



City of
Ipswich

**IPSWICH
CITY
COUNCIL**

AGENDA

of the

GOVERNANCE COMMITTEE

**Held in the Council Chambers
2nd floor – Council Administration Building
45 Roderick Street
IPSWICH QLD 4305**

On Tuesday, 13 August 2019
At 12.30 pm or within any period of time up to a maximum of 10 minutes after the
conclusion of the Environment Committee.

MEMBERS OF THE GOVERNANCE COMMITTEE

Interim Administrator
Greg Chemello (**Chairperson**)

GOVERNANCE COMMITTEE AGENDA

*12.30 pm or within any period of time up to a maximum of
10 minutes after the conclusion of the Environment Committee, on*
Tuesday, 13 August 2019
Council Chambers

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** Item includes confidential papers

GOVERNANCE COMMITTEE NO. 8

13 AUGUST 2019

AGENDA

1. **CORPORATE SERVICES OPERATIONAL REPORT**

This is a report concerning the operational performance and key activities undertaken by the Corporate Services Department for the period of 31 May 2019 to 31 July 2019.

RECOMMENDATION

That the report be received and the contents noted.

2. **REVIEW OF DELEGATIONS TO CHIEF EXECUTIVE OFFICER**

This is a report concerning the ongoing review of delegations to the Chief Executive Officer (CEO) and a proposal to repeal some delegations which relate to operational matters.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That the delegation titled "Adoption and/or Amendment of Position Outlines" be repealed.
- B. That the delegation titled "Amendment of Department structures and descriptions" be repealed
- C. That the delegation titled "Assess and Accept Quotes – Standard Desktop Operating Environment" be repealed.
- D. That the delegation titled "Changing Domestic Refuse and Recycling Service Collection Days" be repealed.
- E. That the delegation titled "Council Business Opportunities with Ipswich City Enterprises Pty Ltd" be repealed.
- F. That the delegation titled "Designate the Gallery and Exhibition Names of Ipswich Art Gallery" be repealed.

- G. That the delegation titled “Entertainment and other incurred Business Expenses” be repealed.
 - H. That the delegation titled “Federal Award Performance Appraisal System” be repealed.
 - I. That the delegation “Negotiation of Term Contracts in Relation to the Restructure of Strategic and Business Services Branch” be repealed.
 - J. That the delegation titled “Pre-Placement Medical Policy” be repealed.
 - K. That the delegation titled “Reimbursement of Interview Expenses Policy” be repealed.
 - L. That the delegation titled “Request to Adopt and/or Alter Customer Request Types and Due Dates” be repealed.
 - M. That the delegation titled “Safe City Monitoring Function” be repealed.
 - N. That the delegation titled “Exercise the powers of Council under the *Local Government Act 2009*” be amended as detailed in Attachment 15.
 - O. That the delegation titled “Exercise the powers of Council under the *Local Government Regulation 2012*” be amended as detailed in Attachment 16.
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3. PROPOSED COMPLAINTS MANAGEMENT FRAMEWORK

This is a report concerning the adoption of a new Complaints Management Framework, a deliverable of Transformation Project #6 “Complaints Management Framework”.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

That Council (Interim Administrator of Ipswich City Council) adopt the Complaints Management Framework as outlined in Attachment 1.

4. MONTHLY PERFORMANCE REPORT - JUNE 2019

This is a report concerning Council performance for the period ending 30 June 2019, submitted in accordance with Section 204 of the *Local Government Regulation 2012*.

RECOMMENDATION

That the report be received and the contents noted.

5. OVERDUE RATES AND CHARGES APRIL TO JUNE 2019 QTR

This is a report concerning rate arrears and rate collection statistics for the period April - June 2019.

RECOMMENDATION

That the report be received and the contents noted.

6. CURRENT SITUATION OF LEGAL SERVICES UNDER WHOLE OF GOVERNMENT AND LOCAL BUY ARRANGEMENTS

This is a report concerning a refresh of the Legal Services engagements under the Whole of Government and Local Buy arrangements currently being utilised by Ipswich City Council.

In 2017 Council undertook a procurement process to establish a panel of legal service providers accessing the Whole of Government and Local Buy Panels. Each engagement under the panel is managed through Legal Services branch and appropriately authorised.

Following a recent review of the panel arrangements detailed below; based on expenditure to date and forecast over the remaining time of the contracts, the total forecast expenditure for legal services provided by all providers on the panel is approximately \$4 million.

Accordingly, Council approval is sought to continue the engagements of providers under the existing Whole of Government and Local Buy panels.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That the Interim Administrator of Ipswich City Council ("Council") resolve that Council continue the engagement of external legal service providers from the existing Whole of Government and Local Buy arrangements noting the estimated

financial expenditure as outlined in the report by the Senior Procurement Officer dated 22 July 2019.

- B. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the appointment to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.

7. CURRENT SITUATION OF LIBRARY RESOURCES UNDER LOCAL BUY ARRANGEMENT

This is a report concerning increased financial approval for Library Resources under the Local Buy arrangement currently being utilised by Ipswich City Council.

In 2016 Council undertook a procurement process to appoint James Bennett Pty Ltd for the provision of Library resources through the Local Buy arrangement. At the time of the initial procurement process, the estimated total expenditure over the contract period was less than \$2 million and accordingly the Chief Executive Officer executed the arrangement.

Following a recent review of the arrangement detailed below in the report, it was identified that as the resources for the new Springfield Library and the likely requirements for the new Rosewood library have or will be procured through the arrangement, the expenditure to date and forecast over the remaining time of the contract is estimated to be approximately \$3 million in total.

Accordingly, Council approval is sought to continue the engagement of James Bennett Pty Ltd under the Local Buy arrangement.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That the Interim Administrator of Ipswich City Council ("Council") resolve that Council continue the engagement of Library Resources BUS255-0116 (James Bennett Pty Ltd) from the existing Local Buy arrangement noting the estimated financial expenditure as outlined in the report Senior Procurement Officer dated 22 July 2019.
- B. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the appointment to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.

8. MICROSOFT ENTERPRISE AGREEMENT AND SERVER CLOUD ENROLMENT CONTRACT
- 3 YEARS

This is a report concerning the Microsoft Enterprise Agreement (EA) and Server Cloud Enrolment (SCE) contract renewal.

Council's current licencing arrangement for Microsoft EA (Enterprise Agreement) and SCE (Server and Cloud Enrolment) was due to expire on 31 July 2019. A provisional extension has been provided until 31 August 2019.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That Council (Interim Administrator of Ipswich City Council) resolve to enter into a contract with Data#3 under Local Buy contract 274, for three (3) years for the Microsoft EA and SCE renewal with the M365 with Profiled user option in accordance with section 234 of the *Local Government Regulation 2012*.
- B. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the contract to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.

** Item includes confidential papers

and any other items as considered necessary.

Doc ID No: A5694964

ITEM: 1
SUBJECT: CORPORATE SERVICES OPERATIONAL REPORT
AUTHOR: ACTING EXECUTIVE SUPPORT AND RESEARCH OFFICER
DATE: 31 JULY 2019

EXECUTIVE SUMMARY

This is a report concerning the operational performance and key activities undertaken by the Corporate Services Department for the period of 31 May 2019 to 31 July 2019.

RECOMMENDATION/S

That the report be received and the contents noted.

RELATED PARTIES

There are no related parties associated with this report.

ADVANCE IPSWICH THEME LINKAGE

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

The Corporate Services Department comprises of Legal and Governance, Finance, Information Communication and Technology (ICT), Procurement, and People and Culture. Attachment 1 outlines the operational performance and key activities of each of these branches within the Corporate Services Department.

FINANCIAL/RESOURCE IMPLICATIONS

There are no financial or resourcing implications associated with this report.

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications associated with this report.

LEGAL/POLICY BASIS

Not applicable



COMMUNITY AND OTHER CONSULTATION

The contents of this report did not require any community consultation.

CONCLUSION

The Corporate Services operational report provides an overview of the performance and key activities undertaken by the department for the period of 31 May to 31 July 2019.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Corporate Services Operational Performance and Key Activities Report  
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Erin Smith

ACTING EXECUTIVE SUPPORT AND RESEARCH OFFICER

I concur with the recommendations contained in this report.

Andrew Knight

GENERAL MANAGER - CORPORATE SERVICES

“Together, we proudly enhance the quality of life for our community”



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Executive Summary

A number of Branches across Corporate Services have been busy in the run up to the end of the financial year, with the accounts close off and transfer of assets from Ipswich City Properties Pty Ltd to Council also taking up significant time and energy, as well as the normal cadence of business as usual.

The Transformation Projects are in a number of cases, starting the transition to business as usual. This is an exciting time with the trees starting to bear fruit for harvesting. Likewise we are very close to finalising People and Culture and Information and Communications Technology Strategic Plans, which are vitally important for Corporate Services going forward.



Andrew Knight

General Manager Corporate Services

Finance

Financial Summary

Total revenue for Corporate Services Department was above budget \$839k or 0.5% and was primarily due to Interest revenue as a result of holding higher than forecasted cash balances. This was partially offset by slightly lower than expected net rates and change of ownership fees as a result of lower than expected property sales.

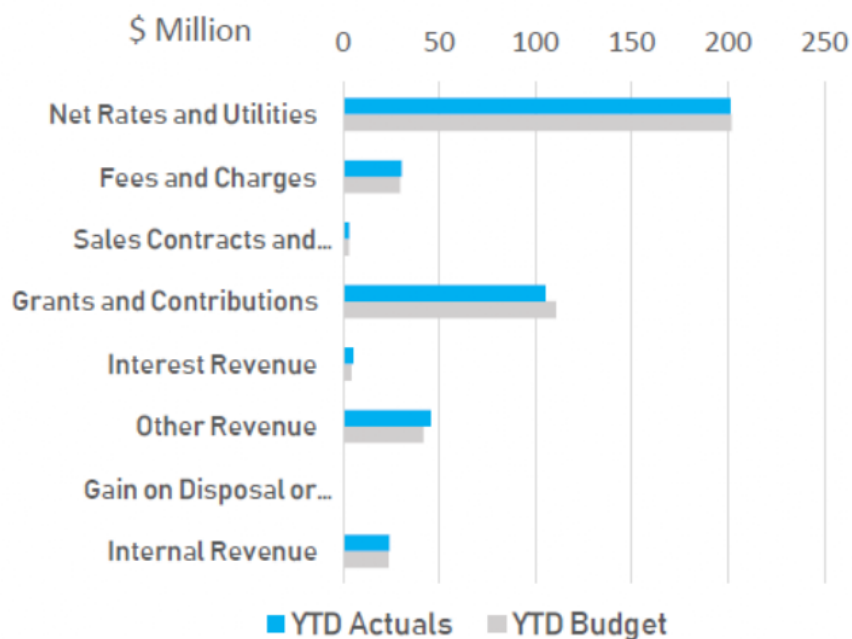
Total expenditure are above budget by \$560k due to depreciation of ICT Assets and employee expenses (including Labour contracts). This has been partially offset by savings made in materials and services for service provider levels in Strategic Client Branch not being achieved, telecommunications and property valuations. Overall the Department's net result for the year is favourable by less than 1%.

Corporate Services Department
Performance Report

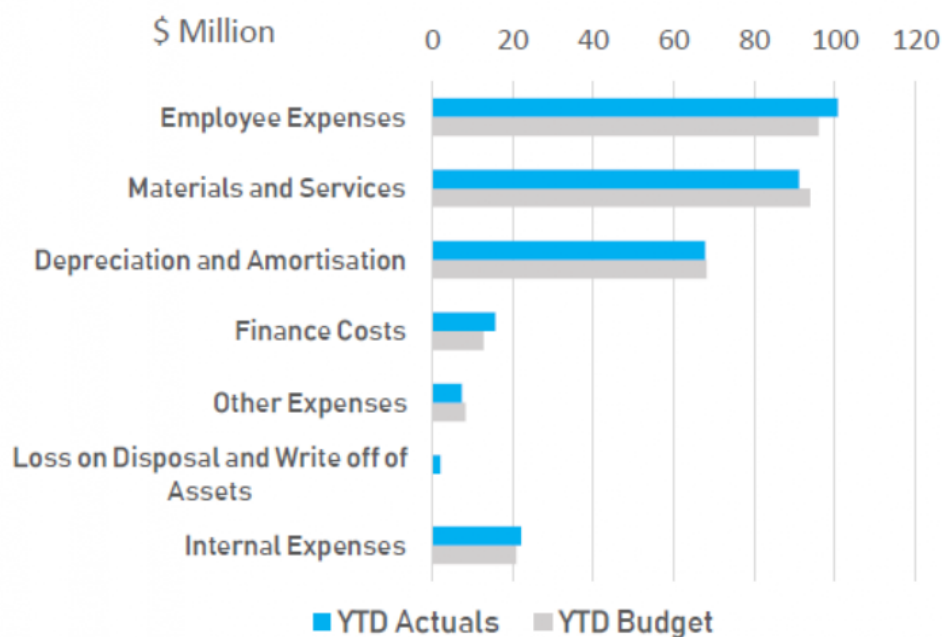
June 2019

	Annual		YTD				Commentary	Trend from MAY 2019
	Original Budget \$'000s	Current Budget \$'000s	Current Budget \$'000s	Actuals \$'000s	Variance \$'000s	Variance %		
Revenue								
Net rates and utilities charges	167,367	167,367	167,367	167,105	(262)	(0.1%)	Satisfactory Results	▲
Fees and charges	2,122	1,676	1,676	1,507	(169)	(10.1%)	Fees and charges primarily under budget in change of ownership fees relating to lower than expected property sales.	▼
Government grants and subsidies	4,140	4,421	4,421	4,770	349	7.9%	Government grants and subsidies over budget primarily relates to higher than budgeted financial assistance grants received from the Department of Infrastructure, Local Government and Planning.	▲
Internal revenue	7,197	7,197	7,197	7,138	(59)	(0.8%)	Satisfactory Results	▼
Other revenue	3,663	3,031	3,031	3,591	560	19.1%	Other revenue over budget primarily relates to interest revenue due to carrying higher than forecast cash balances from lower than expected capital expenditure during 2018-19.	▲
Total Revenue	184,479	185,672	185,672	186,511	839	0.5%		▲
Expense								
Employee expenses	17,356	17,356	17,356	16,899	457	2.6%	Employee expenses under budget primarily due to a number of ICT projects being placed on hold pending the outcome of the ICT Strategy and future platform direction. This has been offset by FRA payments, termination payments and annual and long service leave provision adjustments.	▼
Labour contracts	555	555	555	1,591	(836)	(150.6%)	Labour contracts over budget relates a number of positions budgeted as employees being filled by contingent workers.	▼
Materials and services	17,536	17,727	17,727	16,985	742	4.2%	Materials and services under budget in service contracts in Strategic Client branch due to service provider levels not being achieved and under spent on DERM land and property valuations. ICT branch under budget in communications expenditure due to savings in telecommunication services.	▼
Internal expense	563	571	571	560	11	1.9%	Satisfactory results	▲
Other expenses	24,085	22,000	22,000	22,934	(934)	(4.2%)	Over budget primarily relates to depreciation in the ICT Branch.	▼
Total Expenses	60,095	58,209	58,209	58,769	(560)	(1.0%)		▼
Net Result	124,384	127,463	127,463	127,742	279	0.2%		▼

Revenues



Expense



Legal and Governance

Complaints and RTI

The Complaints and RTI team have performed the below functions for the period:

- Management of Complaints
- Management of Right to Information and Information Privacy Applications
- Status of the Transformational Projects which impact the Integrity and Governance Section's management of complaints and RTI/IP applications
- TP#06 Complaints Management Framework
- TP#12 Information and Transparency

Management of Complaints

The below graph and table provide details of the management of all complaint types for June/July:

Complaint Type	Open		Closed	
	New	Legacy	New	Legacy
Administrative Action Complaints	4	1	4	1
Privacy Complaints	1	0	0	0
Publication Scheme Complaints	0	0	0	0
Ombudsman Reviews	2	0	2	0
Ombudsman Direct Referrals	2	0	2	0
Office of the Information Commissioner Reviews	0	1	0	0
General Administrative Action Complaints	40	11	34	11
Internal Review of AACs	1	0	0	0
General/Dept. complaints worked on and referred to Dept. for response	3	0	3	0

The number of general administrative action complaints being received by Corporate Services are steadily increasing. Under TP#6 there is the recognition of the value of having a centralised complaints management unit (CMU) within Council. The CMU is slowly rolling out and as advice on the CMU is provided to business areas, more general administrative action complaints are being referred here for handling.

In this reporting period there was an increase in complaints with regard to Rates and processes associated with increasing charges and securing payment plans. This is indicative of there being a rate increase for the City and was not unexpected.

Complaints on staff behaviour made up 13 of the general administrative action complaints and is consistent with numbers received in the previous two months. The majority of staff complaints received are with regard to perceived poor customer service. Only one of the 13 complaints received in this reporting period was substantiated and required further action by People and Culture Branch.

Management of Right to Information and Information Privacy Applications

All RTI Applications were processed in accordance with legislative requirements, Council Policy and Procedures. Council did not receive any Information Privacy Applications for the reporting period. The below table provides details of the management of all RTI Applications for the period.

RTI Management	No.
Carried over from May	1
Received	3
Received but pending	3
Closed	1
Open and will be carried into August	3

One administrative access application was also received. This is currently being processed. Two RTI applications received during period that are still pending (awaiting payment of application fee).

Status of the Transformational Projects which impact the management of Complaints and RTI/IPTP#6 Complaints Management Framework

The purpose of the project is to ensure a better practice, legislatively compliant and transparent whole of Council approach to:

- formal complaints made against Council as a result of dissatisfaction with services provided or a failure to provide a service; and
- complaints and reports of wrongdoing against council or staff, including allegations of fraud, corrupt conduct and public interest disclosures.

The project has progressed throughout the period. The key project deliverables during the reporting period were:

- Development of a Complaints Management Framework document (CMF)
- CMF endorsed by ELT and the Risk and Governance Steering Committee
- CMF report submitted to the next Governance Committee recommending adoption by Council on
- Amend/develop policies, procedures, templates, work instructions and customer service scripting for complaints management and internal complaints review at the department level, vexatious complaints, Administrative Action Complaints, Privacy and Publication Scheme Complaints
- Negotiation with OIC to deliver Managing Organisational Risk including Ethical Decision Making and PID Training to identified 62 Organisational Risk Champions and remaining 44 Level 3 Managers at a cost of \$8200 (plus GST).

Project Risks have been identified, appropriately mitigated and are reviewed monthly. The budget has been used to provide training from the Ombudsman's Office in "Managing Organisational Risk" incorporating Ethical Decision Making and Public interest Disclosure Training. With additional training scheduled throughout the life of the project it is anticipated all funds will be expended by the end of the Project.

Budget to date	Actuals to Date	Balance
\$60,000	\$28,800	\$31,200

TP#12 Information and Transparency

On 17 May 2018, the Office of the Information Commissioner (OIC) tabled a Compliance Audit Report relating to its review of Council's compliance with the *Right to Information Act 2009* (RTI Act) and *Information Privacy Act 2009* (IP Act). The areas audited focused on topics of 'leadership and governance', 'culture of openness', 'compliance', 'privacy' and captured the following activities/areas within Council:

- Information Governance
- Community Engagement
- RTI/IP Application Handling
- Camera Surveillance
- Ipswich City Council Website

The Audit Report contained 12 Recommendations with implementation timeframes ranging from 3 months to 18 months. This project focuses on three (3) Audit Recommendations:

- **Rec 2** Council designs and implements training on right to information and information privacy:
 - general obligations
 - policies and procedures specific to the council
 - for inclusion in its induction and awareness training, mandatory for all staff
- **Rec 8** Council review its template documents and manual for application handling and ensure the documents are accurate, up-to-date and support legislatively compliant application handling and good practice
- **Rec 9** Council communicate interactively with all Council departments about their roles and responsibilities in response to applications for information made under the *Right to Information Act 2009* or *Information Privacy Act 2009*

The project has progressed throughout the period. The key project deliverable during the reporting period was meeting with all GMs and Level 3 Managers regarding their obligations and responsibilities under RTI and IP

The project's implementation stage is now completed and the Project Closure report is being prepared for presentation to the next Risk and Governance Steering Committee to be held on 26 August.

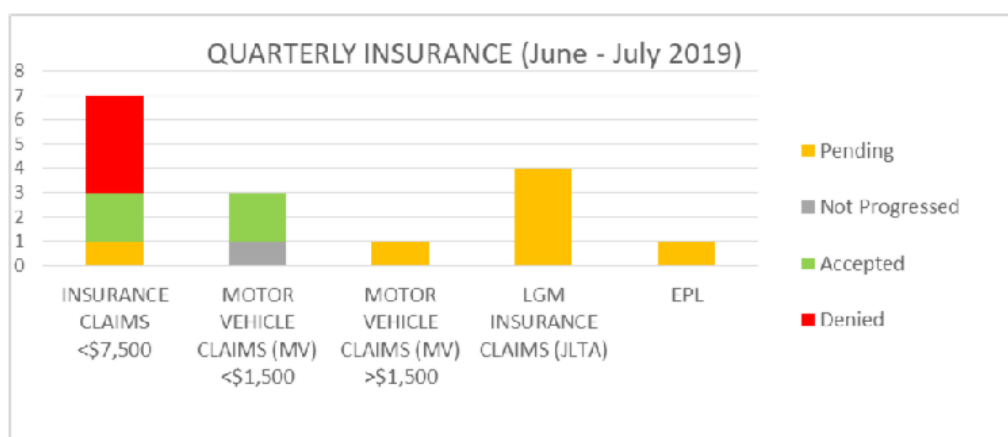
Project Risks have been identified, appropriately mitigated and are reviewed monthly. The budget has been used to provide training from the Office of the Information Commissioner in Records Management, Right to Information and Information Privacy Training. The project will close with a budget saving as shown below:

Budget	Actuals to Date	Balance
\$12,000	\$4,613	\$7,387

Corporate Risk and Insurance

The below table provides a high level snap shot of insurance claims over \$15,000 and all other insurance claims for the period.

