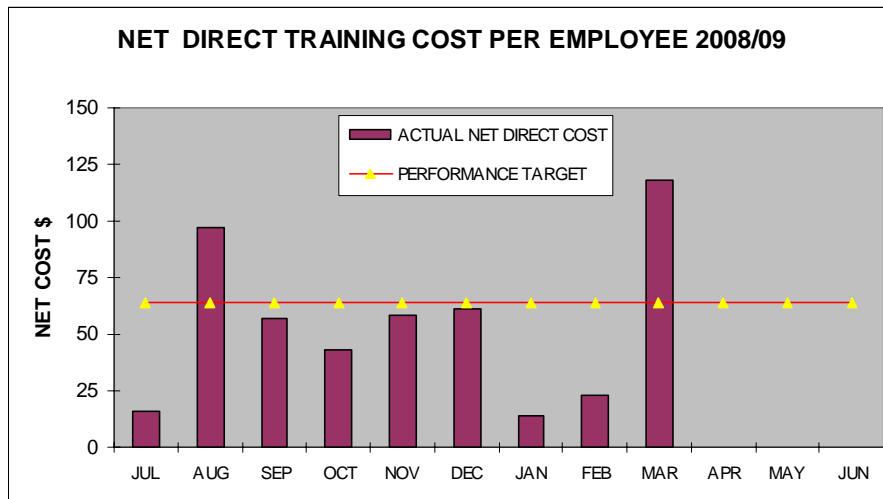
Corporate	14.2
Community	11
Infrastructure	7.64
ESU	47.3



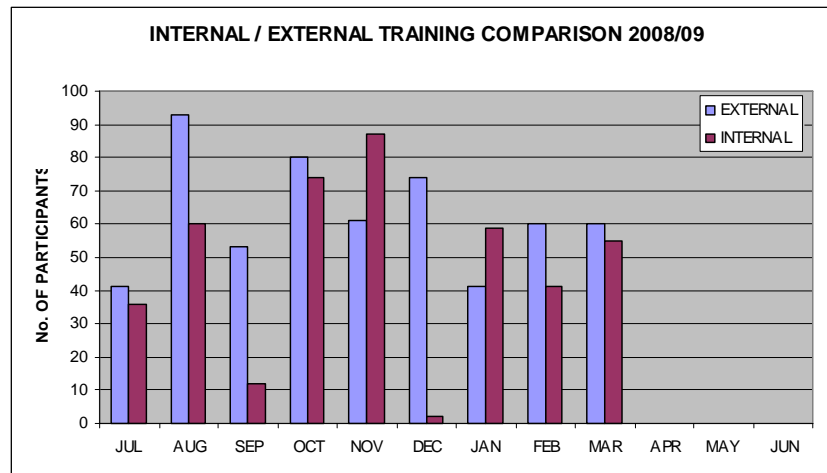
TRAINING & DEVELOPMENT

Training Cost per Employee 08/09

Net Direct Training Cost per Employee



Internal & External Training Comparison 08/09



Training Activities by Category 2008/09

<u>TRAINING ACTIVITIES BY CATEGORY 2008/09</u>												
	NUMBER OF EMPLOYEES											
CATEGORY	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
ONGOING HIGHER EDUCATION	13	12	12	12	11	12	13	12	14			
ONGOING VET	17	16	17	17	17	15	13	16	14			
LEADERSHIP DEVELOPMENT	2	13	21	10	25	12	18	18	23			
OH&S	8	50	1	51	52	25	3	47	1			
TECHNICAL	0	0	0	0	3	0	0	0	0			
OPERATOR	1	0	0	19	4	4	0	0	0			
INDUCTION	0	19	0	0	21	0	23	10	0			
ADMINISTRATION	36	39	14	45	11	3	41	9	57			
TRAINEES	4	4	5	5	5	5	5	5	5			
TOTAL EMPLOYEES	81	153	70	159	149	76	116	117	114	0	0	0
<u>TRAINING ACTIVITIES BY DEPARTMENT 2008/09</u>												
	NUMBER OF EMPLOYEES											
DEPARTMENT	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
INFRASTRUCTURE	38	60	33	80	79	39	62	34	56			
CORPORATE SERVICES	14	60	16	23	22	12	20	23	17			
COMMUNITY & CULTURAL SERVICES	22	28	15	48	45	22	25	49	25			
ESU	3	1	1	3	2	3	4	6	11			
TOTAL EMPLOYEES	77	149	65	154	148	76	111	112	109	0	0	0

Risk / OH&S

Workers Compensation

2 x New Claims

- Stress related illness, post confrontation - Regulatory Services
- Lower Back Injury claim – Casuarina Library

ISR/Public Liability

4 x P/L claims for reporting period

- Claim for personal damages associated with a fall on Haritos St Wanguri
- Damage claim to a fence on Shackle St Anula resulting from alleged tree root intrusion
- Claim for personal damages associated with a fall outside Spillit House
- Claim for fallen tree damage to a vehicle located on Smith St

Vehicle Accident Claims

No new claims over excess

Incidents

5 x Workplace injuries no loss time

- Head laceration loading a truck – Parks
- Hot mix burn to right hand – Asset
- Right wrist sprain associated with wheelbarrow incident – Asset
- Burn to left hand whilst using Zippy hot water boiler tap – CEO Office
- Near Miss – vehicle incident with Regulatory Services Officer on Cavanagh St