QUARTERLY REPORTING INSURANCE - JAN TO MAR 2019	Pending	Not Progressed	Accepted	Denied	TOTAL
INSURANCE CLAIMS <\$7,500	1		2	4	7
MOTOR VEHICLE CLAIMS (MV) <\$1,500		1	2		3
MOTOR VEHICLE CLAIMS (MV) >\$1,500	1				1
LGM INSURANCE CLAIMS (JLTA)	4				4
EPL	1				1
TOTAL	7	1	4	4	16



Status of the Transformational Projects which impact the management of Risk and Insurance

TP#7 Risk Management

The purpose of the TP7 project is to develop a better practice and consistent whole of Council approach to Enterprise Risk Management (ERM) in order to proactively identify, manage and respond to issues that represent risks to the achievement of Council's strategic objectives. The project is critical to increase the operational effectiveness and efficiency of Council through a framework of transparent, compliance driven, informed decision making processes. The project comprises five (5) sub-projects with the following Key deliverables:

Sub-Project	Key Deliverables
1 - Review Risk Management Program 2 - Fraud & Corruption Control Program 3 - Good Decision Making and Integrity	<ul style="list-style-type: none"> A leading practice and legislatively compliant ERM framework is implemented and operational Strategic and operational risk registers are current with risks and their mitigation strategies cyclically reviewed Strengthened internal risk management capability through targeted risk management training and key personnel acquisitions within a compliant policy and process framework Best practice risk management software is being utilised to ensure effective risk management Cyclical and disciplined risk management reporting to ELT and the Audit and Risk Committee The Fraud and Corruption Control Framework, Fraud Risk Register and Fraud Control Plan are implemented, current and cyclically reviewed A decision making framework with a supporting toolkit is available to staff
4 - Business Continuity Plans 5 - Project Risk Management Model	<ul style="list-style-type: none"> BCPs developed and tested for departments and their key activities/services The Project Risk Management Model is adopted

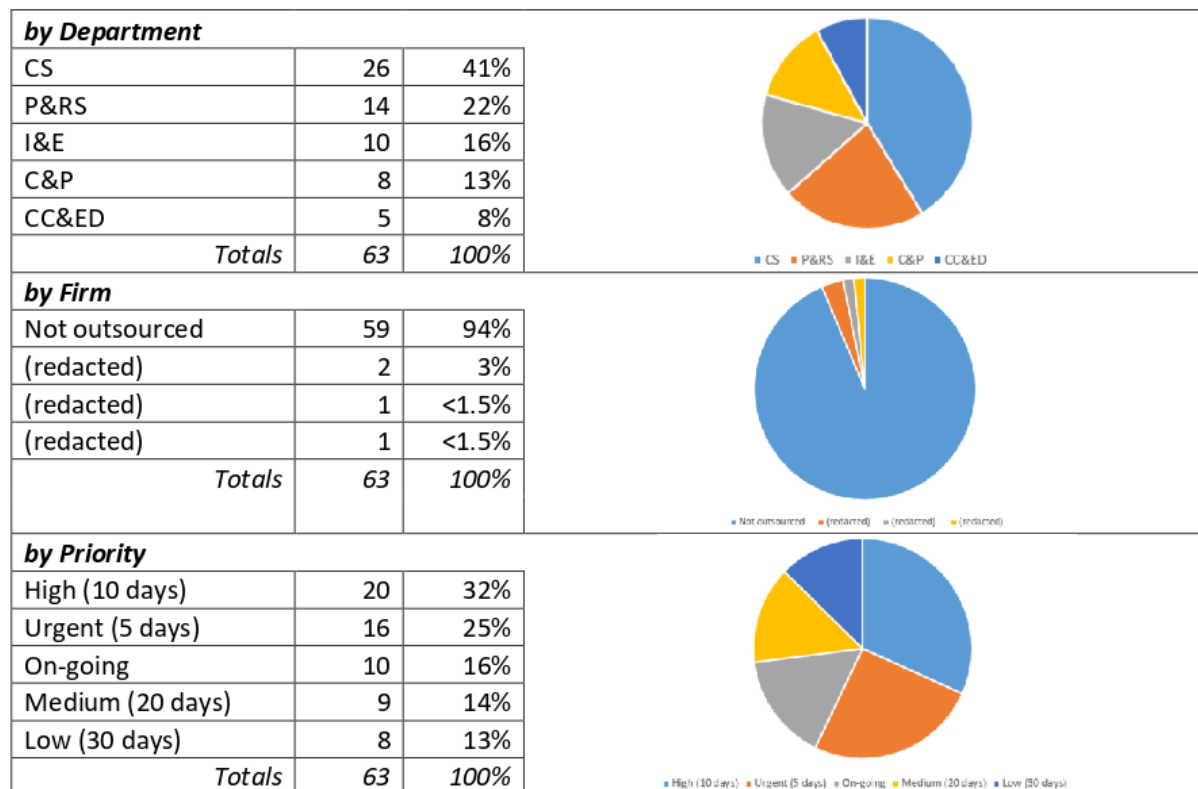
Item 1 / Attachment 1.

During the period PWC have met with all General Managers and discussed:

Sub-Project	Status
1 - Review Risk Management Program	<ul style="list-style-type: none">• ELT consultations completed and this has enabled us to prepare a proposed ERM design for validation at the exec workshop in August• ERMF deliverables will include:<ul style="list-style-type: none">• Updated policy, procedure and guidance• ERM Calendar (used to communicate risk activities and to estimate effort required to support the new framework)• PWC have prepared a draft Corporate Register based on feedback received• Prep meeting with CEO booked to review / edit the draft register• Training pack developed that aligns to the ERMF design and will be delivered as part of Departmental workshops in late August / early Sept Agenda for workshops is being prepared:<ul style="list-style-type: none">• Initial risk identification exercise to populate Departmental Risk Registers• Delivery of RM education / training to cover the new ERM and basic RM principles• Refining the Process Maps that will be used to capture risks across key business services (still receiving feedback on these). These will form part of the Departmental registers and are used to aid risk identification• Once all workshops have been completed we will then work on risk reporting packs for ELT and Council• Preparation of a proposed structure for the Risk Appetite Statement
2 - Fraud & Corruption Control Program	<ul style="list-style-type: none">• Desktop review completed of fraud risk artefacts (FCC Plan, etc)• Interviews conducted with staff across key enterprise functions, procurement, HR, business branch including planning and development and waste management.• Fieldwork effectively completed on Thursday the 24 July 2019 and currently working towards report preparation.• Draft report expected by w/e 2nd August• Present documentation (IP) that is considered best practice standards. This will ultimately assist in the further development for a well-rounded and robust Fraud and Corruption Control Plan (roadmap)• Fraud awareness training is being prepared in coordination with the ERM training pack for delivery at the Departmental workshops
3 - Good Decision Making and Integrity	<ul style="list-style-type: none">• Identification of gaps/constraints to the embedding of practices that promote good decision making and ethics principles has continued throughout the period• Development of a toolkit of resources and training has progressed
4 - Business Continuity Plans	<ul style="list-style-type: none">• Business Continuity Framework and Policy have continued to be developed during the period. The draft Framework and Policy are scheduled for review by Steering Committee by end August 2019• Business Continuity Plan and Business Impact Assessment has been drafted and will be discussed at next working group meeting prior to submission to the Steering Committee for endorsement
5 - Project Risk Management Model	<ul style="list-style-type: none">• Project Risk Management Model (Model) and Project Risk Management Plan template created• Steering Committee have endorsed that the draft Model be termed Project Risk Management Manual. Workshops will be held with staff from ICT and Community Development to ensure the manual and Risk Management Plan is able to be used by all areas of council for large, medium and small projects.

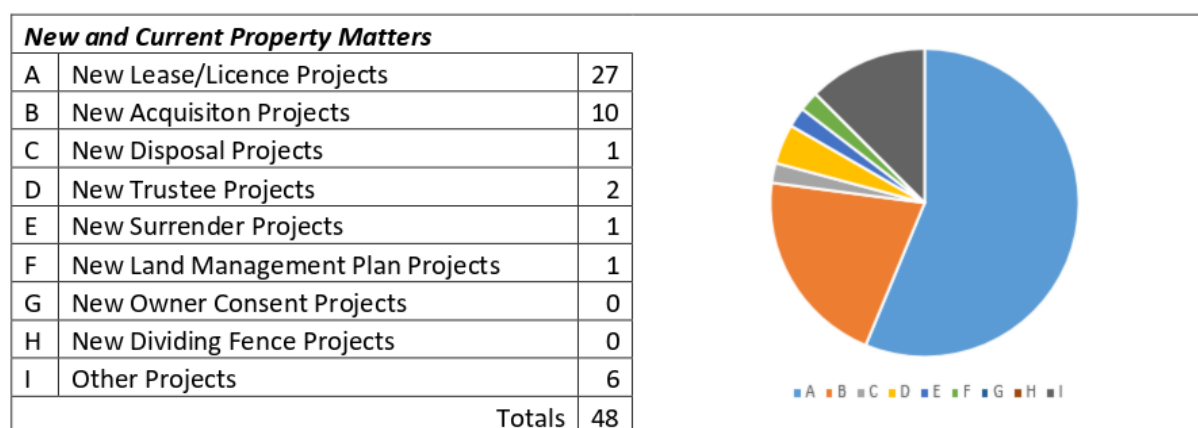
Legal Services Section

Requests received 1 Jun 2019 – 30 Jul 2019:

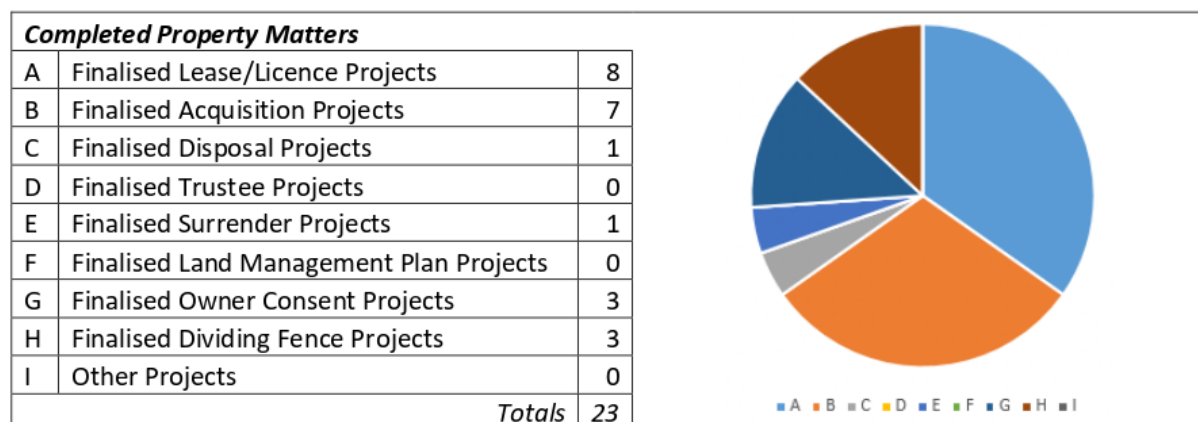


Property Services Section

1 May 2019 – 30 Jul 2019



Property Services Section (cont.)



People and Culture

Branch Projects

People and Culture Framework

There was particular focus during July on the development and finalisation of the People and Culture Framework.

Based on advice from the IMC a number of employee focus groups were conducted and the feedback factored into the final drafting of the Framework.

The draft Framework was presented to the IMC and Executive Leadership team for review and feedback. It is anticipated that with feedback provided the Framework will be completed by 14 August 2019.

Strategic Plan

Following the finalisation of the People and Culture Framework and the drafting People and Culture Strategic Plan 2019 – 2021 has now factored in the critical information and organisational requirements identified within the P & C Framework.

Grievance Framework.

During the month a draft of the proposed ICC Grievance Framework was developed and presented to the Executive Leadership team and the ICC for review and comment. It is anticipated that this framework will be completed by 14 August and be presented at the Senior Leaders Forum on 19 August.

Capability Framework

Work on the Capability Framework has been renamed to Behavioural Principles continues to focus will focus on a framework based on Council values, with behavioural statements underpinning each value on a six level hierarchical system. Supporting this Framework and aligned to the Grievance Framework will be a Conduct, Capacity and Performance Framework currently under drafting and due for completion by 30 August.

Work also continues on supporting and progressing projects TP 2 sub projects, TP#5 Strategic Allocation of Resources, TP#6 Complaint Management Framework, and TP#9 Policies & procedures.

Organisational Development

The OD team has been developing and facilitating a number of change management initiatives for ICC including; the engagement of Fold7 for the facilitation of the July Senior leaders Forum to develop their knowledge as senior leaders in the use of the ADKAR model for managing change and the importance of their role in change leadership. Shape consulting have been engaged as change coaches to the

Research has also been undertaken by the OD team into the PROSCI methodology which includes the ADKAR model for change leadership. This will ensure P & C representatives are skilled to assist in facilitating these activities for best effect with Council leaders. This initiative will also support those officers responsible for transformation projects and the deployment of changes arising out of the projects.

The OD team have also been working on and supporting ICC with change plans for both the Council's restructure and the relocation to the CBD.

The OD Manager prepared a report as part of the CBD relocation project to articulate the training, development and disaster management facility requirement.

Organisational Establishment

Since the restructure of ICC work on implementing the critical organisational structure changes necessary in Ehub has been undertaken. The mapping of positions has taken a considerable amount of time. All of the new Branches, Sections and Teams have now been established and work on the process of importing the people and position data into the system will now commence. An achievable go live date for all parties is yet to be determined and is dependent on when the process of transferring employees and positions into the new structure is finalised. Once completed in Ehub, the entire process will then be replicated in Oracle.

Recruitment

Considerable work has been undertaken in recruitment activity to fill the vacant roles Branch and Section Manager that arose out of the Restructure. A new practice had been applied to the recruitment process with short listing candidates outside of their supporting statement and resume now have to complete a series of targeted questions and a psychometric assessment prior to interview.

Payroll

Due to the changeover of payroll and employee systems during 2018/19 a significant number of employees have had to receive two PAYG statements for 2018/19.

As a result of a number system problems which were not identified at the time of go live problems were encountered that impacted the distribution of correct PAYG statements to employees. The pay team has over the last few weeks been involved in rectifying the system problems, the reprinting and distribution of PAYG statements for 2018/19.

Workplace Health and Safety

Commencement of the 'picture this' safety campaign involving photos of council staff safely performing tasks and incorporating a written statement about their personal commitment to safety and a challenge to others to follow was commenced during July. The posters are currently being hosted on the wire and physical noticeboards and incorporated into toolbox talks.

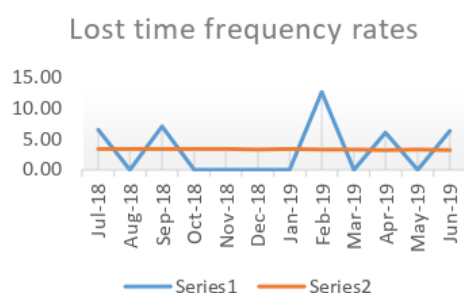
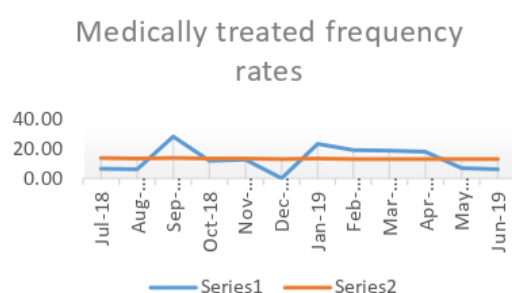
This month has also seen the commencement of:

- on boarding and WHS evaluation of 32 suppliers/contractors from Ipswich city properties into ICC was
- a review of Long Term Injuries (LTI) and the development and communication of safety alerts has commenced.
- development of a pre shift communication methodology for IE
- a review of all tasks across council requiring safe work instructions, 180 identified with 24 completed SWI's issued to relevant workgroups. Work on going in this area

Workplace Health and Safety Data**Lost Time and Medically treated injury frequency rates**

Injury Frequency	Frequency Rate (Month)	Frequency Rate (Rolling 12 months)	DAYS LOST Financial year	Percentage of 'harm' incidents - month	Percentage of 'harm' incidents - year
Lost Time	6.25	3.22	143	32.8%	35.1%
Medically treated	6.25	12.87			

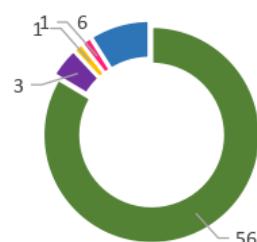
LTIFR and MTIFR - number of occurrences per one million hours worked. A Medical Treatment Injury (MTI) is defined as an injury, illness or disease that resulted in a level of treatment (above First Aid) given by a Registered Health Practitioner

**Lost time and medically treated by Department – monthly / rolling 12 months**

Department	Lost time by month	by Dept	Lost time by Dept rolling 12 month	Medically Treated by Dept month	Medically treated by Dept rolling 12 month
I&E	1		5	1	19
PRS	0		0	0	2
CS	0		0	0	3
CP	0		0	0	1
CED	0		1	1	0

Number of incidents reported for the month

Department	Number of incidents	Incident rates	Injury Rates
I&E Infrastructure and Environment	56	8.95	2.56
PRS Planning and Regulatory Services	3	1.52	0.51
CS Corporate Services	1	0.39	0.39
CP Coordination and Performance	1	2.50	0.00
CED Community and Economic Development	6	2.65	1.77
Grand Total	67	3.20	1.05



*incident and injury rate is number of occurrences / workers x 100

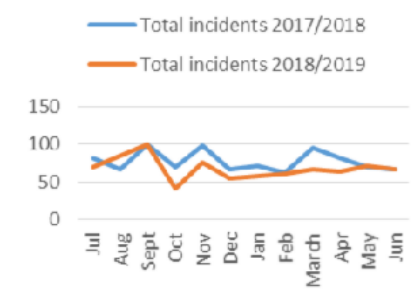
Item 1 / Attachment 1.

Department	Fire	Environmental	Equipment Failure	Injury	Motor Vehicle/Plant	Occupational Illness	Property Damage	Public Liability	Regulatory	Security
I&E	1		1	16	17	2	9	3	1	6
PRS				1	1			1		
CS				1						
CP					1					
CED				4				2		
Total	1	0	1	22	19	2	9	6	1	6

Incidents by type in reporting month - Departments

Incidents monthly comparison

Month	Total incidents 2017/2018	Total incidents 2018/2019	Notifiable Incidents to WHS Qld 18/19
Jul	82	70	-
Aug	67	84	-
Sept	69	100	-
Oct	70	41	-
Nov	99	75	-
Dec	67	54	2
Jan	71	58	-
Feb	62	60	-
March	95	66	-
Apr	81	63	1
May	70	72	-
Jun	66	67	-



Information and Communications Technology

Achievements

Strategic Projects

- A Draft ICT Strategy (TP#17) was prepared at the end of June for the Whole of Council Steering Committee. This was circulated for review by the Business Reference Group prior to circulation to ELT. The intent will be to finalise the Strategy for ELT Approval in July.
- A Culture Change program has commenced for ICT Branch that will align with the ADKAR methodology being employed by Council.
- Positive progress has been made in mediating a dispute between Council and DXC over their price and performance against an Edge Security services contract.
- Projects including Skype for Business, the new Library SOE, CBD Development projects are progressing well.

Service Management

- Improved Monthly Managed Service Reporting from Datacom now in place to show:
 - All of Council view for operational performance, previously only Datacom performance was being reported
 - All contractual 76 Monthly obligations are now being reported on, accuracy of this reporting is a focus area for July
- A total of 698 Incidents raised of which 94.7% were resolved within the Service Level of 90%
- A total of 1046 Service Requests raised of which 96.5% were completed within the Service Level of 90%
- Steady increase in the Self Service Portal lessening the reliance on phone and email contact with the Service Desk
- Reduction of aged incidents over 30 days by 40%
- Recognition of Application Functional Team members good performance progressing amended Payroll Summary activities
- Commenced engagement with Strategic Directions to review Datacom contract
- Customer Satisfaction Survey data now available, to date 316 responses received with an average score of 4.64 out of 5 received, responses of below 3 are followed up by the Service Desk for further investigation
- Microsoft patching for the Desktop environment underway as regular planned activity

Opportunities

- Drive further improvements to Monthly Managed Services Reporting substantiation source data to assist in validating accuracy
- Asset Management – ongoing process compliance and accuracy review
- Further improvement to Aged Incident and Request reduction
- Finalise OLA (Operating Level Agreement) between Datacom and DXC/Telstra
- Review of lower tier storage offering to reduce storage costs

Incidents and Trends

Critical Incidents – Priority 1

Incident	INC0022797
Description	Genesys Purecloud connectivity issues
Status	Resolved

Incident	INC0023228
Description	Users are unable to log into the public computers at Ipswich Central Library.
Status	Resolved

Ticket	INC0022653
Description	Multiple users unable to access internet sites (e.g. Wire, ServiceNow, EHub) whilst on Network.
Status	Resolved

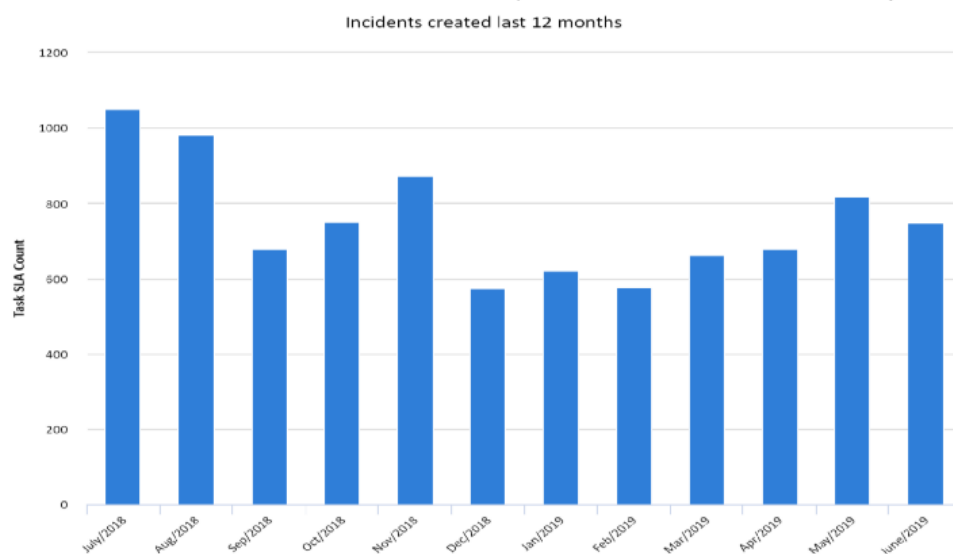
Critical Incidents – Priority 2

Ticket	INC0022649
Description	ICCBPAAS01 Oracle services not started
Status	Resolved

Ticket	INC0022812
Description	Network down at Riverview Depot (Roads and Drainage Branch)
Status	Resolved

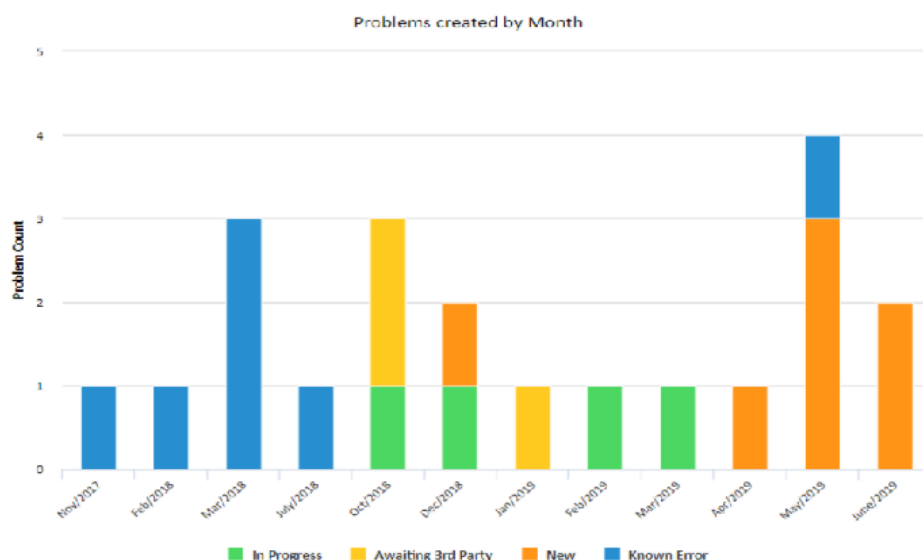
Incident Trend History

- The volume of incidents raised via Self Service, Phone and Email remains relatively steady over recent months



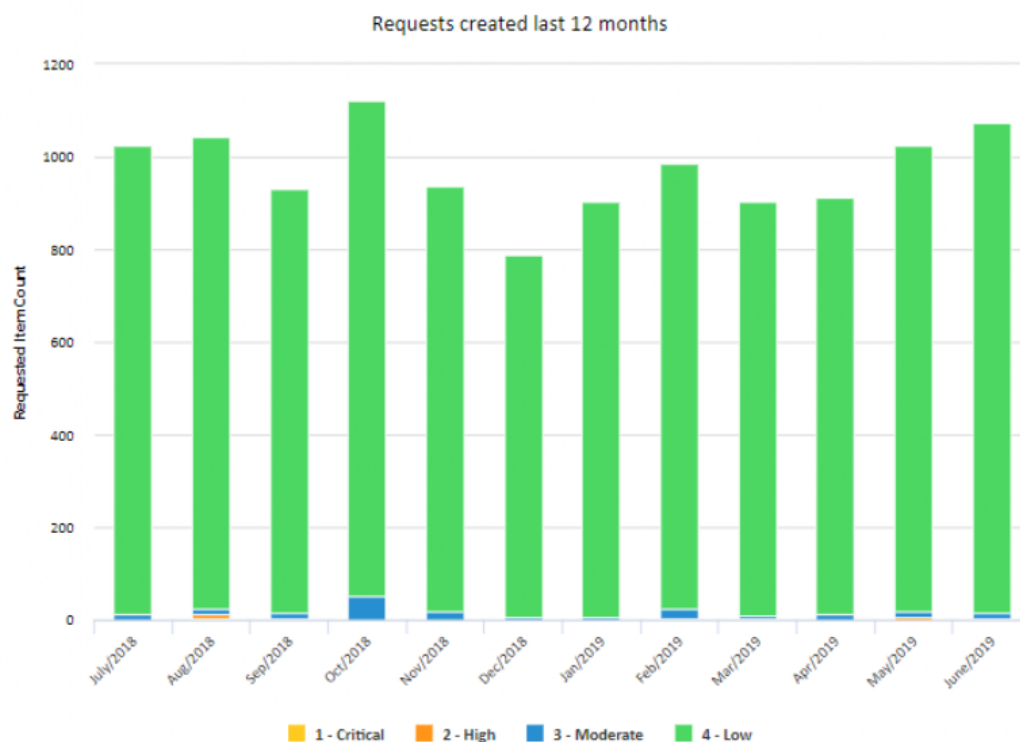
Problem Management Trend History

- There has been focus on progressing aged Problem records
- Due to the number of aged incidents now being resolved, Problem records are expected to increase during July as a number of long standing aged incidents have been closed to a Problem record

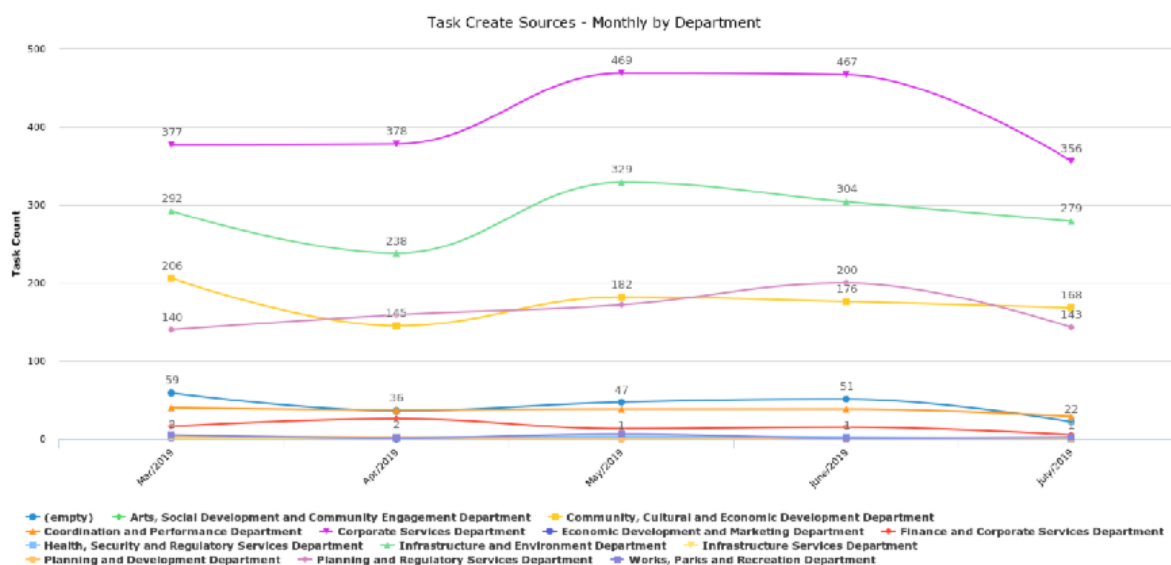


Service Request Trend History

- The volume of Service Requests raised via Self Service, Phone and Email remains relatively steady over recent months

**Task View by ICC Department Trend History**

- Higher volumes by CSD due to being raised by ICT



Item 1 / Attachment 1.

Service Desk Telephony Metrics – June 19

- Average speed to answer – 15.37 seconds
- Overall Grade of Service – 91.43%

TELEPHONY CALLS PERFORMANCE

Source: NIN Telephony System - AUSTRALIA-READY FOR UAT
Up to 13 months of inbound call data and current monthCustomer: **ICC** Day: **All** Time Slot: **All** Public Holiday: **No**Date: **1/07/2019** to **30/06/2019**

Queue Name

p

- ☐ Select all
☐ INESD_ICC_General
☐ INESD_ICC_MH
☐ INESD_ICC_Password

Narrative (Previous)

Total number of inbound calls was 0 out of which service desk answered 0 (0 within SLA). Out of the 0 calls that were abandoned, per abandoned after SLA wait time 50 seconds, resulting in a TRUE abandonment rate of 0%. The grade of service achieved was 0% with target being 90%, hence it met the grade of service target for the month.

Last Updated

28/06/2019 3:40:19 PM

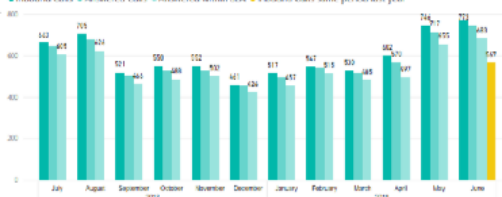
for the month of Jun-19

Customer: **ICC**

773	747	26	16	3.36%	2.07%	91.43%	15.37
Inbound Calls	Answered Calls	Abandoned	True Abandoned	Abandoned Rate	True Abandoned R.	Overall Grade of Service	Answer speed (sec)

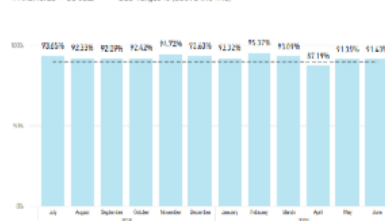
Inbound Calls Trending

Inbound Calls Answered Calls Answered within SLA Inbound Calls same period last year



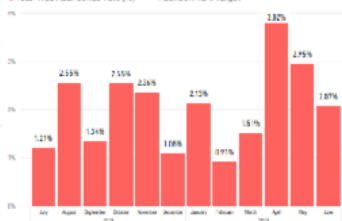
Grade of Service Rate

Answered < 30 sec == GOS Target % (above the line)



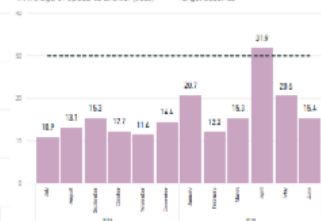
True Abandonment Rate

Total True Abandoned Rate (%) == Abandonment Target



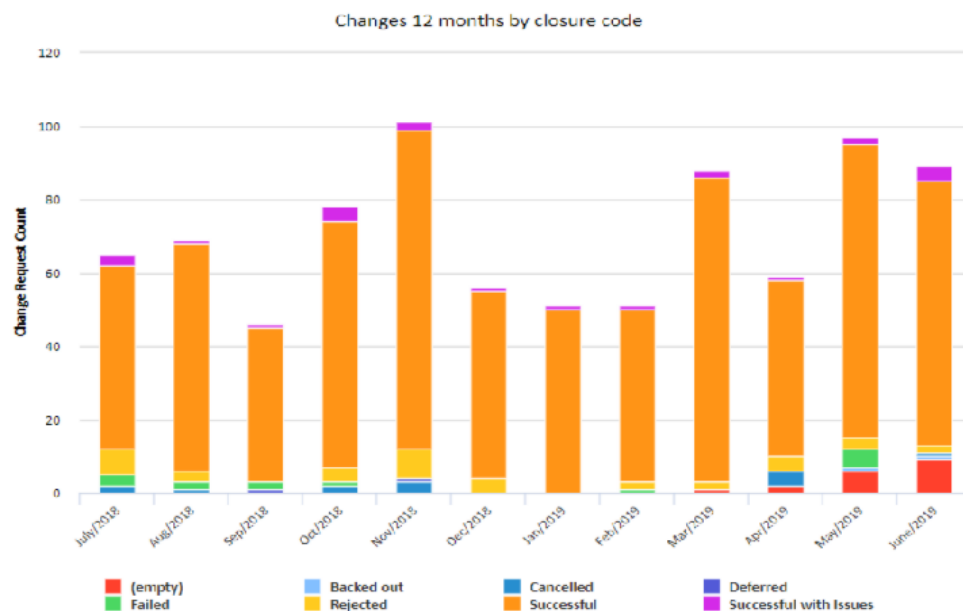
Average Speed to Answer

Average of Speed to answer (secs) == Target seconds



Change Management Trend History

- The Changes volume trend is showing an increase due to:
 - ensuring all changes are logged for all relevant work types
 - a higher volume of Project based activities requiring Change records to support the work being performed



Doc ID No: A5660101

ITEM: 2

SUBJECT: REVIEW OF DELEGATIONS TO CHIEF EXECUTIVE OFFICER

AUTHOR: PROJECT OFFICER

DATE: 15 JULY 2019

EXECUTIVE SUMMARY

This is a report concerning the ongoing review of delegations to the Chief Executive Officer (CEO) and a proposal to repeal some delegations which relate to operational matters.

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolve:

- A. That the delegation titled “Adoption and/or Amendment of Position Outlines” be repealed.**
- B. That the delegation titled “Amendment of Department structures and descriptions” be repealed**
- C. That the delegation titled “Assess and Accept Quotes – Standard Desktop Operating Environment” be repealed.**
- D. That the delegation titled “Changing Domestic Refuse and Recycling Service Collection Days” be repealed.**
- E. That the delegation titled “Council Business Opportunities with Ipswich City Enterprises Pty Ltd” be repealed.**
- F. That the delegation titled “Designate the Gallery and Exhibition Names of Ipswich Art Gallery” be repealed.**
- G. That the delegation titled “Entertainment and other incurred Business Expenses” be repealed.**
- H. That the delegation titled “Federal Award Performance Appraisal System” be repealed.**

- I. That the delegation “Negotiation of Term Contracts in Relation to the Restructure of Strategic and Business Services Branch” be repealed.
- J. That the delegation titled “Pre-Placement Medical Policy” be repealed.
- K. That the delegation titled “Reimbursement of Interview Expenses Policy” be repealed.
- L. That the delegation titled “Request to Adopt and/or Alter Customer Request Types and Due Dates” be repealed.
- M. That the delegation titled “Safe City Monitoring Function” be repealed.
- N. That the delegation titled “Exercise the powers of Council under the *Local Government Act 2009*” be amended as detailed in Attachment 15.
- O. That the delegation titled “Exercise the powers of Council under the *Local Government Regulation 2012*” be amended as detailed in Attachment 16.

RELATED PARTIES

There are no related party matters associated with this report.

ADVANCE IPSWICH THEME LINKAGE

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

Local governments are required to make numerous decisions every day to properly discharge their powers and responsibilities.

To enable local governments to focus on strategic issues, reduce the amount of meeting time required and address circumstances in which the majority of councillors must leave a council meeting due to a material personal interest or conflict of interest, local governments can delegate many of those decisions by resolution.

Section 257 of the *Local Government Act 2009* (the Act) allows local governments to delegate their powers by resolution to the CEO. As part of the ongoing review of council’s delegations it has been identified there are 13 delegations to the CEO which can be repealed as they relate to operational matters. Section 13 (3) of the Act provides the CEO with the power to make these decisions without an Instrument of Delegation being required (refer

Attachment 1). The below table details each delegation with a brief history and reason for the proposed repeal.

To ensure that the operations of Council are not restricted in any way by the repeal of these delegations it is proposed to also amend the delegations to the CEO under the Act and the *Local Government Regulation 2012* (the Regulation) to remove the restrictions on the powers which have been delegated. This would ensure that all powers contained in the Act and Regulation are able to be delegated to the CEO without conditions, negating the need for Councillor consultation prior to exercising the power. The proposed changes to these delegations are shown in track changes in Attachments 15 and 16. The updated delegations have been transposed to the new delegation template and are shown in Attachments 17 and 18.

Title of Delegation	Reason for Repeal
Adoption and/or Amendment of Position Outlines	The delegation was originally adopted in 1998 and places a restriction on the CEO to prevent the creation of a new position or determine if a position is redundant. This is an operational matter which is covered under Section 13(3) of the <i>Local Government Act 2009</i>
Amendment of Department structures and descriptions	The delegation was originally adopted in 1998 and places a restriction on the CEO to prevent the creation of additional positions. This is an operational matter which is covered under Section 13(3) of the <i>Local Government Act 2009</i>
Assess and Accept Quotes - Standard Desktop Operating Environment	The delegation was originally adopted in May 1998 and provided the power to assess and accept quotes for the design and implementation of a standard desktop operating environment. This is an operational matter which is covered under Section 13(3) of the <i>Local Government Act 2009</i>
Changing Domestic Refuse and Recycling Service Collection Days	The delegation was originally adopted in 2002 and places consultation restrictions on the CEO. This is an operational matter which is covered under Section 13(3) of the <i>Local Government Act 2009</i>
Council Business Opportunities with Ipswich City Enterprises Pty Ltd	The delegation provides the power to enter into an arrangement with Ipswich City Enterprises Pty Ltd. As this company no longer exists the delegation is no longer required
Designate the Gallery and Exhibition Names of Ipswich Art Gallery	The delegation was originally adopted in October 1999 with an amendment made in June 2008. The Art Gallery no longer has corporate sponsors. This is an operational matter which is covered under Section 13(3) of the <i>Local Government Act 2009</i>
Entertainment and other incurred Business Expenses	This delegation was originally adopted in November 2000. Employees should not be incurring these costs on

Title of Delegation	Reason for Repeal
	personal credit cards or income. Any entertainment expenses or business expenses which are unable to be paid via invoice should be placed on a Council credit card
Federal Award Performance Appraisal System	The delegation was originally adopted in 2004. This is an operational matter which is covered under Section 13(3) of the <i>Local Government Act 2009</i>
Negotiation Of Term Contracts In Relation To The Restructure Of Strategic And Business Services Branch	The delegation was originally adopted in December 2003 and relates to the creation Services Queensland (Peak)
Pre-Placement Medical Policy	The delegation was originally adopted in June 1996 and provides the power to implement a policy relating to operational matters. As this is an operational matter it is covered under Section 13(3) of the <i>Local Government Act 2009</i>
Reimbursement Of Interview Expenses Policy	The delegation was originally adopted in June 1996 and provides the power to implement a policy relating to operational matters. As this is an operational matter it is covered under Section 13(3) of the <i>Local Government Act 2009</i>
Request To Adopt And/Or Alter Customer Request Types And Due Dates	The delegation was originally adopted in July 2003 and relates to the use of Pathway Customer Service. This is an operational matter which is covered under Section 13(3) of the <i>Local Government Act 2009</i>
Safe City Monitoring Function	This delegation was originally adopted in October 1995. Any release of information from Safe City video footage is governed by the <i>Information Privacy Act 2009</i> and <i>Right to Information Act 2009</i>

FINANCIAL/RESOURCE IMPLICATIONS

There are no resourcing or budget implications as a result of this report.

RISK MANAGEMENT IMPLICATIONS

The delegations which are the subject of this report are related to operational decisions, the responsibility of the CEO as per section 13(3) of the Act. The Delegations also place restrictions on the CEO or require consultation with Councillors before a decision can be made. This could be viewed as Councillors having influence or providing direction to Council staff over operational matters of Council. Repealing these delegations mitigates such a risk.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions: *Local Government Act 2009*.

COMMUNITY AND OTHER CONSULTATION

The contents of this report did not require any community consultation.

CONCLUSION

As part of the ongoing review of Council's delegations and sub-delegations it has been identified that there are 13 delegations which are no longer required and can be repealed. Amendments are also being proposed to the delegation to the CEO for the *Local Government Act 2009* and the *Local Government Regulation 2012*.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Section 13(3) Local Government Act 2009  
2.	Adoption And/Or Amendment of Position Outlines  
3.	Amendment of Department Structures and Descriptions  
4.	Assess and Accept Quotes - Standard Desktop Operating Environment  
5.	Changing Domestic Refuse and Recycling Service Collection Days  
6.	Council Business Opportunities With Ipswich City Enterprises Pty Ltd  
7.	Designate the Gallery and Exhibition Names of Ipswich Art Gallery  
8.	Entertainment and Other Incurred Business Expenses  
9.	Federal Award Performance Appraisal System  
10.	Negotiation of term Contracts in relation to the Restructure of Strategic and Business Services Branch  
11.	Pre-Placement Medical Policy  
12.	Reimbursement of Interview Expenses Policy  
13.	Request to Alter And/Or Adopt Customer Request Due Dates  
14.	Safe City Monitoring Function  
15.	Track Changes - Local Government Act 2009  
16.	Track Changes - Local Government Regulation 2012  
17.	DRAFT - Delegation to CEO - Local Government Act 2009  
18.	DRAFT - Delegation to CEO - Local Government Regulation 2012  

Alisha Campbell
PROJECT OFFICER

I concur with the recommendations contained in this report.

Angela Harms
CORPORATE GOVERNANCE MANAGER

I concur with the recommendations contained in this report.

Tony Dunleavy
ACTING GENERAL COUNSEL AND CITY SOLICITOR

I concur with the recommendations contained in this report.

Andrew Knight

GENERAL MANAGER - CORPORATE SERVICES

“Together, we proudly enhance the quality of life for our community”

Extract from the *Local Government Act 2009*

Chapter 2 Local governments

Part 1 Local governments and their constitution, responsibilities and powers

s13 Responsibilities of local government employees

- (1) All employees of a local government have the same responsibilities, but the chief executive officer has some extra responsibilities.
- (2) All employees have the following responsibilities—
 - (a) implementing the policies and priorities of the local government in a way that promotes—
 - (i) the effective, efficient and economical management of public resources; and
 - (ii) excellence in service delivery; and
 - (iii) continual improvement;
 - (b) carrying out their duties in a way that ensures the local government—
 - (i) discharges its responsibilities under this Act; and
 - (ii) complies with all laws that apply to local governments; and
 - (iii) achieves its corporate plan;
 - (c) providing sound and impartial advice to the local government;
 - (d) carrying out their duties impartially and with integrity;
 - (e) ensuring the employee's personal conduct does not reflect adversely on the reputation of the local government;
 - (f) improving all aspects of the employee's work performance;
 - (g) observing all laws relating to their employment;
 - (h) observing the ethics principles under the Public Sector Ethics Act 1994, section 4;
 - (i) complying with a code of conduct under the Public Sector Ethics Act 1994.
- (3) The chief executive officer has the following extra responsibilities—
 - (a) managing the local government in a way that promotes—
 - (i) the effective, efficient and economical management of public resources; and
 - (ii) excellence in service delivery; and
 - (iii) continual improvement;
 - (b) managing the other local government employees through management practices that—
 - (i) promote equal employment opportunities; and
 - (ii) are responsive to the local government's policies and priorities;
 - (c) establishing and implementing goals and practices in accordance with the policies and priorities of the local government;
 - (d) establishing and implementing practices about access and equity to ensure that members of the community have access to—

Item 2 / Attachment 1.

- (i) local government programs; and
 - (ii) appropriate avenues for reviewing local government decisions;
- (e) the safe custody of—
 - (i) all records about the proceedings, accounts or transactions of the local government or its committees; and
 - (ii) all documents owned or held by the local government;
- (f) complying with requests from councillors under section 170A—
 - (i) for advice to assist the councillor carry out his or her role as a councillor; or
 - (ii) for information, that the local government has access to, relating to the local government.

ADOPTION AND/OR AMENDMENT OF POSITION OUTLINES

Date of Resolution: 11 March 1998

No of Resolution: 46.05

Relevant Legislation:

Section 25 of the Local Government Act 1993 - Jurisdiction of Local Government

Section 36 of the Local Government Act 1993 - General Powers

Section 425 of the Local Government Act 1993 - Compliance with Corporate and Operational Plans

Delegation to: Chief Executive Officer

Power Delegated:

The power to adopt and/or amend position outlines for existing State Award positions and existing Federal Award positions up to and including Level 8.

The delegation includes the power to vary the level of a position (in all State Award positions and up to and including Level 8 in Federal Award positions), but does not include the power to create a new position or determine a position to be redundant.

Conditions of Delegation:

1. The Deputy Chief Executive Officer report half-yearly in respect of the exercise of the delegation.
2. Whenever this power is exercised, a record of the exercise of such power shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer.

AMENDMENT OF DEPARTMENT STRUCTURES AND DESCRIPTIONS

Date of Resolution: 11 March 1998

No of Resolution: 46.05

Relevant Legislation:

Section 25 of the Local Government Act 1993 - Jurisdiction of Local Government

Section 36 of the Local Government Act 1993 - General Powers

Section 425 of the Local Government Act 1993 - Compliance with Corporate and Operational Plans

Delegation to: Chief Executive Officer

Power Delegated:

The power to amend a Department Structure including power to create and/or delete a position provided such action does not create an additional position or positions.

Conditions of Delegation:

1. The Deputy Chief Executive Officer report half-yearly in respect of the exercise of the delegation.
2. Whenever this power is exercised, a record of the exercise of such power shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer.

ASSESS AND ACCEPT QUOTES - STANDARD DESKTOP OPERATING ENVIRONMENT

Date of Council Resolution: 20 May 1998

No of Resolution: 44.02

Relevant Legislation:

Section 25 of the Local Government Act 1993 - Jurisdiction of Local Government

Section 36 of the Local Government Act 1993 - General Powers

Section 425 of the Local Government Act 1993 - Compliance with Corporate and Operational Plans.

Delegation to: Chief Executive Officer

Power Delegated:

The power to assess and accept quotes for contract services for the design and implementation of standard desktop operating environment.