Plant and Equipment Damages

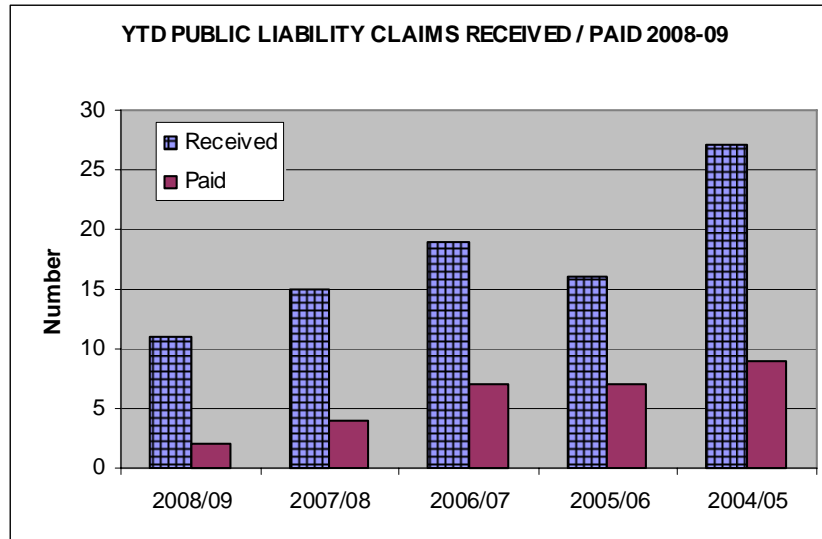
2 x Vehicle damages no claim over excess

Vandalism

3 x Vandalism claims over \$ 750.00

- Watergardens maintenance – \$ 1420.00
- Amphitheatre graffiti - \$ 750.00
- Parap Market maintenance - \$ 758.00

Public Liability Claims Received – Year To Date

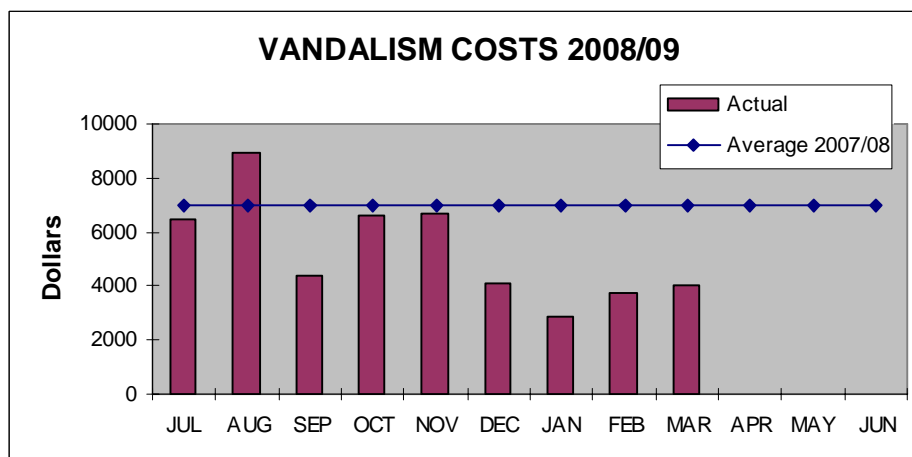


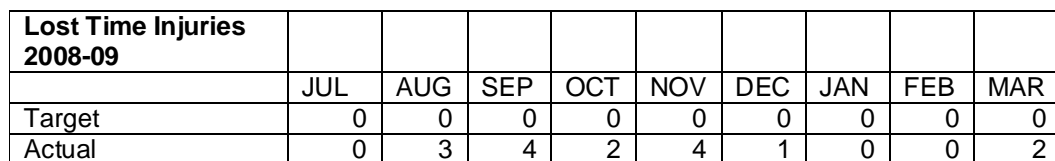
CARS

YTD Public liability claims received / paid					
	2008/09	2007/08	2006/07	2005/06	2004/05
Received	11	15	19	16	27
Paid	2	4	7	7	9

[illegible]

Vandalism Costs 08/09

[illegible]

[illegible]

Contracts

1. **2009/097 Design Supply and Installation of Exercise Equipment at Nightcliff Foreshore.**
Awarded to Omnitech Services Pty Ltd - \$276,950.00 inc GST
2. **2010/027 Operation and Management of Shoal Bay Waste Disposal Site**
Tender closed 19 February 2009 and is currently being assessed. Price and Non price aspects are being assessed separately.
3. **2009/001 Provision of Legal Services**
Tender Closes 23/04/2009
4. **2009/009 Provision of Auditing Services**
Tender Closes 09/04/2009
5. **2009/024 Provision of Travel Services**
Tender Closes 23/04/2009
6. **2009/031 Request for Proposal – Sale of 7839 Shadforth Lane**
Tender Closes 07/05/2009
7. **2009/091 Bagot Oval Upgrade**
Tender Closes 09/04/2009

RECOMMENDATIONS:

THAT it be a recommendation to Council:-

THAT Report Number 09A006 entitled March 2009 Corporate Services Directorate Monthly Report, be received and noted.

FRANK CRAWLEY
GENERAL MANAGER CORPORATE SERVICES

Any queries on this report may be directed to F Crawley on 89300537.