Conditions of Delegation:

Whenever this power is exercised, a record of the exercise of such power shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer.

CHANGING DOMESTIC REFUSE AND RECYCLING SERVICE COLLECTION DAYS

Date of Resolution: 11 December 2002

Committee Reference and Date: Business Units and Library Services Committee No. 2002 (14) of 2 December 2002

No of Resolution: 19.05

Relevant Legislation:

Section 8 of the Local Government Act 2009 - Local Government's Responsibility for Local Government Areas.

Section 9 of the Local Government Act 2009 - Powers of Local Governments Generally

Section 257(1) of the Local Government Act 2009 – Delegation of Local Government Powers

Section 7(b) of the Waste Reduction and Recycling Regulation 2011 – Designation of areas

Delegation to: Chief Executive Officer

Power Delegated:

The power to change the collection days for domestic refuse and recycling collection services with any changes to be undertaken in consultation with the respective Divisional Councillors representing the divisions where changes will occur.

Conditions of Delegation:

1. Whenever this power is exercised, a record of the exercise of such power shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer.

COUNCIL BUSINESS OPPORTUNITIES WITH IPSWICH CITY ENTERPRISES PTY LTD

Date of Council Resolution: 14 November 2001; 28 July 2004

Committee Reference and Date: Finance and Special Purposes Board - 6 November 2001; City Management and Finance Committee No. 2004(05) of 20 July 2004

No of Resolution: 19.01; 43.06

Relevant Legislation:

Section 36 of the Local Government Act 1993 – General Powers

Section 472 Of the Local Government Act 1993 – Delegation by Local Government

Delegation to: Mayor and Chief Executive Officer

Power Delegated:

The power to jointly implement a business opportunity by way of establishment of a business arrangement between Council and Ipswich City Enterprises Pty Ltd, where it is considered advantageous to Council to enter into such an arrangement.

Conditions of Delegation:

1. Whenever this power is exercised, a record of the exercise of such power shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer.
2. Whenever this power is exercised, a report in respect of the exercise of such power shall be submitted to the City Management & Finance Committee.

DESIGNATE THE GALLERY AND EXHIBITION NAMES OF IPSWICH ART GALLERY

Date of Council Resolution: 14 October 1999, 24 June 2008,

No of Resolution: 14.03, 4

Relevant Legislation:

Section 25 of the Local Government Act 1993 - Jurisdiction of Local Government

Section 36 of the Local Government Act 1993 - General Powers

Section 425 of the Local Government Act 1993 - Compliance with Corporate and Operational Plans

Delegation to: Chief Executive Officer and Mayor

Power Delegated:

That the Mayor and Chief Executive Officer be delegated the power to jointly designate the Gallery and exhibition names of Ipswich Art Gallery in accordance with procedures established by Council, arising out of sponsorship for Ipswich Art Gallery, and for the determination undertaken for this delegation be recommended by the Ipswich Arts Foundation in line with the constitution.

Conditions of Delegation:

Whenever this power is exercised, a record of the exercise of such power shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer.

ENTERTAINMENT AND OTHER INCURRED BUSINESS EXPENSES

Date of Council Resolution: 1 November 2000

Committee Reference and Date: Finance and Special Purposes Board - October 2000

No of Resolution: 43.04

Relevant Legislation:

Section 25 of the Local Government Act 1993 - Jurisdiction of Local Government

Section 36 of the Local Government Act 1993 - General Powers

Section 511 of the Local Government Act 1993 - Compliance with Corporate & Operational Plans

Delegation to: Chief Executive Officer

Power Delegated:

The power to approve reimbursement of entertainment and other business expenses incurred by Department Heads, Business Managers and other employees, within the jurisdiction of such officers or the Chief Executive Officer, and direct payment to third parties for general Council entertainment.

Conditions of Delegation:

1. For the purpose of this delegation and supporting procedures, entertainment expenses are to be within budget limits, involve external business clients and be in the course of the claimant's work for the benefit of the Ipswich City Council in accordance with the procedures and instructions issued. Other incurred business expenses are to be within budget limits and be in the course of the claimant's work for the benefit of the Ipswich City Council in accordance with the procedures and instructions issued. General Council entertainment may, or may not, involve external business clients.
2. Whenever this power is exercised, a record of the exercise of such power shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer in accordance with Council procedure.

FEDERAL AWARD PERFORMANCE APPRAISAL SYSTEM

Date of Council Resolution: 18 August 2004

Committee Reference and Date: City Management and Finance Committee No. 2004(06) of 10 August 2004

No of Resolution: 43.04

Relevant Legislation:

Section 25 of the Local Government Act 1993 - Jurisdiction of Local Government

Section 36 of the Local Government Act 1993 - General Powers

Section 425 of the Local Government Act 1993 - Compliance with Corporate and Operational Plans

Delegation to: Chief Executive Officer

Power Delegated:

The power to amend the Federal Award performance appraisal system.

Conditions of Delegation:

Whenever this power is exercised, a record of the exercise of such power shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer.

NEGOTIATION OF TERM CONTRACTS IN RELATION TO THE RESTRUCTURE OF STRATEGIC AND BUSINESS SERVICES BRANCH

Date of Council Resolution: 10 December 2003

No of Resolution: B42.02

Relevant Legislation:

Section 25 of the Local Government Act 1993 - Jurisdiction of Local Government

Section 36 of the Local Government Act 1993 - General Powers

Section 511 of the Local Government Act 1993 - Compliance with Corporate and Operational Plans

Delegation to: Chief Executive Officer

Power Delegated:

That the Chief Executive Officer be delegated the power to negotiate all new term contracts and changes to existing term contracts arising from the amendments to the structure of the Strategic and Business Services Branch.

Conditions of Delegation:

Whenever this power is exercised, a record of the exercise of such power shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer.

PRE-PLACEMENT MEDICAL POLICY

Date of Resolution: 28 June 1996

No of Resolution: 46.05

Relevant Legislation:

Section 25 of the Local Government Act 1993 - Jurisdiction of Local Government

Section 36 of the Local Government Act 1993 - General Powers

Section 425 of the Local Government Act 1993 - Compliance with Corporate and Operational Plan

Delegation to: Chief Executive Officer

Power Delegated:

The power to implement all aspects of the Pre-Placement Medical Policy

Conditions of Delegation:

Whenever this power is exercised, a record of the exercise of such power shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer.

REIMBURSEMENT OF INTERVIEW EXPENSES POLICY

Date of Resolution: 28 June 1996

No of Resolution: 46.06

Relevant Legislation:

Section 25 of the Local Government Act 1993 - Jurisdiction of Local Government

Section 36 of the Local Government Act 1993 - General Powers

Section 425 of the Local Government Act 1993 - Compliance with Corporate and Operational Plan

Delegation to: Chief Executive Officer

Power Delegated:

The power to approve applications under the Council's Reimbursement of Interview Expenses policy

Conditions of Delegation:

Whenever this power is exercised, a record of the exercise of such power shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer.

REQUEST TO ADOPT AND/OR ALTER CUSTOMER REQUEST TYPES AND DUE DATES

Date of Council Resolution: 2 July 2003

Committee Reference and Date: Corporate Services Committee No. 2003(08) of 25 June 2003.

No of Resolution: 43.03

Relevant Legislation:

Section 25 of the Local Government Act 1993 – Jurisdiction of Local Government

Section 36 of the Local Government Act 1993 – General Powers

Section 425 of the Local Government Act 1993 – Compliance with Corporate and Operational Plan

Delegation to: Chief Executive Officer

Power Delegated:

Adopt Request Type Codes, descriptions and estimated times in working days for any customer request type code in Pathway Customer Service.

Approve recommendations from Departments/Business Unit Managers to amend the estimated time in working days and/or the description allocated to an adopted Request Type Code.

Approve recommendations from Department Heads/Business Unit Managers to amend the Due Date on a particular customer request.

Conditions of Delegation:

1. The submission to Council of a six monthly report summarising the decisions taken in respect to this delegation.
2. Whenever this power is exercised, a record of the exercise of such power shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer.

SAFE CITY MONITORING FUNCTION

Date of Resolution: 11 October 1995

No of Resolution: 12.01 of the Customer, Community and Cultural Services Committee No. 1995 (13) of 2 October 1995

Relevant Legislation:

Section 8 *Local Government Act 2009* – Local Government’s Responsibility for Local Government Areas

Section 9 *Local Government Act 2009* – Powers of Local Governments Generally

Section 257(1) *Local Government Act 2009* – Delegation of Local Government Powers

Delegation to: Mayor and Chief Executive Officer

Power Delegated:

The power to jointly release taped material from the Safe City Monitoring Function.

Conditions of Delegation:

In the event that the videotape is being released to media representatives, such release may only be made if the media representatives sign an acknowledgment that the identity of persons appearing on the videotape be protected.

Amendment to Conditions of Delegation (Adopted by Council on 5 June 1996)

1. Whenever this power is exercised, a record of the exercise of such power shall be made in writing at the time of exercising the delegation and a copy thereof shall be forwarded to the Chief Executive Officer.

INSTRUMENT OF DELEGATION OF LOCAL GOVERNMENT POWERS TO THE CHIEF EXECUTIVE OFFICER

EXERCISE THE POWERS OF COUNCIL UNDER THE LOCAL GOVERNMENT ACT 2009

1. Short title

This instrument's short title is Delegation Instrument No LGP-2019-01

2. Purpose

This instrument states the local government powers which have been delegated by the Council to the person or entity listed at Section 5(a)

— Date of Council Resolution: 29 June 2010, 22 February 2011, 19 February 2013,
— No of Resolution: Item 11 of the City Management and Finance Board No. 2010(06) of 22 June 2010, City Management and Finance Committee No. 2010(06) of 22 June 2010.
—
— Item 9 of the City Management and Finance Board No. 2011(02) of 15 February 2011, City Management and Finance Committee No. 2011(02) of 15 February 2011.
—
— Item 4 of the City Management and Budget Board No. 2013(02) of 12 February 2013, City Management and Finance Committee No. 2013(02) of 12 February 2013

3. Relevant Legislation Relationship to Act:

This instrument is made under Section 472(1) of the Local Government Act 1993
Section 8 Local Government Act 2009 – Local Government's Responsibility for Local Government Areas
Section 9 Local Government Act 2009 – Powers of Local Governments Generally
Section 257 of the (1) Local Government Act 2009 – Delegation of Local Government Powers

4. Resolution

This delegation of local government powers was made by Council resolution on [//insert date of resolution//].
[//Insert Committee Reference details//]

5. Delegation of local government powers

This instrument records that the Council has delegated the local government powers listed in Schedule 1,:

- (a) to the following person or entity; the ~~Delegation to:~~ Chief Executive Officer
- (b) subject to the conditions stated in Schedule 2.

6. Review

This instrument records that the Council has reviewed the delegation of the local government powers in Schedule 1:

- (a) on the date in Schedule 3, Column 2; and
- (b) the outcome of the review is stated in Schedule 3, Column 3.

Schedule 1 ~~Power~~ Delegation of local government powers:

The power to exercise the powers of Council as a local government under the Local Government Act 2009 as detailed in Attachment F, as amended (see attached) to the report of the Chief Executive Officer dated 5 February 2013 except for those matters that require a Council resolution.

Schedule 2 Conditions of delegation

~~This delegation is subject to the following conditions:~~

1. Whenever a power is exercised, a record of the exercise shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such a format as determined from time to time by the Chief Executive Officer.

~~2. Any additional conditions as set out in Schedule 1.~~

Schedule 3 Review

Date of Council Resolution: 29 June 2010, 22 February 2011, 19 February 2013,
No of Resolution: Item 11 of the City Management and Finance Board No. 2010 (06) of 22 June 2010, City Management and Finance Committee No. 2010(06) of 22 June 2010.

Item 9 of the City Management and Finance Board No. 2011(02) of 15 February 2011, City Management and Finance Committee No. 2011(02) of 15 February 2011.

Item 4 of the City Management and Budget Board No. 2013(02) of 12 February 2013, City Management and Finance Committee No. 2013(02) of 12 February 2013

Schedule 1
Local Government Act 2009 Powers

Power	Comments and Special Conditions
<p>Section 9—Powers of local governments generally; and Section 262—Powers in support of responsibilities s9 & s262</p> <p>1. — The power to make decisions as to the commencement of legal proceedings (including instructing legal representatives) on the local government's behalf.</p> <p>2. — The power to make decisions as to responding, defending, settling or withdrawing legal proceedings (including instructing legal representatives) to which the local government is a party.</p>	<p>Delegate to CEO</p>
<p>Section 65—What is to happen if a realignment is not carried out s65(1) The power to decide not to proceed with the realignment of a road or part of a road after giving a notice of intention to acquire land.</p>	<p>Delegate to CEO</p> <p>Condition: Prior to the exercise of this delegated power the Delegate must consult with the relevant Divisional Councillor.</p>
<p>Section 67—Acquiring land for use as a footpath s67(2) The power to form the opinion (at or before the acquisition) whether any of the following rights in favour of the owner of the land are appropriate —</p> <p>(a) — a right to the ownership, possession, occupation and use of any existing structure, room or cellar —</p> <p>(i) — at a specified height above the level of the new footpath; or</p> <p>(ii) — at a specified depth below the level of the new footpath;</p> <p>(a) — a right —</p> <p>(i) — to erect a structure (in accordance with law) at a specified height above the new footpath; and</p> <p>(ii) — for the ownership, possession, occupation and use of the structure;</p> <p>(a) — a right of support for a structure mentioned in paragraph (a) or (b)</p>	<p>Delegate to CEO</p> <p>Condition: Prior to the exercise of this delegated power the Delegate must consult with the relevant Divisional Councillor.</p>
<p>Section 69—Closing roads s69(3) The power to form the opinion, on reasonable grounds, as to the appropriate way to publish notice of the closing of a road.</p>	<p>Delegate to CEO</p> <p>Condition: Prior to the exercise of this delegated power the Delegate must consult with the relevant Divisional Councillor.</p>

Power	Comments and Special Conditions
<p>s69(5)</p> <p>1. The power, if a road is closed to traffic for a temporary purpose, to permit the use of any part of the road (including for the erection of any structure, for example) on the conditions the local government considers appropriate.</p> <p>2. The power to form the opinion, on reasonable grounds, as to the appropriate conditions a person may be subject to if permission is granted to use any part of the road closed to traffic for a temporary purpose (including for the erection of any structure, for example).</p>	<p>Delegate to CEO</p> <p>Condition: Prior to the exercise of this delegated power the Delegate must consult with the relevant Divisional Councillor.</p>
<p>Section 70 – Temporary roads</p> <p>s70(7)(a) The power to agree an amount of compensation with a person on behalf of the local government, if a claim is received under subsection (5).</p>	<p>Delegate to CEO</p>
<p>Section 71 – Road levels</p> <p>s71(4)(a) The power to agree with an owner or occupier of land that adjoins a road and who has been injuriously affected by a change to the level of the road, the amount of compensation payable to the owner or occupier of the land that adjoins the road if they are injuriously affected by the change to the level of the road.</p>	<p>Delegate to CEO</p>
<p>Section 72 – Assessment of impact on roads from certain activities</p> <p>s72(1)(b) The power to form the opinion, on reasonable grounds, that the conduct of an activity is having, or will have, a significant adverse impact on the road in the local government area.</p>	<p>Delegate to CEO</p> <p>Condition: Prior to the exercise of this delegated power the Delegate must consult with the relevant Divisional Councillor.</p>
<p>s72(2) The power, subject to subsection (1), to require the entity that is conducting the activity to provide information, within a reasonable time, that will enable the local government to assess the impact of the activity on the road.</p>	<p>Delegate to CEO</p> <p>Condition: Prior to the exercise of this delegated power the Delegate must consult with the relevant Divisional Councillor.</p>
<p>s72(3) The power, after assessing the impact of the activity on the road, to decide to do one or more of the following—</p> <p>(a) — give the entity a direction about the use of the road to lessen the impact;</p> <p>(b) — require the entity:</p> <p>(i) — to carry out works to lessen the impact;</p> <p>or</p> <p>(ii) — to pay an amount of compensation for the impact.</p>	<p>Delegate to CEO</p> <p>Condition: Prior to the exercise of this delegated power the Delegate must consult with the relevant Divisional Councillor.</p>
<p>s72(4) The power to require the works to be carried out or the amount to be paid before the impact commences or intensifies.</p>	<p>Delegate to CEO</p> <p>Condition: Prior to the exercise of this delegated power the Delegate must consult with the relevant Divisional Councillor.</p>

Power	Comments and Special Conditions
<p><i>Section 75 – Unauthorised works on roads</i> s75(4) The power to grant an approval, subject to conditions, to a person to:</p> <ul style="list-style-type: none"> (a) — carry out works on a road; or (b) — interfere with a road or its operation. 	<p>Delegate to CEO</p> <p>Condition: Prior to the exercise of this delegated power the Delegate must consult with the relevant Divisional Councillor except in relation to driveway permits.</p>
<p><i>Section 77 – Connecting stormwater installation to stormwater drain</i> s77(1) The power, by written notice, to require the owner of a property to connect a stormwater installation for the property to the local government's stormwater drain in the way, under the conditions and within the time stated in the notice.</p>	<p>Delegate to CEO</p>
<p>s77(4) The power to impose conditions on an approval permitting a person to connect a stormwater installation for a property to the local government's stormwater drain, including conditions about the way the connection must be made.</p>	<p>Delegate to CEO</p>
<p><i>Section 78 – No connecting sewerage to stormwater drain</i> s78(4) The power, by written notice, to require the owner of a property to perform the work stated in the notice, within the time stated in the notice, if the sewerage installation for a property is connected to any part of—</p> <ul style="list-style-type: none"> (c) — the stormwater installation on the property; or (d) — the stormwater drain of the local government. 	<p>Delegate to CEO</p>
<p><i>Section 79 – No trade waste or prohibited substances in stormwater drain</i> s79(4)(e) The power to approve a maximum temperature for a substance.</p>	<p>Delegate to CEO</p>
<p><i>Section 107 – Insurance</i> s107(3) The power to enter into a contract of insurance with WorkCover Queensland, or another insurer, to cover the local government councillors.</p>	<p>Delegate to CEO</p> <p>Condition: The delegate will notify all Councillors upon exercising this delegated power.</p>
<p><i>Section 137 – Compensation for damage or loss caused after entry</i> s137(2)(a) The power to agree an amount of compensation with a person who has incurred damage or loss because of the exercise, or purported exercise, of a power under Division 1 — 'Powers of authorised person'.</p>	<p>Delegate to CEO</p>

Power	Comments and Special Conditions
Section 138 – What this division is about s138(4) The power to authorise an employee or agent of the local government as a local government worker to act under Division 2 – ‘Powers of other persons.’	Delegate to CEO
s138(5) The power to form the opinion that an employee or agent is appropriately qualified or trained to exercise a power or perform a responsibility under Division 2 – ‘Powers of other persons’.	Delegate to CEO
Section 147 – Compensation for damage or loss caused s147(3)(a) The power to agree an amount of compensation payable to a person who has incurred damage or loss because of the exercise, or purported exercise, of a power under Division 2 – ‘Powers of other persons’.	Delegate to CEO
Section 195 – Appointing an Acting chief executive officer s195 The power to appoint a qualified person to act as the chief executive officer during- (e) — any vacancy, or all vacancies, in the position; or (f) — any period, or all periods, when the chief executive officer is absent from duty or cannot, for another reason, perform the chief executive officer’s responsibilities.	Delegate to CEO
Section 198 – Concurrent employment of local government employees s198(2) The power to agree with a local government that an employee be employed by both local governments at the same time.	Delegate to CEO Condition: The Delegate will notify all Councillors upon exercising this delegated power.
Section 226 – Super schemes for councillors s226(4)(b) The power to enter into arrangement with a councillor of the local government under which: (g) — the councillor agrees to forego a percentage or amount of remuneration that the councillor is entitled to as a councillor; and (h) — the local government agrees to contribute the percentage or amount to the superannuation scheme for the local government.	Delegate to CEO

Item 2 / Attachment 15.

Power	Comments and Special Conditions
Section 236 – Who is authorised to sign local government documents s236(1)(b) The power to sign a document on behalf of the local government.	Delegate to CEO

INSTRUMENT OF DELEGATION OF LOCAL GOVERNMENT POWERS TO THE CHIEF EXECUTIVE OFFICER

~~EXERCISE THE POWERS OF COUNCIL UNDER THE~~ *LOCAL GOVERNMENT REGULATION 2012*

~~— Short title *Date of Council Resolution: 19 February 2013, 27 June 2017*~~
~~— No of Resolution: 4 of the City Management and Budget Board No. 2013 (02) of 12 February 2013, City Management and Finance Committee No. 2013 (02) of 12 February 2013, 15 of the City Management, Finance and Community Engagement Board No. 2017(07) of 20 June, 2017, City Management and Finance Committee No. 2017(17) of 20 June 2017~~

1.

This instrument's short title is Delegation Instrument No LGP-2019-02

2. Purpose

This instrument states the local government powers which have been delegated by the Council to the person or entity listed at Section 5(a)

3. Relationship to Actevant Legislation:

~~This instrument is made under *Section 8 Local Government Act 2009 — Local Government's Responsibility for Local Government Areas*
Section 9 Local Government Act 2009 — Powers of Local Governments Generally
Section 257(1) of the Local Government Act 2009. — Delegation of Local Government Powers Local Government Regulation 2012~~

4. Resolution

This delegation of local government powers was made by Council resolution on **[//insert date of resolution//]**.
[//Insert Committee Reference details//]

5. Delegation of local government powers

This instrument records that the Council has delegated the local government powers listed in Schedule 1.:

- (a) to the following person or entity; the Chief Executive Officer
- (b) subject to the conditions stated in Schedule 2.

6. Review

This instrument records that the Council has reviewed the delegation of the local government powers in Schedule 1:

- (a) on the date in Schedule 3, Column 2; and
- (b) the outcome of the review is stated in Schedule 3, Column 3.

Schedule 1 Delegation of local government to: Chief Executive Officer

Ppowers Delegated:

The power to exercise the powers of Council as a local government under the *Local Government Regulation 2012* as detailed in the report of the Chief Executive Officer dated 5 February 2013 except for those matters that require a Council resolution.

Schedule 2 Condition of delegations

~~This delegation is subject to the following conditions:~~

- ~~1.~~ Whenever a power is exercised, a record of the exercise shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such a format as determined from time to time by the Chief Executive Officer.

Schedule 3 Review

~~1.~~

- ~~2. Any additional conditions as set out in Schedule 1.~~

Date of Council Resolution: 19 February 2013, 27 June 2017

No of Resolution: 4 of the City Management and Budget Board No. 2013 (02) of 12 February 2013, City Management and Finance Committee No. 2013 (02) of 12 February 2013, 15 of the City Management, Finance and Community Engagement Board No. 2017(07) of 20 June, 2017, City Management and Finance Committee No. 2017(17) of 20 June 2017

Schedule 1
Local Government Regulation 2012

Power	Comments and Special Conditions
Full cost recovery for water and sewerage services s41(6)(d)(ii) The power to decide what is appropriate in the circumstances in respect of the amount of the depreciation.	Delegate to CEO
s41(6)(e) The power to decide the positive rate upon which the return on the capital used in providing the service is based.	Delegate to CEO
Other matters connected with managing, promoting or using malls – Act, s80A s58(2)(b) The power to permit the use of any part of the mall (including for the use of erecting any structure, for example) on the conditions the local government considers appropriate.	Delegate to CEO
Land owner's objection to rates category s90(4) The power to approve the form of an objection notice.	Delegate to CEO
s90(5)(b) The power to allow a longer period than the 30 days specified in section 90(5)(a) of the Regulation.	Delegate to CEO
Discount for prompt payment of rates or charges s130(10) 1. The power to form the opinion that a rate payer has been prevented, by circumstances beyond their control, from paying the rates or charges in time to get a discount. 2. The power to allow the discount if the rate payer has been prevented, by circumstances beyond their control, from paying the rates in time to get a discount.	Delegate to CEO
Conduct of auction s143(2) The power to enter into negotiations with the highest bidder at the auction to sell the land by agreement if the reserve price is not reached at the auction.	Delegate to CEO
Local Government to record change of owner s162 The power to form the opinion about whether a change of owner notice given under Chapter 4, Part 13, Division 3 is false.	Delegate to CEO

Power	Comments and Special Conditions
<p>Annual operational plan contents s175(3)</p> <p>1. — The power to form the opinion that information in the annual performance plan is of a commercially sensitive nature to the commercial business unit.</p> <p>2. — The power to omit information from the copies of the annual performance plan that are made available to the public if:</p> <p style="padding-left: 40px;">(a) — the information is of a commercially sensitive nature to the commercial business unit; and</p> <p style="padding-left: 40px;">(b) — the information is given to each of the local government's councillors.</p>	<p>Delegate to CEO</p>
<p>Trust Fund s200(3)(d) The power to agree with a depositor that interest accrued on money paid to the local government under paragraphs (a) to (c) should be paid to an entity other than the local government.</p>	<p>Delegate to CEO</p>
<p>Medium-sized contractual arrangement – quotes needed first</p> <p>s225(2) The power to form the opinion as to who is capable of meeting the local government's requirements where the local government is obliged to invite written quotes under subsection (1).</p>	<p>Delegate to CEO</p>
<p>s225(3) The power if the local government has called for quotes to decide not to accept any of the quotes that the local government receives.</p>	<p>Delegate to CEO</p>
<p>s225(4) The power to accept a quote subject to the requirements set out in subsection (4).</p>	<p>Delegate to CEO</p>
<p>Tender process s228(6) The power to:</p> <p style="padding-left: 40px;">(a) — prepare a shortlist from the persons who respond to the invitation for expressions of interest; and</p> <p style="padding-left: 40px;">(b) — invite written tenders from those persons.</p>	<p>Delegate to CEO</p>
<p>s228(7) The power to, if an invitation to tender under subsections (4) or (6)(b) states that the local government might later invite all tenderers to change their tenders to take account of a change in the tender specifications and the local government does change the tender specifications, invite all the persons who submitted a tender to change their tender to take account of the change, before making a decision on the tenders.</p>	<p>Delegate to CEO</p>

Power	Comments and Special Conditions
s228(8) The power if the local government has called for tenders to decide not to accept any of the tenders that the local government receives.	Delegate to CEO
s228(9) The power to accept a tender subject to the requirements set out in subsection (9).	Delegate to CEO
Exception for contractor on approved contractor list s231(2) The power to enter into a large or medium-sized contractual arrangement for services without first inviting written quotes or tenders if the contract is made with a person who is on an approved contractor list.	Delegate to CEO
s231(3) The power to form an opinion as to whether a person is suitably qualified to provide services to the local government.	Delegate to the CEO
s231(4) The power to put together an approved contractor list subject to the requirements set out in subsection (4).	Delegate to the CEO
Exception for register of pre-qualified supplies s232(2) The power to enter into a large or medium-sized contractual arrangement for goods or services without first inviting written quotes or tenders if the contract is entered into with a supplier from a register of pre-qualified suppliers.	Delegate to CEO
S232 (3) The power to establish a register of pre-qualified suppliers of particular goods or services only if: (a) — the preparation and evaluation of invitations every time that the goods or services are needed would be costly; or (b) — the capability or financial capacity of the supplier of the goods or services is critical; or (c) — the supply of the goods or services involves significant security considerations; or (d) — a precondition of an offer to contract for the goods or services is compliance with particular standards or conditions set by the local government; or (e) — the ability of local business to supply the goods or services needs to be discovered or developed.	Delegate to CEO
s232(4) The power to form the opinion that a supplier has the technical, financial and managerial capability necessary to perform contracts on time in accordance with agreed requirements.	Delegate to CEO

Power	Comments and Special Conditions
<i>Exception for a preferred supplier arrangement</i> s233(2) The power to enter into a large or medium-sized contractual arrangement for goods or services without first inviting written quotes or tenders if the contract is entered into with the preferred supplier under a preferred supplier arrangement that is made in compliance with subsections (3) to (8).	Delegate to CEO
s233(5) The power to select a person to be a preferred supplier under a preferred supplier arrangement, subject to the requirements set out in subsection (5)	Delegate to CEO
s233(7) The power to form the opinion that the local government will get better value for a preferred supplier arrangement for a term of more than 2 years.	Delegate to CEO
<i>Exception for LGA arrangement</i> s234(1) The power to enter into a contract for goods and services without first inviting written quotes or tenders if the contract is entered into under an LGA arrangement.	Delegate to CEO
<i>Other exceptions</i> s235 The power to enter into a medium-sized or large-sized contractual arrangement without first inviting written quotes or tenders if: (a) — The local government resolves that it is satisfied that there is only 1 supplier who is reasonably available; or (b) — The local government resolves that, because of the specialised or confidential nature of the services that are sought, it would be impractical or disadvantageous for the local government to invite quotes or tenders; or (c) — a genuine emergency exists; or (d) — the contract is for the purchase of goods and is made by auction; or (e) — the contract is for the purchase of second-hand goods; or (f) — the contract is made with, or under an arrangement with, a government agency.	Delegate to CEO

Power	Comments and Special Conditions
<p><i>Exceptions for valuable non-current asset contracts</i></p> <p>s236(1)</p> <p>1. The power to decide to dispose of a valuable non-current asset by tender or auction.</p> <p>2. This power has been removed as it has since been noted that this power can only be exercised by resolution. The power, subject to subsections (2) and (3), to decide to dispose of a valuable non-current asset other than by tender or auction if the requirements set out in sections (a), (b), (c), (d) or (e) are met.</p>	<p>Delegate to CEO</p>
<p><i>Entering into a contract under a delegation</i></p> <p>s238(2) The power to make, amend or discharge a contract (the contractual action) for the local government.</p>	<p>Delegate to CEO</p> <p>1. The delegate may only take the contractual action under s238(2) of the <i>Local Government Regulation 2012</i> if:</p> <p style="padding-left: 40px;">a. the local government's expenditure because of the contractual action has been provided for in the approved annual budget for:</p> <p style="padding-left: 80px;">i. the financial year when the contractual action is taken; or</p> <p style="padding-left: 80px;">ii. for the financial year in which the delegation is made, if the expenditure is within the limits stated in the resolution making the delegation;; or</p> <p style="padding-left: 40px;">b. the contractual action has been taken because of genuine emergency or hardship.</p> <p>2. The delegate may take the contractual action under s238(2) up to the value of \$2 million.</p>
<p>s238(3) The power to take the contractual action in the same way as an individual.</p>	<p>Delegate to CEO</p>
<p><i>Schedule 3 – Pricing provisions</i></p> <p><i>Depreciation</i></p> <p>s7(2) The power to decide what is appropriate in the circumstances in respect of the amount of the depreciation in relation to an asset as specified in section 7(1).</p>	<p>Delegate to CEO</p>

Power	Comments and Special Conditions
Return on capital s10(2) The power to form the opinion in relation to deciding the amount for the return of the capital used by a local government in conducting a relevant activity, that a rate is comparable to the rate a private sector business conducting the activity would be able to obtain the capital in the market.	Delegate to CEO
s10(4) The power to decide the amount for the return on the capital used in conducting a business activity for the first year in which the business activity is a relevant activity.	Delegate to CEO
Submission to vary remuneration in exceptional circumstances S248(1) and (2) The power to make a submission to the tribunal for approval to pay the councillor an amount of remuneration of more than the maximum amount, if a local government considers, that having regard to exceptional circumstances, a councillor of its local government is entitled to an amount of remuneration that is more than the maximum amount of remuneration payable to the councillor under the remuneration schedule.	Delegate to CEO

**INSTRUMENT OF DELEGATION OF LOCAL GOVERNMENT POWERS TO THE
CHIEF EXECUTIVE OFFICER**

Local Government Act 2009



1. Short title

This instrument's short title is Delegation Instrument No LGP-2019-01

2. Purpose

This instrument states the local government powers which have been delegated by the Council to the person or entity listed at Section 5(a)

3. Relationship to Act

This instrument is made under section 257 of the *Local Government Act 2009*.

4. Resolution

This delegation of local government powers was made by Council resolution on **[//insert date of resolution//]**.
[//Insert Committee Reference details//]

5. Delegation of local government powers

This instrument records that the Council has delegated the local government powers listed in Schedule 1,;

- (a) to the following person or entity; the Chief Executive Officer
- (b) subject to the conditions stated in Schedule 2.

6. Review

This instrument records that the Council has reviewed the delegation of the local government powers in Schedule 1:

- (a) on the date in Schedule 3, Column 2; and
- (b) the outcome of the review is stated in Schedule 3, Column 3.

Schedule 1 Delegation of local government powers

The power to exercise the powers of Council as a local government under the *Local Government Act 2009* except for those matters that require a Council resolution.

Schedule 2 Condition of delegation

Description of condition

- 1. Whenever a power is exercised, a record of the exercise shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such a format as determined from time to time by the Chief Executive Officer.

Schedule 3 Review		
Item in Schedule 1	Resolution number and date of review	Outcome of review
1	Item 11 of the City Management and Finance Board No. 2010 (06) of 22 June 2010, City Management and Finance Committee No. 2010(06) of 22 June 2010 – Council Ordinary Meeting of 29 June 2010	Delegation adopted
1	Item 9 of the City Management and Finance Board No. 2011(02) of 15 February 2011, City Management and Finance Committee No. 2011(02) of 15 February 2011 – Council Ordinary Meeting of 22 February 2011	Delegation adopted
1	Item 4 of the City Management and Budget Board No. 2013(02) of 12 February 2013, City Management and Finance Committee No. 2013(02) of 12 February 2013 – Council Ordinary meeting of 19 February 2013	Delegation adopted

**INSTRUMENT OF DELEGATION OF LOCAL GOVERNMENT POWERS TO THE
CHIEF EXECUTIVE OFFICER**

Local Government Regulation 2012



1. Short title

This instrument's short title is Delegation Instrument No LGP-2019-02

2. Purpose

This instrument states the local government powers which have been delegated by the Council to the person or entity listed at Section 5(a)

3. Relationship to Act

This instrument is made under section 257 of the *Local Government Act 2009*.

4. Resolution

This delegation of local government powers was made by Council resolution on **[//insert date of resolution//]**.
[//Insert Committee Reference details//]

5. Delegation of local government powers

This instrument records that the Council has delegated the local government powers listed in Schedule 1,:

- (a) to the following person or entity; the Chief Executive Officer
- (b) subject to the conditions stated in Schedule 2.

6. Review

This instrument records that the Council has reviewed the delegation of the local government powers in Schedule 1:

- (a) on the date in Schedule 3, Column 2; and
- (b) the outcome of the review is stated in Schedule 3, Column 3.

Schedule 1 Delegation of local government powers

The power to exercise the powers of Council as a local government under the *Local Government Regulation 2012* except for those matters that must require a Council resolution.

Schedule 2 Condition of delegation

Description of condition

- 1. Whenever a power is exercised, a record of the exercise shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such a format as determined from time to time by the Chief Executive Officer.

Schedule 3 Review		
Item in Schedule 1	Resolution number and date of review	Outcome of review
1	4 of the City Management and Budget Board No. 2013 (02) of 12 February 2013, City Management and Finance Committee No. 2013 (02) of 12 February 2013	Delegation adopted
1	15 of the City Management, Finance and Community Engagement Board No. 2017(07) of 20 June, 2017, City Management and Finance Committee No. 2017(17) of 20 June 2017	Delegation adopted

Doc ID No: A5664487

ITEM: 3
SUBJECT: PROPOSED COMPLAINTS MANAGEMENT FRAMEWORK
AUTHOR: CORPORATE GOVERNANCE MANAGER
DATE: 16 JULY 2019

EXECUTIVE SUMMARY

This is a report concerning the adoption of a new Complaints Management Framework, a deliverable of Transformation Project #6 "Complaints Management Framework".

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolve:

That Council (Interim Administrator of Ipswich City Council) adopt the Complaints Management Framework as outlined in Attachment 1.

RELATED PARTIES

There are no related parties associated with this report.

ADVANCE IPSWICH THEME LINKAGE

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

Transformation Project #6 has been formed to ensure a best practice, legislatively compliant and transparent whole of Council approach to formal complaints made against Council as a result of dissatisfaction with services provided or a failure to provide a service.

It was also identified that the process for complaints and reports of wrongdoing against Council or staff, including allegations of fraud, corrupt conduct and public interest disclosure needed to be reviewed and streamlined to ensure transparency and good governance.

The draft Complaints Management Framework (refer Attachment 1) will form part of Council's customer services and governance arrangements and is underpinned by the *Local Government Act 2009* principles of transparency, effective processes, decision making in the public interest and demonstrates good governance of and by local government.

FINANCIAL/RESOURCE IMPLICATIONS

Whilst the adoption of the Complaints Management Framework does not, in itself, hold any financial implications, there is a requirement to increase the number of staff within the Complaints Management team to ensure that the area is appropriately resourced. The Corporate Services Department has made some appropriate budget arrangements to manage this increase in staff.

RISK MANAGEMENT IMPLICATIONS

Ipswich City Council (Council) has a responsibility to the community to ensure that it has appropriate processes in place to ensure a consistent and better practice approach to the management of complaints.

The Complaints Management Framework will provide clear guidelines to identify, capture, report and proactively act on complaints management data and trends.

Without a Head of Power document in place to drive better practice, Council will fail to meet its legislative obligations, with a flow on effect of failing to build trust and confidence across staff and customers in the complaints management process.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:

Local Government Act 2009

Local Government Regulation 2012

COMMUNITY AND OTHER CONSULTATION

As part of the Transformation Project #6 project schedule, the team will engage with Council's People and Culture Training Team to assist with the roll-out of appropriate staff training.



In addition to this, a communication plan, targeting both staff and the community will be formulated to ensure that all stakeholders feel supported to bring forward complaints for review and action as appropriate.

CONCLUSION

In line with Council's commitment to provide enhanced service to the community, Transformation Project #6 was formed to address shortfalls in Council's existing Complaints Management practices. The project team has created a new Complaints Management Framework which will provide clear, concise guidelines to support Council's commitment to the formulation of a better way forward to manage complaints both internally and externally.

This process will not only meet Council's commitment to good governance for the City of Ipswich but will allow Council to monitor and recognise trends through this process to allow Council to take a more pro-active approach to its service to the community.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Draft Complaints Management Framework  
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Angela Harms

CORPORATE GOVERNANCE MANAGER

I concur with the recommendations contained in this report.

Tony Dunleavy

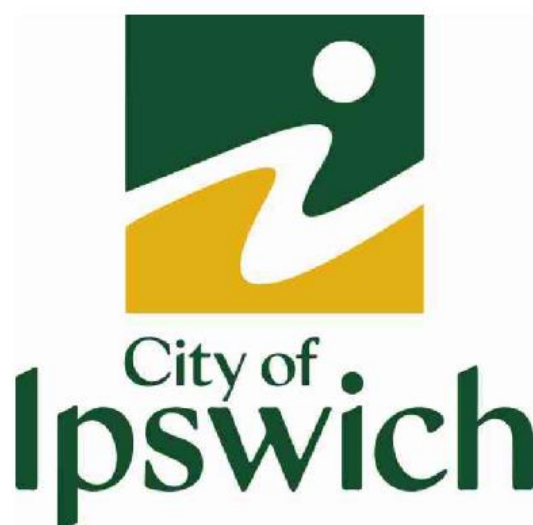
ACTING GENERAL COUNSEL AND CITY SOLICITOR

I concur with the recommendations contained in this report.

Andrew Knight

GENERAL MANAGER - CORPORATE SERVICES

“Together, we proudly enhance the quality of life for our community”



COMPLAINTS MANAGEMENT FRAMEWORK

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DRAFT

1. Introduction

This Complaints Management Framework (the Framework) forms part of Council's customer services and governance arrangements. The Framework is underpinned by the *Local Government Act 2009* Principles, in particular:

- Transparent and effective processes, and decision-making in the public interest;
- Sustainable development and management of assets and infrastructure, and delivery of effective services;
- Good governance of, and by, local government;
- Ethical and legal behaviour of Councillors and local government employees.

Council will ensure the Framework is accessible on our external and internal websites and encourages customers and employees to come forward and raise a complaint. By doing so they provide the opportunity for a decision to be reviewed, wrongdoing to be stopped and persons responsible for wrongdoing to be held accountable.

Where Council is the proper authority, as defined in the *Public Interest Disclosure Act 2010*, support and protection will be given to anyone who raises a matter of public interest or is the subject or witness of a complaint to ensure they do not suffer any reprisal action.

2. The Value of Complaints

Council recognises that effective complaint management offers many practical benefits as complaints provide information about program weaknesses, service delivery faults and the management and performance of Council employees. Good administration practices involve the regular review of Council's services, programs, policies, procedures and the lessons learnt from complaints can feed into that process.

Council will utilise complaint information to:

- Provide a suitable remedy to a complainant
- Develop and maintain good relations with our customers
- Evaluate and improve services, programs, policies and procedures
- Inform decision making about future service and program delivery
- Evaluate and improve the management of our employees and the programs, policies and procedures they work within

3. Our Commitment to Good Complaints Management

Council is committed to recognising the importance and value of listening and responding to complaints. The following table¹ sets out the nature of the commitment expected from all Council employees and the way that commitment will be implemented.

¹ Commonwealth Ombudsman, "Better Practice Guide to Complaint Handling", 2009, page 6.

Who?	Commitment	How?
Chief Executive Officer	Make complaint management a priority for the Council	<ul style="list-style-type: none"> Promote a positive culture that values complaint management Include complaint management standards in Council's Product and Services Catalogue and standards of service documents Report on complaint management regularly such as: <ul style="list-style-type: none"> Quarterly reports to Council Reporting on complaints management activities in the Annual Report Complaints management training and report for managers and supervisors identifying the expected standards of complaint management such as the quality and timeliness of complaint management Utilise complaint information to inform good decision making when planning and reviewing Council services and programs
General Managers	Make complaint management a priority for the Council	<ul style="list-style-type: none"> Responsible and accountable for capability and cultural change as a General Manager to ensure line management staff are aware of their: <ul style="list-style-type: none"> complaints management responsibilities protection of disclosers, subject officers and witnesses from reprisal obligation to refer possible corrupt conduct obligations and responsibilities under the Public Interest Disclosure Act As a member of the Executive Leadership Team, corporately responsible to respond to systemic or serious concerns identified by

Who?	Commitment	How?
		complaints
Councillors	Support Council's Complaint Management Framework, related policies and procedure	<ul style="list-style-type: none"> • Encourage residents and business owners to bring complaints to the attention of the Complaints Management Unit to ensure all complaints are: • Assigned to a member of the Complaints Management Unit who will be the contact for the complainant throughout the complaint investigation. This will allow for the complainant to build a relationship of honest communication and trust with the Complaint Management Officer and therefore raise Council's reputation within the community • Acknowledged and responded to quickly • Addressed in an equitable, fair and unbiased manner and in keeping with the principles of procedural fairness • Managed without any reprisal to the complainant, witnesses and subject officers • Managed in accordance with relevant privacy laws and ethical obligations • Reported to management and complaint data can be used to inform decisions regarding the provision of programs, services and business improvement can be informed appropriately
Managers responsible for complaint management	Establish and manage an effective, professional complaint management system	<ul style="list-style-type: none"> • Promote a positive culture that values complaint management • Recruit suitable staff • Provide comprehensive training to complaint management staff • Manage and support complaint management staff

Who?	Commitment	How?
		<ul style="list-style-type: none"> Promote strong internal networks to enable complaint management staff to work with and be supported by other staff Bring systemic issues and weaknesses that are identified through the complaint system to the attention of General Managers and the Chief Executive Officer Provide regular reports to other relevant areas of Council on issues arising from complaint management work Keep up to date with better practice, regularly review Council's complaint management system and participate in organisation wide complaint management meetings
Complaint management staff	Display exemplary practice in managing complaints	<ul style="list-style-type: none"> Behave professionally when dealing with complainants Have a sound understanding of Council's complaint management policies and procedures Comply with internal policies and procedures Keep informed about Council's services and programs Maintain interest in better practice in complaint management

4. Complaints not included in the Framework

The Framework does not include the following types of complaints as Council is not the responsible authority for investigating or making a decision on the complaint:

- Complaints about Councillors:
 - Complaints of alleged or suspected corrupt conduct, misconduct, inappropriate conduct are managed by the Independent Assessor appointed by Governor in Council under section 150CV of the *Local Government Act 2009*;
 - Unsuitable meeting conduct by a Councillor is dealt with by the Chairperson of the committee or Council meeting as per Council's Meeting Procedure. It is

important that the Chairperson deal with matters of unsuitable meeting conduct locally, and as efficiently and effectively as possible so that Council can continue with their business of making effective decisions in the public interest. Council's Committee Meeting Procedure.

- Any matter where remedy is available through a:
 - Statutory appeal process (i.e. development assessment issues that have a right to be heard in the Planning and Environment Court or declared dangerous dog that have a right to be heard by the Queensland Civil and Administrative Tribunal);
 - Dispute resolution mechanism available in an industrial instrument, such as Industrial Awards, Enterprise Bargaining Agreements and employment contracts;
- Decisions by Council made at Council meetings;
- Proceedings under the *Judicial Review Act 1991* relating to decisions made under an enactment or matters identified in section 31, when read with Schedule 2.

5. Categories of Complaints

"Agencies now accept that complaint handling is a predictable and necessary part of program and service delivery. Errors, misunderstandings, client dissatisfaction and unexpected problems occur in all administrative systems. Complaint handling can be effective in resolving a problem before it becomes worse, providing a remedy to a client who has suffered disadvantage, and nurturing good relations between government agencies and the public²."

Like many other Agencies, Council provides a diverse number of services and programs to our customers and receives complaints on a daily basis. Customer complaints when they are first brought to the attention of Council, in the majority of cases the complaint will be managed as a Request for Service, as the customer will be complaining about an issue such as:

- Footpath maintenance
- Missed waste bin
- A pot hole
- A barking dog
- Overgrown parks or allotments
- Road maintenance
- Or another issue requiring Council services

² Commonwealth Ombudsman, "Better Practice Guide to Complaint Handling", 2009, page 1.

A request for Service will be handled in accordance with internal procedures and processes by the relevant operational staff and will be completed within agreed timeframes.

To effectively manage and resolve complaints to the complainant's satisfaction, complaints are triaged into two (2) Complaint Categories.

Customer complaints are identified in both Categories while employee complaints are contained in Category 2.

Category 1

This Category 1 includes customer complaints about the:

- Management of a Request for Service that was not resolved to the customer's satisfaction;
- Dissatisfaction of a service or program delivered by Council such as:
 - parks beautification program;
 - resources available at the library;
 - customer experience at an Art Gallery or Civic Centre event.
- Decision of a Council employee e.g. issuing a Penalty Infringement Notice (PIN) for illegally parking.

Category 1 complaints will be managed by the Council Officer responsible for delivering the service, program or making the decision which is the subject of the complaint. The Council Officer will review/investigate the complaint and to the best of their ability, try and resolve the complaint to the customer's satisfaction. Assistance will be provided to Council Officers by the CMU by way of being a primary contact for the complainant.

If not resolved, the complaint will be referred to the relevant Branch Manager or General Manager of the Council Officer for their review.

If the complaint is still not resolved to the customer's satisfaction they will be advised of their review rights, such as external submission to the Ombudsman's Office, or submitting an Administrative Action Complaint, etc.

Note: The review of a Penalty Infringement Notice (PIN) which will be managed by officers in the CMU. As this is a considered service and not a requirement under legislation, in the majority of cases there is no availability for a second internal review of a PIN complaint. If a customer is dissatisfied by the review decision they are reminded of their review rights as an external submission to the Magistrates Court as advised on the back of the Infringement Notice.

TABLE 1 – CUSTOMER RELATED COMPLAINTS	
Type	Definition
Administrative Action Complaint	Section 268 of the <i>Local Government Act 2009</i> defines an Administrative Action Complaint as a complaint that –

TABLE 1 – CUSTOMER RELATED COMPLAINTS	
Type	Definition
	<p>(a) is about an administrative action of a local government, including the following, for example – a decision, or a failure to make a decision, including a failure to provide a written statement of reasons for a decision; an act, or a failure to do an act; the formulation of a proposal or intention; the making of a recommendation; and (b) is made by an affected person.</p>
Privacy Complaint	<p>Section 164 of the <i>Information Privacy Act 2009</i> defines a privacy complaint as-</p> <p>A complaint by an individual about an act or practice of a relevant entity in relation to the individual's personal information that is a breach of the relevant entity's obligation under the Information Privacy Act to comply with –</p> <ul style="list-style-type: none"> • the privacy principles; or • an approval under section 157 of the <i>Information Privacy Act 2009</i>.
Publication Scheme Complaint	<p>Ministerial Guidelines made under the <i>Right to Information Act 2009</i> allow for complaints to be made when information included in a Publication Scheme is not available or able to be accessed as required by legislation.</p>
Competitive Neutrality Complaint	<p>Section 48 of the <i>Local Government Act 2009</i> requires Council to adopt a process for resolving competitive neutrality complaints. These are complaints that:</p> <ul style="list-style-type: none"> • relates to the failure of a local government to conduct a business activity in accordance with the competitive neutrality principle; and • is made by an affected person.
Corrupt Conduct	<p>Under the CC Act, there are two different types of corrupt conduct that both carry the obligations to notify the CCC namely "Type A" and "Type B".</p> <p>Under the CC Act, conduct includes:</p> <ul style="list-style-type: none"> • neglect, failure and inaction • conspiracy to engage in conduct • attempt to engage in conduct. <p>Type A corrupt conduct is conduct by any person that satisfies <u>all</u> three elements described below.</p> <p>1. Effect of the conduct Type A corrupt conduct adversely affects, or could adversely affect,</p>

TABLE 1 – CUSTOMER RELATED COMPLAINTS	
Type	Definition
	<p>directly or indirectly, the performance of functions or the exercise of powers of—</p> <ul style="list-style-type: none"> • a unit of public administration (UPA) or • an individual person holding an appointment in a UPA. <p>2. Result of the conduct Type A corrupt conduct results, or could result, directly or indirectly, in the performance of functions or the exercise of powers mentioned above in a way that—</p> <ul style="list-style-type: none"> • is not honest or is not impartial or • involves a breach of the trust placed in a person holding an appointment, either knowingly or recklessly or • involves a misuse of information or material acquired in or in connection with the performance of functions or the exercise of powers of a person holding an appointment. <p>In relation to a breach of trust:</p> <ul style="list-style-type: none"> • knowingly can be taken to mean that the subject officer knew that their actions were a breach of the trust placed in them • recklessly can be taken to mean that, while the subject officer did not necessarily know that their actions were a breach of trust, they were aware that there was a real and apparent risk that the conduct would amount to a breach of the trust and they nevertheless without justification went through with the conduct. <p>3. Seriousness of the conduct Type A corrupt conduct would, if proved, be—</p> <ul style="list-style-type: none"> • a criminal offence or • a disciplinary breach providing reasonable grounds for terminating the person's services, if the person is or were a holder of an appointment. <p>Type B corrupt conduct is conduct by any person that satisfies <u>all</u> three elements described below:</p> <p>1. Effect of the conduct Type B corrupt conduct impairs, or could impair, public confidence in public administration.</p> <p>2. Type of conduct Type B corrupt conduct involves, or could involve, one of the following types of conduct:</p> <ul style="list-style-type: none"> • collusive tendering

TABLE 1 – CUSTOMER RELATED COMPLAINTS	
Type	Definition
	<ul style="list-style-type: none"> fraud relating to an application for a licence, permit or other authority under an Act that has any of the following purposes or objects: <ul style="list-style-type: none"> protecting people’s health or safety protecting the environment protecting or managing the use of the State’s natural, cultural, mining or energy resources dishonestly obtaining, or helping someone to dishonestly obtain, a benefit from the payment or application of public funds or the disposition of State assets evading a State tax, levy or duty or otherwise fraudulently causing a loss of State revenue fraudulently obtaining or retaining an appointment. <p>3. Seriousness of the conduct Type B corrupt conduct would, if proved, be—</p> <ul style="list-style-type: none"> a criminal offence or a disciplinary breach providing reasonable grounds for terminating the person’s services, if the person is or were a holder of an appointment.
Public Interest Disclosure	<p>Any person including a public officer can make a public interest disclosure about:</p> <ul style="list-style-type: none"> danger to the health or safety of a person with a disability danger to the environment caused by commission of an offence or contravention of a condition in certain environmental legislation reprisal after making a public interest disclosure.

Category 2

Council also has a responsibility to its employees to ensure they have an effective complaint management system. Council’s People and Culture Branch is responsible for managing the majority of employee type complaints detailed in Category 2.

This Category is predominately for legislative complaints which require Council to have a process in place for managing such complaints made by a customer or an employee.

Council will receive, investigate and provide an outcome decision or investigation on the following Category 2 complaints. Council will endeavour to reach resolution to the complainant's satisfaction.

TABLE 2 – EMPLOYEE RELATED COMPLAINTS	
Type	Definition
A Workplace Health & Safety (WH&S) Issue	An 'issue' is any matter about health and safety at the workplace that remains unresolved after discussion by parties to the issue e.g. supply of ineffective or inappropriate equipment not suitable for the task.
A workplace complaint	<p>Examples of general employee complaints/grievances:</p> <ul style="list-style-type: none"> • Under payment of wages or allowances • Classification of position – reclassification request not approved • Dissatisfaction with or request for review of recruitment process • Unsafe/uncomfortable working conditions • Fractured working relationship with another employee/manager • Heavy/increased work load • Concerns about performance management • Inaction by manager when a grievance has been raised to them
Bullying	<p>Bullying is repeated, unreasonable behaviour directed towards an individual or group that creates a risk to health and safety. Unreasonable behaviour means behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine or threaten. Single incidents of unreasonable behaviour can also create a risk to health and safety and may escalate into bullying. There is no requirement that bullying be intentional.</p> <p>It is not bullying for a manager or supervisor to counsel a workplace participant about their performance. Reasonable performance counselling is a necessary part of ensuring that workplace participants meet Ipswich City Council's standards of work and behaviour.</p> <p>Also, other reasonable managerial actions such as disciplinary action, work directions and orders, and allocation of work in compliance with business needs and systems do not constitute bullying.</p>
Corrupt Conduct	<p>Under the CC Act, there are two different types of corrupt conduct that both carry the obligations to notify the CCC namely "Type A" and "Type B".</p> <p>Under the CC Act, conduct includes:</p> <ul style="list-style-type: none"> • neglect, failure and inaction • conspiracy to engage in conduct • attempt to engage in conduct.

TABLE 2 – EMPLOYEE RELATED COMPLAINTS	
Type	Definition
	<p>Type A corrupt conduct is conduct by any person that satisfies <u>all</u> three elements described below.</p> <ol style="list-style-type: none"> 1. Effect of the conduct Type A corrupt conduct adversely affects, or could adversely affect, directly or indirectly, the performance of functions or the exercise of powers of— <ul style="list-style-type: none"> • a unit of public administration (UPA) or • an individual person holding an appointment in a UPA. 2. Result of the conduct Type A corrupt conduct results, or could result, directly or indirectly, in the performance of functions or the exercise of powers mentioned above in a way that— <ul style="list-style-type: none"> • is not honest or is not impartial or • involves a breach of the trust placed in a person holding an appointment, either knowingly or recklessly or • involves a misuse of information or material acquired in or in connection with the performance of functions or the exercise of powers of a person holding an appointment. <p>In relation to a breach of trust:</p> <ul style="list-style-type: none"> • knowingly can be taken to mean that the subject officer knew that their actions were a breach of the trust placed in them • recklessly can be taken to mean that, while the subject officer did not necessarily know that their actions were a breach of trust, they were aware that there was a real and apparent risk that the conduct would amount to a breach of the trust and they nevertheless without justification went through with the conduct. 3. Seriousness of the conduct Type A corrupt conduct would, if proved, be— <ul style="list-style-type: none"> • a criminal offence or • a disciplinary breach providing reasonable grounds for terminating the person's services, if the person is or were a holder of an appointment. <p>Type B corrupt conduct is conduct by any person that satisfies <u>all</u> three elements described below:</p> <ol style="list-style-type: none"> 1. Effect of the conduct Type B corrupt conduct impairs, or could impair, public confidence in public administration.

TABLE 2 – EMPLOYEE RELATED COMPLAINTS	
Type	Definition
	<p>2. Type of conduct Type B corrupt conduct involves, or could involve, one of the following types of conduct:</p> <ul style="list-style-type: none"> • collusive tendering • fraud relating to an application for a licence, permit or other authority under an Act that has any of the following purposes or objects: <ul style="list-style-type: none"> • protecting people’s health or safety • protecting the environment • protecting or managing the use of the State’s natural, cultural, mining or energy resources • dishonestly obtaining, or helping someone to dishonestly obtain, a benefit from the payment or application of public funds or the disposition of State assets • evading a State tax, levy or duty or otherwise fraudulently causing a loss of State revenue • fraudulently obtaining or retaining an appointment. <p>3. Seriousness of the conduct Type B corrupt conduct would, if proved, be—</p> <ul style="list-style-type: none"> • a criminal offence or <p>a disciplinary breach providing reasonable grounds for terminating the person’s services, if the person is or were a holder of an appointment.</p>
A complaint regarding the Chief Executive Officer	<p>A complaint that involves or may involve corrupt conduct of its CEO as defined in the <i>Crime and Corruption Act 2001</i>. The following non-exhaustive list are indicators of the types of conduct which may form a reasonable basis to suspect corrupt conduct:</p> <ul style="list-style-type: none"> • fraud and theft; • extortion; • unauthorised release of information; • obtaining or offering a secret commission; • nepotism.
Privacy Complaint	<p>Section 164 of the <i>Information Privacy Act 2009</i> defines a privacy complaint as-</p> <p>A complaint by an individual about an act or practice of a relevant entity in relation to the individual’s personal information that is a breach of the relevant entity’s obligation under the Information Privacy Act to comply with –</p> <ul style="list-style-type: none"> • the privacy principles; or • an approval under section 157 of the <i>Information Privacy Act 2009</i>.

TABLE 2 – EMPLOYEE RELATED COMPLAINTS	
Type	Definition
Public Interest Disclosure	<p>A Council employee can make a public interest disclosure about:</p> <ul style="list-style-type: none"> • danger to the health or safety of a person with a disability • danger to the environment caused by commission of an offence or contravention of a condition in certain environmental legislation • corrupt conduct • maladministration that adversely affects someone's interests in a substantial and specific way • a substantial misuse of public resources • a substantial and specific danger to public health or safety • reprisal after making a public interest disclosure.
Disciplinary Action	<p>Disciplinary action may be taken in relation to;</p> <ul style="list-style-type: none"> • Failure to perform responsibilities in accordance with an employee's contract of employment or the Local Government Act 2009; or • A breach of the Employee Code of Conduct; or • Failure to perform a responsibility under the Act in accordance with the local government principles; or • Action taken under the Act in a way that is not consistent with the local government principles, and which may include misconduct <p>Types of disciplinary action include;</p> <ol style="list-style-type: none"> a) dismissal; b) demotion, including a reduction in remuneration c) a deduction from salary or wages of an amount of not more than 2 penalty units, or d) a written reprimand or warning
Discrimination and Harassment	<p>Discrimination in employment occurs when a person is treated less favourably in their employment because of a ground of discrimination.</p> <p>Discrimination also includes the situation where a workplace participant harasses another person based on a ground of discrimination.</p> <p>Harassment is unwelcome conduct that a reasonable person would expect to offend, humiliate or intimidate.</p>
Vilification	<p>Vilification is a public act which incites hatred, severe contempt or severe ridicule of a person or group, because of race, homosexuality, transgender, transsexuality or HIV/AIDS. Vilification is a particularly serious breach of Equal Employment Opportunity laws and will be dealt with accordingly.</p>
Sexual Harassment	<p>Sexual harassment is unwelcome conduct of a sexual nature, which makes a person feel offended, humiliated or intimidated. Conduct can amount to sexual harassment even if the person did not intend to offend, humiliate or intimidate the other person.</p>

TABLE 2 – EMPLOYEE RELATED COMPLAINTS	
Type	Definition
	<p>However, conduct will not be sexual harassment if a reasonable person, having regard to all the circumstances, would not have anticipated that the conduct would offend, humiliate or intimidate the other person.</p> <p>Sexual harassment does not have to be directed at a particular individual to be unlawful. Behaviour which creates a hostile working environment for other workplace participants can also be unlawful.</p>

6. Complaint policies and procedures

Each type of complaint detailed in the two (2) Categories has a Policy, Procedure and Work Instruction that clearly explains, for both our customers and employees, the criteria for the complaint, investigation process, time frames, decision process, reporting on learnings and how business improvements will be managed and implemented.

7. Guiding Principles

The following principles underpin of our Complaint Management Framework and are in keeping with Australian/New Zealand Standard 10002:2014.

7.1 Enabling Complaints

People focus - Everybody has the right to complain. We will treat people making complaints with respect, and they should be actively involved in the complaints process as far as practicable and appropriate in the circumstances.

Ensuring no detriment to complainant - We will take all reasonable steps to ensure that complainants are not adversely affected because of a complaint made by them or on their behalf.

Visibility and transparency - We will publicise information about how and where to complain.

Accessibility - We will ensure that our complaint handling process is accessible and easy to use for all our customers.

No charges - We will not charge a fee to lodge a complaint.

7.2 Managing Complaints

Responsiveness - We will respond to all complaints as quickly as possible.

Objectivity and fairness - We will address all complaints in an equitable, fair and unbiased manner using evidence submitted by both the complainant and our personnel through the complaint handling process. We will uphold the principles of procedural fairness.

Equity - We will address all complaints in an equitable manner and in accordance with Council policies.

Privacy and disclosure - Personally identifiable information about any individual will be disclosed or used in compliance with all relevant privacy laws and ethical obligations when managing a complaint.

Communication - We will provide explanations for the policies, procedures and decisions we make when communicating to complainants and employees to minimise complaints and facilitate early resolution.

Customer focus - The interests of our customers are foremost in our approach to complaint handling as the department is committed to resolving problems, improving relations and our reputation and building loyalty. We will work together with the complainant to look for a win-win solution that provides the best outcome for all parties within the resource and practical constraints the situation presents.

7.3 Accountability, Learning and Prevention

Accountability - We will ensure that our employees are aware of how to manage complaints in accordance with Council Policies, Procedures and Work Instructions.

Continuous improvement - We will:

- Be a learning organisation that regularly reviews complaint outcomes and shares in the lessons for better service delivery, conduct and decision-making;
- Collect data on complaints to identify trends for the purpose of improving service and business processes;
- Keep abreast of complaint management best practice;
- Foster a customer-focused approach;
- Provide training to employees to foster better complaint handling practices;
- Encourage innovation in complaint handling practices.

Prevention of Ongoing Disputes - We will, to the best of our ability, implement processes that minimize the possibility of complaints escalating into ongoing disputes.

Periodic Self-Audits – We will undertake regular self-audits to ensure the Complaints Management Framework, the supporting policies, procedures, work instructions and the performance of complaints management officers to ensure:

Arrangements for enabling people to make complaints are customer focused, visible, accessible and valued and supported by management.

- Complaints are responded to promptly and handled objectively, fairly and confidentially.
- Remedies are provided where complaints are upheld and there is a system for review.
- There are clear accountabilities for complaint handling.
- Complaints are used to stimulate organisational improvements.

Complaint Investigations and Audits by External Entities – We will welcome and actively cooperate in audits of Council's Complaints Management Framework and processes initiated by external entities such as the Queensland Ombudsman Office or Office of the Information Commissioner.

Reporting on complaint trends – We will, report regularly to Council, the Chief Executive Officer, Executive Management Team on complaint trends. Where an independent external complaints intake service provider (the provider) such as FairCall, to triage complaints received to the appropriate are for action either by council or to another entity. The Provider will be responsible for preparing a regular de-identified report to the Chief Executive Officer. The report would provide information such as:

- date complaint received
- nature of matter reported
- how the complaint was triaged
- where complaint was referred for actioning
- date/s complainants were contacted to either acknowledge complaint, provide investigation updates or complaint investigation outcomes
- a periodic de-identified report to the CEO for trend identification of complaint types
- how well areas to which complaints were triaged have performed

8. The Complaints Cycle

Figure 1 below shows the four phases of the complaints process:



Figure 1

The objectives throughout the cycle is to provide a high standard of service to the complainant and implement business improvements through lessons learnt from past complaints investigation activities. This will be achieved by:

- Providing customers a clear path to contact Council;
- Communicating with the customer and responding promptly;
- Reporting on complaint trends, lessons learnt and monitoring benefits from business improvements as required by legislation or Council reporting frameworks;
- Continuous business improvement occurring as an outcome of the process.

9. How customer complaints may be made

9.1 Customer information and access to making a complaint

We value receiving complaints and positive feedback from our customers and employees. Feedback provides us with an opportunity to improve our services. Therefore, Council will ensure that making a complaint is a simple process for our customers and employees to follow. Our communications will give clear information about our process and about how to access us in a number of ways.

9.2 How customer complaints may be made

We will always try and resolve customer complaints prior to their escalation to a formal complaint. If this cannot be achieved, complaints can be communicated to us as follows:

In person at our Customer Service Centre, located at 143 Brisbane Street, Ipswich (top of the Ipswich City Mall).

By telephone to the Council Call Centre on 3810 6666 which will refer the caller to the relevant area of Council, or to the employee the customer has been dealing with, or to the Complaints Management Officer.

Via our Website by completing the online complaints form.

By email to cmu@ipswich.qld.gov.au

By Mail to Complaints Management Unit
Ipswich City Council
PO Box 181
IPSWICH QLD 4306

Customers are encouraged to place their complaint in writing so that all aspects of the complaint can be accurately investigated. If a customer lodges a verbal complaint we

will do our best to assist them to put their complaint in writing or to write it down ourselves as faithfully as we can. Where verbal complaints are recorded in this way, the contents will be read to the customer to verify the details are accurate.

Customers can access Council through the following mediums:

- If deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service www.relayservice.gov.au
- TTY users phone 133 677 then ask for 07 3810 6666.
- Speak and Listen users phone 1300 555 727 then ask for 07 3810 6666.
- Internet relay users connect to the NRS internet-relay.nrsccall.gov.au then ask for 07 3810 6666.

10. How employee complaints may be made

Council does have appropriate policies and procedures for employees to raise concerns and complaints about specific workplace issues. Matters received through these processes will be assessed to determine whether they are also a Public Interest Disclosure.

Your concern	Where to seek assistance
Bullying or Harassment at work	Consult Council's Anti-Discrimination and Equal Employment Opportunity (EEO) Policy ; EEO and Workplace Harassment Grievance Procedure and EEO/Harassment Incident Report Form or talk to a Contact Officer or the People and Culture section
A Workplace Health & Safety (WH&S) Issue	Consult council's WH&S Policy , Workplace Health and Safety - Consultation and Communication Procedure - OCEO-024 , Workplace Health and Safety Duties and Responsibilities Procedure - OCEO-078 and to your manager or a WH&S Officer
A workplace complaint	Consult Council's Employee Complaints Policy talk to your manager, the People and Culture section or your union delegate
Disciplinary action	Consult Council's Discipline Procedure and talk to your manager, the People and Culture section or your union delegate
Complaint against the Mayor and/or Councillors or former Mayor and/or Councillors	<p>A Mayor/Councillor Complaint is any complaint about the conduct or behaviour or performance of the Mayor or a Councillor.</p> <p>The Councillor Code of Conduct sets out the principles and standards of behaviour expected of Councillors. Failure to comply with the standards of behaviour in the Code of Conduct, or other conduct prescribed in the Code of Conduct may give rise to a complaint against a Councillor's conduct and subsequent disciplinary action under the Act.</p> <p>A complaint about the conduct of a Councillor must be submitted to the Independent Assessor who will assess the complaint and determine the category of the allegation. In order of most to least serious, the categories of complaint are corrupt conduct,</p>

Your concern	Where to seek assistance
	<p>misconduct, inappropriate conduct and then unsuitable meeting conduct. Councillor Conduct Examples</p> <p>A councillor conduct complaint can be made to the Independent Assessor in the following ways:</p> <p>Web: the online form Phone: 1300 620 722 Email: OIAcomplaints@oia.qld.gov.au In person: Level 13, 53 Albert Street, BRISBANE QLD 4000 Post: PO Box 15031, CITY EAST QLD 4002</p>
Public Interest Disclosure	<p>Employees can make a disclosure to:</p> <ul style="list-style-type: none"> • any person in a supervisory or management position • the People and Culture Branch • the Chief Executive Officer or CEO's delegate • the Ethical Standards Manager • the Chief Audit Executive • during the period of the Interim Administrator being appointed to the Ipswich City Council, the Interim Administrator or a member of the Interim Management Committee <p>Council has engaged "FairCall", an independent external intake service, for the purposes of providing a confidential mechanisms for current and former employees to report wrongdoings/formal complaints, when they are not comfortable reporting such matters internally.</p> <p>Current and former employees also have the option of initially approaching council anonymously by phone to discuss their confidentiality concerns before identifying themselves. However the PID Coordinator will not be able to inform disclosers of any action taken if they make an anonymous PID.</p> <p>Phone: 1800 270 925 Australia Email: faircall@kpmg.com.au Website URL: https://www.kpmgfaircall.kpmg.com.au/ipswich Post: The FairCall Manager KPMG Forensic PO Box H67 Australia Square Sydney NSW 1213</p>

11. Council's ethical responsibility to report wrong doing

Under Council's *Code of Conduct for Employees*, all employees are required to report a suspected breach of the Code of Conduct which necessarily includes an obligation to report suspected corrupt conduct, maladministration, wasting of public funds, substantial and specific danger to public health or safety, the environment or a person with a disability and reprisal action.

Councillors, the Chief Executive Officer (CEO) and General Manager's (GMs) across Council will promote an environment in which the reporting of negligent or improper behaviour is encouraged.

12. How Council will manage a complaint

Council will always endeavour to ensure a complaint is fully understood and to investigate all the circumstances and information surrounding it.

We will show empathy for the complainant, but we will not attempt to take sides, lay blame, become defensive or create false expectations. We will respond to complaints, investigate and resolve complaints as per Council policy and procedure.

We will treat complainants with respect and maintain their confidentiality. Personal information collected as part of the complaints management process will only be released or used in compliance with all relevant privacy laws and ethical obligations.

13. Unreasonable complainant conduct

There may be occasions when a complainant's conduct could be considered unreasonable. These might include:

- Frequent, lengthy, repeated or abusive telephone calls, which occupy significant employee time and resources;
- Frequent letters, emails, faxes or visits seeking resolution of issues beyond the scope of the original complaint or before the decision due date;
- seeking information, advice or resolution from a variety of employees about the same issue;
- Any contact which involves abusive or threatening language or behaviour;
- The complainant continues to contact Council after feedback has been provided regarding the complaint and all avenues of review have been exhausted.

When a complaint's conduct is unreasonable Council will consider the circumstances, including employee welfare and appropriate use of Council resources to make a decision regarding limiting the complainant's contact with Council, for example:

- Restricting the times for and/or frequency of contact;

- Designating a single employee with whom the complainant may have contact, such as a manager;
- Nominating the acceptable form of contact, for example written communication only.

Decisions regarding limiting contact with Council will be undertaken in accordance with relevant Council policies and procedures.

14. Responding to and closing a complaint

We are committed to:

- Developing good relationships with our complainants through meaningful feedback and resolution wherever possible;
- Increasing employee capabilities and business improvement, by advising the nature, outcomes and causes of complaints to all employees concerned;
- Complainants being regularly informed of the progress and ultimately the outcome of their complaint.

15. Response to Complainants

In accordance with the relevant Council complaint policy and procedure a written response will be provided to the complainant outlining the investigation findings, a statement of reasons for the decision and where appropriate, business improvement changes Council will undertake as a result of their complaint. All formal communications will be captured and registered in Objective.

16. Remedies

When a complaint is considered justified, an appropriate remedy will be determined taking into consideration the available options including any remedies that are provided in legislation; the outcome sought by the complainant and/or the degree of detriment to the complainant.

Possible remedies, alone or in combination, may include:

- Acknowledgement of an error made;
- Apology;
- Change of decision;
- Change of policy, procedures, practice or product;
- Compensation or financial assistance such as an ex-gratia payment;
- Correction of misleading or incorrect records;
- Explanation of how and why the problem occurred and what steps the department is taking or has taken to avoid it recurring;
- Provision of information or technical assistance;

- Repair/rework;
- Provision of a substitute product or service.

All remedies must be approved by a Council Officer with the appropriate level of delegation, where relevant.

17. Review Mechanisms

If a customer or employee is not satisfied with the outcome of a complaint regarding the action or decision of a Council employee, the complainant may request that the decision be reviewed. The review will be conducted by an employee of at least the same level as the original decision maker and will be independent of the original decision.

Should a customer or employee still be dissatisfied with the outcome of the review of the original decision, they will be advised of any further internal or external review mechanisms available to them e.g. lodging an Administrative Action Complaint with Council or requesting an external review via another authority such as the Ombudsman's Office or Office of the Information Commissioner. (Refer Section 26 Complaint Management Process Diagram)

Relevant employees will be advised of the complaint investigations, outcome/s and its learnings to inform business improvement decisions.

18. Recording complaint data

Council will keep accurate records documenting the complaint management process and its investigation in Objective. These records will include:

- Correspondence sent and received;
- Evidence of the process used to consider the complaint;
- Records of meetings, telephone conversations and interviews;
- Findings from the investigation;
- Recommendations and approvals.

The complaint records will be available for internal and external review, subject to Information Privacy, Right to Information considerations and legislative obligations, e.g. *Ombudsman Act 2001*.

19. Reporting on Complaint Trends

The CEO and GMs will be provided regular reports on the effectiveness of complaints management across the organisation. Complaint Management reports will be presented to Council quarterly and to the Risk and Governance Committee. Managers and supervisors responsible for complaint management within Council will also receive regular reports on the effectiveness of their relevant Branches/Teams' complaints management.

20. Business improvement

Continuous business improvement requires analysis of complaints and trends so that business practices and behaviours can be evaluated and, through feedback to business areas, improved where necessary.

Managers and supervisors responsible for complaint management will ensure that their employees are informed of the circumstances of the complaint and its resolution to ensure services, programs and business processes are improved and rectified as necessary.

21. Employee education

This Framework applies to all Council employees. Those with particular responsibilities in complaint management will be trained in its application.

Council will provide specialist training to all employees who are dealing with customers and their queries or complaints.

22. Review of this Framework

This Framework will be reviewed and updated, if required, every two years from the date of Council approval, unless circumstances indicate it should be reviewed earlier.

23. Roles and responsibilities

Complainant

A complainant is expected to provide sufficient details for the complaint to be investigated, respond to requests for information within a reasonable time period and provide access to his or her property, if related to an investigation.

A complainant is entitled to:

- An acknowledgement of Council's receipt of the complaint;
- Be advised of the outcome of the complaint;
- Confidentiality of personal details (as detailed in this policy);
- An objective investigation or review of a complaint.

A complainant is to:

- Be truthful;
- Act with honesty and integrity;
- Cooperate with the investigation;
- Provide information in their possession in a timely manner when requested.

Complainants, witnesses and employees, subjects of a complaint

Complainants, witnesses and employees are to:

- Maintain confidentiality as directed;
- Be truthful;
- Act with honesty and integrity;
- Cooperate with the investigation;
- Provide information in their possession in a timely manner when requested.

Employees

Employees who fail to cooperate or provide information or statements in an investigation process or are later found to have been untruthful, misleading, deceptive, provided incomplete information, have been lacking in honesty or integrity, may be subject to disciplinary action in accordance with the provisions of the *Local Government Act 2009* and Council's *Code of Conduct for Employees*. The progression of these matters may also result in separate disciplinary action.

Manager, People and Culture Branch

The Manager, People and Culture Branch, manages any employee disciplinary process arising out of the complaint process. The process shall include procedural fairness where decision-making avoids bias and gives employees a fair hearing before a final decision is made. In cases where an adverse finding has been made against an employee, a formal opportunity is to be provided to:

- Respond to the findings;
- If the allegations are substantiated, advise of any mitigating circumstances; and
- Make representations on the appropriateness of any proposed disciplinary action.

Employees responsible for undertaking a complaint review

Employees responsible for undertaking a complaint review are responsible for:

- Undertaking review investigations within their field of responsibility as well as reporting the findings of a review investigation and implementing approved recommendations of an investigation;
- Supporting the discloser, witness and subject officer/s and implementing measures to protect against harassment, victimisation or any other form of reprisal by colleagues or any subject officer/s.

Councillors

Councillors will advocate on behalf of residents in accordance with this Framework, Council policies and procedures. As stated in Section 13(3)(a) of the *Local Government Act 2009* the

Chief Executive Officer is responsible for managing the local government in a way that promotes:

- (i) the effective, efficient and economical management of public resources; and
- (ii) excellence in service delivery; and
- (iii) continual improvement;

Therefore complaints management is an operational responsibility of the Chief Executive Officer.

Councillors may receive a complaint on behalf of a constituent and forward it to the Complaints Management Unit (CMU) where it will be captured and assessed for the appropriate handling in accordance with policies and procedures. The CMU will liaise and respond directly to the complainant.

Ultimately when approached by a constituent with a complaint, the Councillor must pathway the constituent back to the CMU as their appropriate point of contact within Council. This will allow for the appropriate assessment and management of that complaint. Councillors will be advised of any complaint outcome by the CMU.

If a Councillor is acting on behalf of a constituent under the *Information Privacy Act 2009*, they will secure a written authority from that constituent and present it to the CMU.

In the event a complainant has exhausted their review rights within Council, a Councillor may remind the constituent of their external reviews rights but is unable to facilitate or suggest that Council undertake another internal review.

24. Regulatory Authority

Local Government Act 2009
Local Government Regulation 2012
Right to Information Act
Information Privacy Act
Crime and Corruption Act 2001
Public Interest Disclosure Act 2010

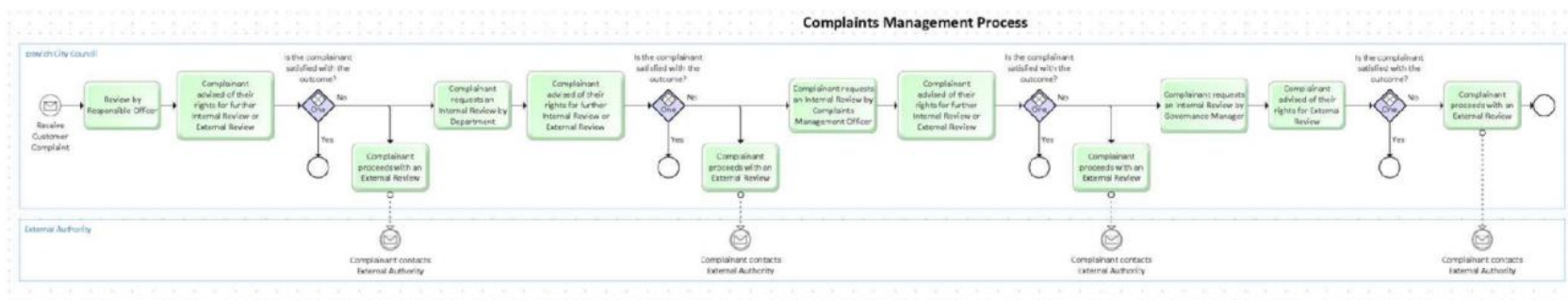
Human Rights Act 2019
Councillor Code of Conduct
Employee Code of Conduct
Ministerial Guidelines
AS ISO 10002-20006

25. Definitions

Term	Definition
Complaint	An expression of dissatisfaction by a customer regarding the unsatisfactory delivery of a product or service offered by Council, or the unsatisfactory decision or conduct of Council employees, contractors and volunteers.
Complainant	An individual or group that makes a complaint about perceived failings or issues that affect them.

Term	Definition
Council	Means Ipswich City Council, being a body corporate constituted as a municipal Council under the Local Government.
Councillors	Means the individuals holding the office of a member of Ipswich City Council and includes the Mayor.
Council Employee	Means the Chief Executive Officer and employees of Council appointed by the Chief Executive Officer and as described in the Employee Code of Conduct.
CMU	Complaints Management Unit
IMU	Information Management Unit
PIN	Penalty Infringement Notice
Supervisor	Means a council employee employed in a role primarily based on authority over a worker or in charge of a workplace. Also a Manager or Team Leader in this instance.
Unreasonable Complainant Conduct	Behaviour by a current or former complainant which, because of its nature and frequency, raises substantial health, safety, resource or equity issues".

26. Complaints Management Diagram



Doc ID No: A5689771

ITEM: 4
SUBJECT: MONTHLY PERFORMANCE REPORT - JUNE 2019
AUTHOR: FINANCE MANAGER
DATE: 29 JULY 2019

EXECUTIVE SUMMARY

This is a report concerning Council performance for the period ending 30 June 2019, submitted in accordance with Section 204 of the *Local Government Regulation 2012*.

RECOMMENDATION/S

That the report be received and the contents noted.

RELATED PARTIES

There are no related party matters associated with this report.

ADVANCE IPSWICH THEME LINKAGE

Strengthening our local economy and building prosperity

PURPOSE OF REPORT/BACKGROUND

The attached report shows the financial results for whole of council and the Departments for YTD June. Whilst the overall net operating results (excluding capital revenue) was in line with budget with a surplus of \$15.2m, operating revenue and expenses were above budget by approx. \$7m.

Commentary and analysis of the results is included in the attached report. The majority of additional expenditure relates to various one-off transactions processed as part of the end of financial year closure and accruals and non-cash transactions in relation to the wind-up of Ipswich City Properties Pty Ltd including:

- \$2.9m for the write off of the ICP loan as per Council's resolution in June 2019 which was in excess of the impairment taken as part of the 2018 financial statements
- \$1.9m end of year employee expenses accrual for 4 days per QAO recommendations last year versus the traditionally budgeted 52 week pay periods. This is an adjustment in the current year to more correctly report costs as a corresponding accrual was not taken in the previous financial year.

- Additional EBA payments during the year as well as the recalculation of annual and long service leave provisions as part of the year end closure (reflecting decreases in bond rate and forward EBA increases) through the new eHub system has been posted to employee expenses totally approximately \$1m.

As part of the finalisation of the financial statements for audit, the finance team is assessing any further accounting adjustments required as a result of events occurring just before or after the year end close which would impact the Net Result for the year.

FINANCIAL/RESOURCE IMPLICATIONS

There are no specific financial implications as a result of this report.

RISK MANAGEMENT IMPLICATIONS

The implications of the financial results YTD will be monitored by management and any changes or risks to Council's forecast position will be considered as part of Council's budget amendments.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Regulation 2012



COMMUNITY AND OTHER CONSULTATION

The contents of this report did not require any community consultation.

CONCLUSION

The monthly performance report for June 2019 is included at Attachment 1.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Monthly Performance Report - June 19  
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Jeffrey Keech
FINANCE MANAGER

I concur with the recommendations contained in this report.

Andrew Knight
GENERAL MANAGER - CORPORATE SERVICES

"Together, we proudly enhance the quality of life for our community"



Ipswich City Council

Performance Report

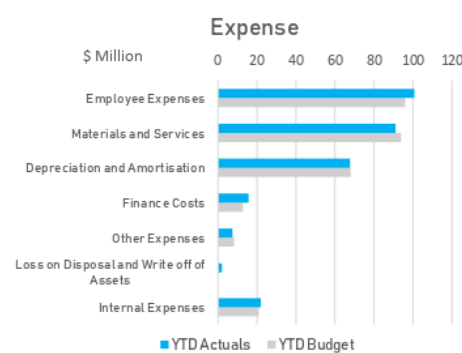
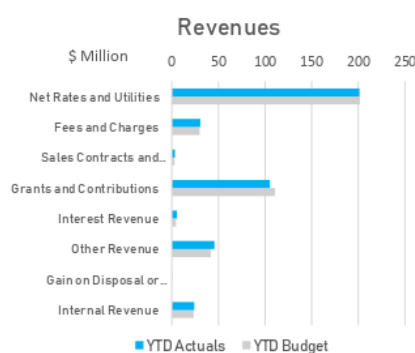
June 2019

FINANCIAL EXECUTIVE SUMMARY

June 2019

	Annual		YTD			Trend from MAY 2019
	Original Budget \$'000s	Current Budget \$'000s	Current Budget \$'000s	Actuals \$'000s	Variance \$'000s %	
Operating Revenue	300,561	314,596	314,596	321,937	7,341 2.3%	▲
Operating Expense	296,957	299,693	299,693	306,728	(7,035) (2.3%)	▼
Operating Surplus/(Deficit)	3,604	14,903	14,903	15,209	306 2.1%	▼
Capital Revenue	99,461	100,176	100,176	94,155	(6,021) (6.0%)	▼
Net Result	103,065	115,079	115,079	109,364	(5,715) (5.0%)	▼

Construction Program and Asset Purchase	174,730	129,549	129,549	99,924	29,624 22.9%	▲
Donated Assets	67,122	67,122	67,122	62,419	4,703 7.0%	▲
Total Capital Expenditure	241,852	196,671	196,671	162,343	34,328 17.5%	▲

**Net Result**

The total Net Result (including capital revenues) for Ipswich City Council as at 30 June 2019 is \$109.4m compared to the full year budget of \$115.1m. Council's operating surplus (excluding capital revenue) is approx. \$15.2m compared to a YTD budget of \$14.9m.

Capital Revenue and Expenditure

Capital expenditure as at 30 June is considerably below year end budget. Approximately \$99.9m has been expended to 30 June compared to the full year capital expenditure budget of \$129.5m, this includes \$21.5m towards the CBD redevelopment.

- The Infrastructure Program is approx. \$8.8m under the full year Budget. Actual costs are \$80.4m compared to the full year budget of \$89.1m. \$7.6m has been proposed for carryover.
- CBD under budget \$18.5m. Actual costs are \$3m compared to the full year budget of \$21.5m. Underspend relates to the purchase of land not occurring this year (\$13.5m) as well as early construction works on the administration building due to delays in appointing a construction contractor.
- Capital revenue primarily under budget in donated assets (approximately \$5 million) which is developer driven.

Operating revenue is \$7.3m above the full year Budget as a result of:

- Fees and charges are \$825k above the full year budget due concentrated effort on lapsed dog registrations, lapsed or changed ownership for food licences as well as increased traffic and regulated parking fees due to a new approach to parking compliance. Over budget in IWS relates to higher than expected waste disposal fees.
- Interest revenue is \$995k above budget due to higher than forecast cash balances arising from lower than expected capital expenditure.
- Other revenue is above budget \$3.9m primarily as Council continues to receive higher than forecast dividend payments from Queensland Urban Utilities.

Operating expenses is \$7m above the full year Budget as a result of:

- Employee expenses including contingency workers is over budget \$4.8m or 5%. The primary reasons for this include: additional EBA payments of \$580k, \$1.9m end of year accrual for 4 days per QAO recommendations last year versus the traditional budgeted 52 week pay periods and also adjustment of annual and long service leave provisions the new eHub system has posted to employee expenses \$405k.
- Materials and Services (excluding labour contracts) under budget \$2.8m primarily due to reduced program delivery and events not occurring in CE.
- Finance costs above budget by \$2.9m for the write off of the ICP loan as per Council's resolution in June 2019 which was in excess of the impairment taken as part of the 2018 financial statements.
- Internal expenses above budget by \$1m due to under utilisation of plant and equipment and changes in the charging regime of waste rear loaders at the beginning of the year, which is offset by internal revenue.

FINANCIAL EXECUTIVE SUMMARY

June 2019

	Annual		YTD				Trend from MAY 2019	Note	Variance \$'000s by Department						
	Original Budget \$'000s	Current Budget \$'000s	Current Budget \$'000s	Actuals \$'000s	Variance \$'000s	Variance %			CP	CS	CE	IE	IWS	PR	
Revenue															
Net rates and utilities charges	201,642	201,642	201,642	201,303	█ (339)	(0.2%)	▲	1	█ 33	█ (242)	N/A	█ 195	█ (176)	█ (149)	
Fees and charges	29,751	29,750	29,750	30,575	█ 825	2.8%	▲	2	N/A	█ (169)	█ (71)	█ (40)	█ 564	█ 542	
Gov't grants and subsidies	14,571	15,352	15,352	16,456	█ 1,104	7.2%	▲	3	N/A	█ 349	█ 81	█ 787	N/A	█ (113)	
Internal revenue	23,504	23,504	23,504	24,137	█ 633	2.7%	▲	4	N/A	█ (59)	█ 131	█ (212)	█ 772	█ 0	
Other revenue	130,554	144,524	144,524	143,620	█ (904)	(0.6%)	▼	5	█ 3,109	█ 960	█ (2,082)	█ (3,545)	█ 167	█ 487	
Total Revenue	400,022	414,772	414,772	416,091	1,319	0.3%	▼		3,142	839	(1,941)	(2,815)	1,327	767	
Expense															
Employee expenses	94,465	94,298	94,298	94,980	█ (682)	(0.7%)	▼	6	█ (219)	█ 457	█ 499	█ (1,204)	█ 176	█ (392)	
Labour contracts	1,615	1,653	1,653	5,723	█ (4,070)	(246.2%)	▼	6	█ (239)	█ (836)	█ (540)	█ (1,353)	█ (675)	█ (426)	
Materials and services	88,707	93,873	93,873	91,104	█ 2,769	2.9%	▼	7	█ 397	█ 742	█ 1,545	█ 355	█ (368)	█ 97	
Internal expense	21,194	20,850	20,850	22,028	█ (1,178)	(5.6%)	▼	8	█ 179	█ 11	█ (71)	█ (611)	█ (649)	█ (18)	
Other expenses	90,975	89,019	89,019	92,893	█ (3,874)	(4.4%)	▼	9	█ (2,887)	█ (934)	█ 1,038	█ (792)	█ (43)	█ (255)	
Total Expenses	296,956	299,693	299,693	306,728	(7,035)	(2.3%)	▼		(2,769)	(560)	2,471	(3,605)	(1,579)	(994)	
Net Result	103,066	115,079	115,079	109,363	(5,716)	(5.0%)	▼		373	279	530	(6,420)	(252)	(227)	

**Revenue**

- Under budget due to lower than expected recovery of clearing overgrown allotments which had been communicated once identified.
- CS change of ownership fees under budget resulting in from lower than expected property sales. Under budget in CE primarily relates to a decrease in bookings at the Civic Centre. IWS has continued to trend above budgeted levels with demand for most services being higher than anticipated. PR over budget as a result of a concentrated effort on lapsed dog registrations, lapsed or changed ownership for food licences as well as increased traffic and regulated parking fees due to a new approach to parking compliance.
- PR under budget to a grant not received from the DSDMIP which is expected to be received in July 2019. Offset by over budget in IE relating to a number of operational and capital grants received that were not budgeted for.
- Over budget in IWS, offset by under budget in internal fleet recover primarily due to reduction in Divisional Office vehicles and the additional waste rear loader (budgeted to be utilised for the full year but not in service). Other minor variances in internal revenue are due to assets being sold but not required to be replaced.
- CE primarily under budget due to capital cash contributions. IE under budget due to asset donations and contributions which is driven by developers. This has been more than offset in CP (dividends \$3.4m more than expected) and CS (interest revenue \$588k due to higher cash balances held).

Expenses

- A high proportion of labour contractors has resulted from the temporary placement of contingent personnel against budgeted employee positions. When considering the two categories collectively WOC has resulted in a \$4.8m or 5% overspend. The primary reasons for this include: additional EBA payments of \$580k, \$1.9m end of year accrual for 4 days per QAO recommendations last year versus the traditional budgeted 52 week pay periods and also adjustment of annual and long service leave provisions the new eHub system has posted to employee expenses \$405k.
- Over budget in IWS primarily relates to service contracts for kerbside waste disposal fees which is offset by additional fees and charges revenue and savings in maintenance and materials expenses. This is more than offset by underspends in CE for reduced program delivery and CS for service provider performance bonus levels not being achieved and an underspend on DERM land and property valuations.
- Internal expenses over budget in Infrastructure and Environment due to under utilisation of plant and equipment. Over budget in CE and IWS which is offset by increased internal revenue.
- Primarily over budget due to the write off of the ICP loan as per Council's resolution in June 2019 which was in excess of the impairment taken as part of the 2018 financial statements as well as increased depreciation in ICT (CS) and Safe City (CE) and a loss on the partial retirement of infrastructure network assets in IE.

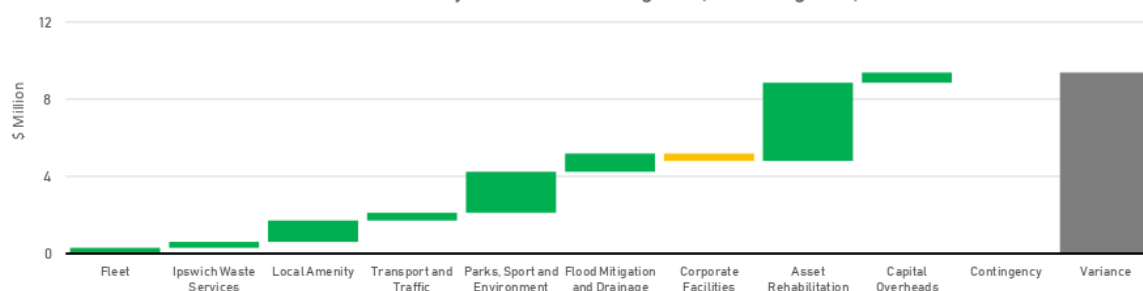
FINANCIAL EXECUTIVE SUMMARY

June 2019

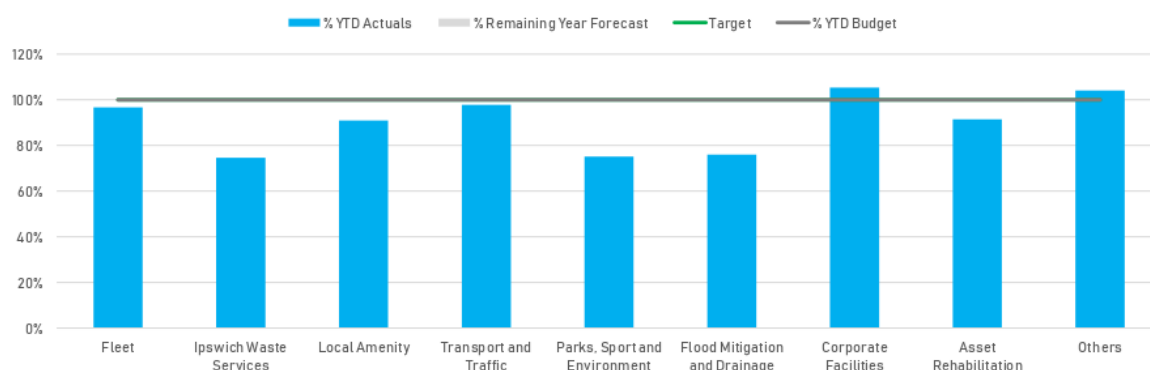
Capital

	Annual		YTD				Trend from MAY 2019
	Original Budget \$'000s	Current Budget \$'000s	Current Budget \$'000s	Actuals \$'000s	Variance \$'000s	Variance %	
Coordination and Performance	70,220	21,490	21,490	3,030	18,460	85.9%	▲
Corporate Services	6,515	6,895	6,895	4,992	1,903	27.6%	▼
Community, Cultural and Economic Development	1,388	870	870	750	120	13.8%	▼
Infrastructure and Environment	95,488	99,602	99,602	90,276	9,326	9.4%	▲
Planning and Regulatory Services	1,119	691	691	875	(184)	(26.6%)	▼
Net Result	174,730	129,549	129,549	99,924	29,624	22.9%	▲

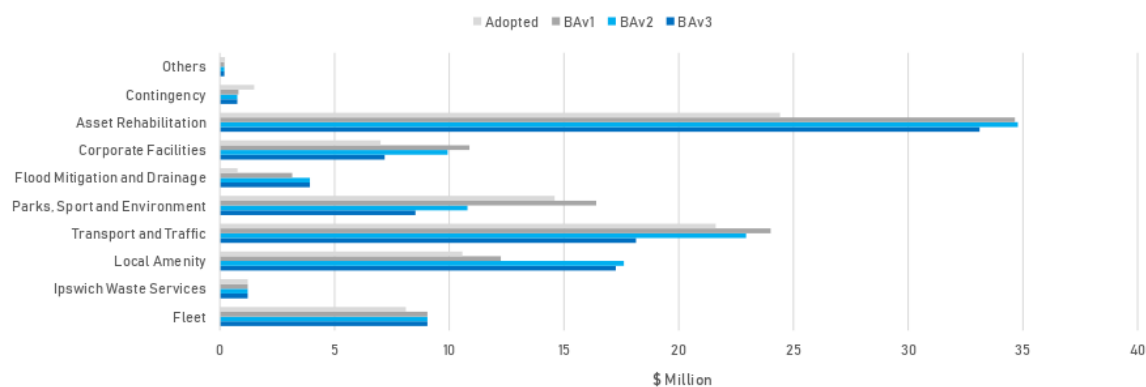
YTD Variance by Construction Program (Excluding CBD)



Capital Program (Excluding CBD)
Actual and Forecast % of FY Budget



Capital Program (Excluding CBD)
Budget Version Comparison



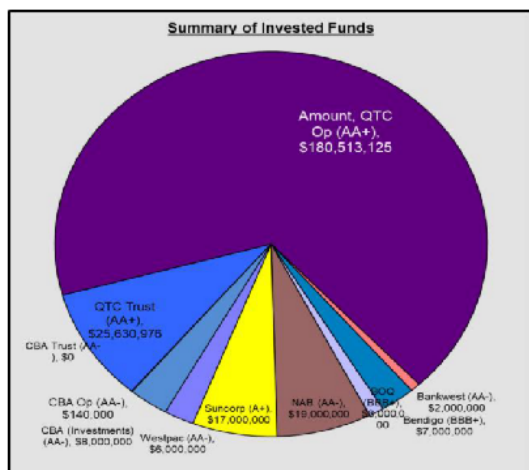
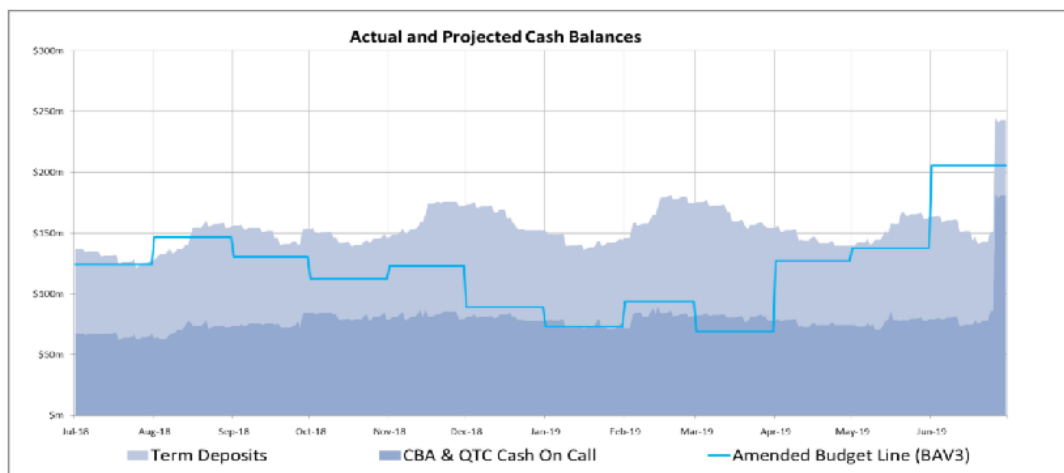
Item 4 / Attachment 1.

CAPITAL SUMMARY AS AT June 2019								
	MTD Actual \$'000s	MTD Budget \$'000s	MTD Variance \$'000s	YTD Actual \$'000s	YTD Budget \$'000s	YTD Variance \$'000s	Full Year Budget \$'000s	Comments
Whole of Council								
Construction Program and Asset Purchase	11,577	29,005	17,428	99,924	129,549	29,624	129,549	
Donated Assets	3,107	7,895	4,788	62,419	67,122	4,703	67,122	
Total Capital Expenditure	14,684	36,900	22,216	162,343	196,671	34,328	196,671	
Coordination and Performance								
CBD Development	925	16,104	15,179	3,030	21,490	18,460	21,490	CBD – Underspend relates to the purchase of land not occurring this year (\$13.5m) as well as early construction works on the administration building due to delays in appointing a construction contractor.
Total Capital Expenditure	925	16,104	15,179	3,030	21,490	18,460	21,490	
Corporate Services								
Construction Program and Asset Purchase	788	769	(19)	4,992	6,895	1,903	6,895	ICT – Total project spend is under budget by \$1.9m due to delay in various projects including ERP system upgrade.
Total Capital Expenditure	788	769	(19)	4,992	6,895	1,903	6,895	
Community, Cultural and Economic Development								
Construction Program and Asset Purchase	95	35	(131)	750	870	120	870	Library – No issues, project is underspent by \$7k. Civic Centre – No issues, project is underspent by \$8k. Art Gallery – Information Desk has been delayed due to timetabling/workload issues with Facilities and is underspent by \$104k.
Total Capital Expenditure	95	35	(131)	750	870	120	870	
Infrastructure and Environment								
Infrastructure Program	8,263	9,655	1,392	80,365	89,143	8,777	89,143	IE – Underspend of \$9.326m for 2018–2019 across various investment programs. Of this, \$7.612m has been proposed for carryover.
Equipment	53	10	(43)	259	198	(61)	198	
Waste	184	80	(104)	909	1,218	309	1,218	
Fleet	691	2,262	1,571	8,743	9,044	301	9,044	
Total Capital Expenditure	9,191	12,007	2,816	90,276	99,602	9,326	99,602	
Planning and Regulatory Services								
Construction Program and Asset Purchase	579	90	(418)	875	691	(184)	691	Safe City – No issues, projects overspent by \$49k. Strategic Policy and Systems – Timing of the Cemetery projects has been delayed until next financial year due to scheduling constraints. Works were completed for the repair of the South Road at Warrill Park Cemetery, where there was no budget allocated and is overspent by \$63k.
Total Capital Expenditure	579	90	(418)	875	691	(184)	691	
Donated Assets								
Coordination and Performance	0	0	0	0	0	0	0	
Corporate Services	0	0	0	0	0	0	0	
Community, Cultural and Economic Development	0	14	14	43	28	(15)	28	
Infrastructure and Environment	3,107	7,881	4,774	62,376	67,094	4,718	67,094	
Planning and Regulatory Services	0	0	0	0	0	0	0	
Total Donated Assets	3,107	7,895	4,788	62,419	67,122	4,703	67,122	

FINANCIAL EXECUTIVE SUMMARY

June 2019

Cash and Investments



Investments and Earnings Summary	Margin	% Return	\$
CBA Operating Account	0.005	1.75%	\$140,000
Term Deposit Investments	0.013	2.54%	\$62,000,000
QTC Trust Fund Account	0.014	2.62%	\$25,630,976
QTC Operating Account	0.014	2.62%	\$180,513,125
Total Invested funds (W.Avg return)	0.014	2.60%	\$268,284,101
Total Operating Funds (Ex Trust)	0.014	2.60%	\$242,653,125

Cashflow

Council's cash and cash equivalents balance as at 30 June 2019 was \$242.7m. Council's investments are made in accordance with Council's Investment Policy (adopted as part of the annual budget) with an average return percentage of 2.60%.

Doc ID No: A5652604

ITEM: 5

SUBJECT: OVERDUE RATES AND CHARGES APRIL TO JUNE 2019 QTR

AUTHOR: RECOVERIES MANAGER

DATE: 10 JULY 2019

EXECUTIVE SUMMARY

This is a report concerning rate arrears and rate collection statistics for the period April - June 2019.

RECOMMENDATION:

That the report be received and the contents noted.

RELATED PARTIES

There are no related party issues concerning this report.

PURPOSE OF REPORT/BACKGROUND

Overdue Rates & Charges:

Following the completion of the April-June 2019 rating period, the approximate balance of overdue rates and charges was \$5,614,100 or 2.42% of the total rates. This represents a decrease in outstanding balances of \$294,418 or 0.17% from the previous quarter.

Overdue Rates & Charges:

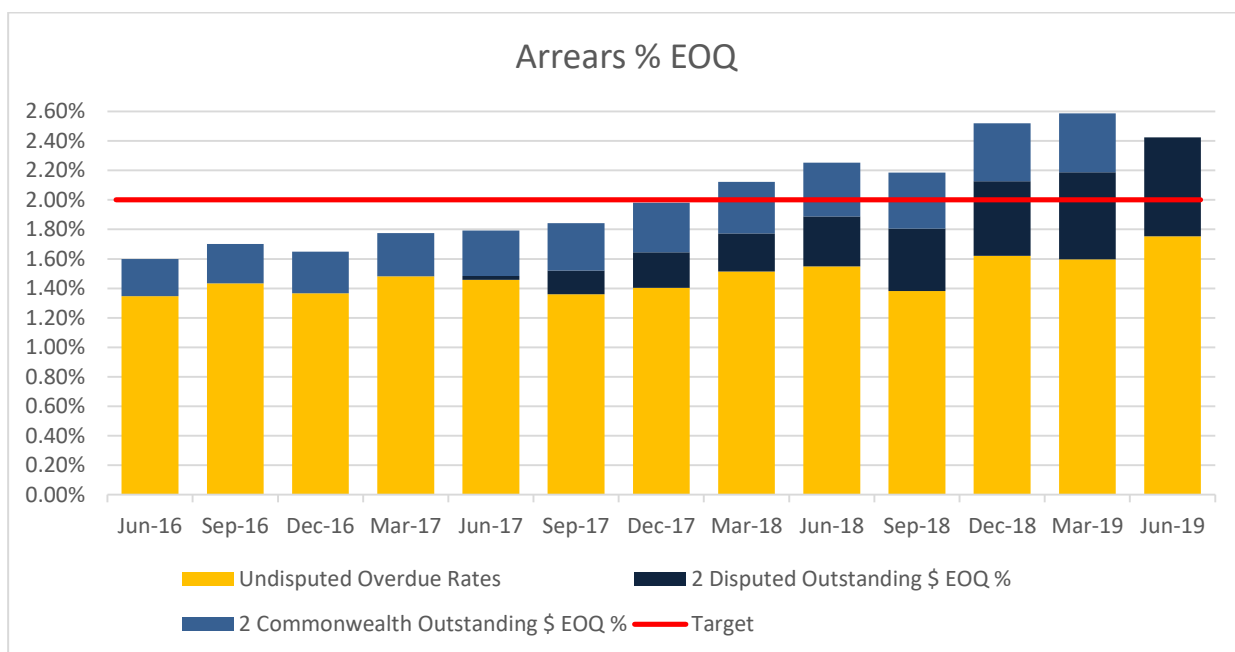
	Yearly Levies	Arrears \$ End of quarter	Arrears %	Total Assessments	Assessments in Arrears End of quarter	% in Arrears
June 2015	\$175,942,886	\$2,764,243	1.57	72,515	4,949	6.82
June 2016	\$189,635,715	\$3,034,312	1.60	75,207	5,090	6.77
June 2017	\$205,419,598	\$3,680,474	1.79	78,689	6,067	7.71
June 2018	\$218,794,862	\$4,929,782	2.25	82,232	6,089	7.40
Sept 2018	\$222,098,438	\$4,853,110	2.19	82,961	6,333	7.63
Dec 2018	\$225,808,112	\$5,690,022	2.52	83,416	6,802	8.15
Mar 2019	\$228,341,889	\$5,908,518	2.59	84,033	6,294	7.49
June 2019	\$231,646,878	\$5,614,100	2.42	84,911	7,355	8.66

The current rates arrears exceeding target are impacted by the following:

1. Two properties have substantial arrears and are in dispute with Council. The rates arrears associated with these two properties represents 0.67% of the total yearly levies and account for 28% of the total rate arrears.
2. Since mid-2017, predominantly due to these two substantial properties transitioning from a regularly paid to an unpaid status, the percentage of accounts in arrears has deteriorated. If the two properties were removed from the rate arrears calculation, Council's performance for the quarter would be 1.75% (leading practice for local government recoveries).

Background to the two remaining properties with substantial arrears:

- The two properties (represented as black in the graph) are the subject of a dispute between Council and the owners regarding the rates categories levied. Progress in resolving these disputes is expected to be made over the next 12 months.
- A further two properties (previously represented by blue in the graph) have now been finalised with all arrears paid this past Quarter.



Arrears - Number of Assessments:

At the end of the April-June 2019 quarter, 7355 assessments remained in arrears. Of these, 6290 or 85% of assessments held balances outstanding of less than \$1000, including 3523 or 48% with outstanding balances of less than \$100.00.

Reminder Letters:

Quarter	Reminder letters	\$	Second letter	\$
April - June 2015	8,634	\$5,117,628	3,888	\$2,320,978
April - June 2016	9,776	\$5,767,789	4,247	\$2,375,731
April-June 2017	11,102	\$6,214,851	4,950	\$3,023,858
April-June 2018	10,264	\$6,566,455	5,561	\$4,505,858
July-September 2018	12,022	\$7,703,705	5,008	\$3,568,896
October-December 2018	11,559	\$7,492,422	4,919	\$3,293,516
January-March 2019	11,184	\$7,633,245	4,882	\$3,451,631
April-June 2019	11,387	7,346,791	5,921	\$4,208,937

Legal Actions undertaken to recover Rates:

The following actions were commenced, or finalised on behalf of Council during the April-June quarter 2019:

Action	Number	Value
New Claims Filed	80	\$236,531
Filed Claims Paid in full prior to Judgement	26	\$77,036
Defences Lodged	1	\$2,371
Defences Resolved	0	\$0
Defences under Legal Dept Control	5	\$450,000
Judgments Granted	13	\$93,927
Sale of Land Resolutions	0	\$0
Rates paid prior to Auction during the quarter	3	\$29,660
Properties Auctioned	0	0
Properties Sold at Auction	0	0
Properties purchased by Council at Auction	0	0

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:

Local Government Regulation 2012

CONCLUSION

The target arrears percentage rate of 2.00% was exceeded by 0.42%, due largely to the impact of two properties with substantial rates arrears mentioned above.

Planned Actions

- Continue to apply collection strategies to non-owner occupied properties i.e. companies, trusts, vacant land, investment properties.
- Continue to apply collection strategies to habitual defaulters.
- Continued close maintenance of payment plans and escalation of breaches.
- Continued drive to liaise with banks and finance providers for payments in full.

Glen Wilson

RECOVERIES MANAGER

I concur with the recommendations contained in this report.

Jeffrey Keech

FINANCE MANAGER

I concur with the recommendations contained in this report.

Andrew Knight

GENERAL MANAGER - CORPORATE SERVICES

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Doc ID No: A5677354

ITEM: 6

SUBJECT: CURRENT SITUATION OF LEGAL SERVICES UNDER WHOLE OF GOVERNMENT
AND LOCAL BUY ARRANGEMENTS

AUTHOR: SENIOR PROCUREMENT OFFICER

DATE: 22 JULY 2019

EXECUTIVE SUMMARY

This is a report concerning a refresh of the Legal Services engagements under the Whole of Government and Local Buy arrangements currently being utilised by Ipswich City Council.

In 2017 Council undertook a procurement process to establish a panel of legal service providers accessing the Whole of Government and Local Buy Panels. Each engagement under the panel is managed through Legal Services branch and appropriately authorised. Following a recent review of the panel arrangements detailed below; based on expenditure to date and forecast over the remaining time of the contracts, the total forecast expenditure for legal services provided by all providers on the panel is approximately \$4 million.

Accordingly, Council approval is sought to continue the engagements of providers under the existing Whole of Government and Local Buy panels.

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolve:

- A. That the Interim Administrator of Ipswich City Council ("Council") resolve that Council continue the engagement of external legal service providers from the existing Whole of Government and Local Buy arrangements noting the estimated financial expenditure as outlined in the report by the Senior Procurement Officer dated 22 July 2019.**
- B. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the appointment to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.**

RELATED PARTIES

The legal services providers are as currently listed on the Whole of Government and Local Buy Arrangements

ADVANCE IPSWICH THEME LINKAGE

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

Ipswich City Council has an established in-house Legal Team (Legal and Governance Branch within the Corporate Services Department) to provide advice and facilitate the provision of legal services to Council. The in-house Legal Team has five (5) in-house Lawyers and one (1) Para-legal who provide the core legal services for Council. When additional resources and expertise are required, external legal firms are engaged to provide these legal services.

The Legal and Governance Branch is responsible for coordinating, instructing, managing and supervising the legal work undertaken by Law Firms engaged by Council, including monitoring the quality of work and the services provided, payment of related invoices and managing any performance issues which may arise. Prior to 2017 Council implemented its own approved Preferred Supplier Arrangement (PSA) which was utilised by the then Legal Services branch on behalf of all departments throughout Council.

However early in 2017 Corporate Procurement and Legal Branch, as part of the procurement strategy, identified the Whole of Government and Local Buy arrangements had established contracts with various and different suppliers, which had been developed from a public tender process. In accordance with the Local Government Regulation, Council was able to ascertain that the sound contracting principles were considered during the evaluation processes undertaken by both the State Government and Local Buy. Council identified from the two arrangements in place that there were several suppliers on each arrangement who provided legal services to Council.

Also as part of the market analysis that was undertaken at the time by Corporate Procurement, it was clearly evident that the legal services industry had price pressures for external legal work as their clients had increased demands for value for money and were expanding their use of small to mid-tier firms. Therefore, Council's view at that time was that it would not be in the best interests of Council to approach the market, given that there were two sufficient arrangements established with clear pricing schedules and suppliers that could support Council in our service requirements.

Council entered into the Whole of Government arrangement for Legal Services until 31/03/2020 which is the expiry date of the arrangement. Similarly, Council entered into the Local Buy Legal Services arrangement in June 2017 until 31/05/2022 which is the expiry date of the arrangement. Due to the increased level of expenditure that was not foreseen at time of opting into these arrangements, it is now necessary as part of our refresh process to also ensure the necessary and appropriate financial approvals are obtained.

FINANCIAL/RESOURCE IMPLICATIONS

The estimated value of all legal services engagements under these arrangements in its entirety based on expenditure to date and forecast requirements, since Council's initial opt in commencement date, is approximately \$4 million.

RISK MANAGEMENT IMPLICATIONS

A risk analysis has been undertaken in relation to this report, with all potential risks assessed and identified between low and not applicable.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:

Local Government Act 2009

Local Government Regulation 2012

For Local Buy arrangements - Pursuant to section 234 of the *Local Government Regulation 2012* – A local government may enter into a contract for goods and services without first inviting written quotes or tenders if the contract is entered into under an LGA arrangement.

For Whole of Government arrangements - Pursuant to section 235 (f) of the *Local Government Regulation 2012* – A local government may enter into a medium-sized contractual arrangement or large-sized contractual arrangement without first inviting written quotes or tenders if – the contract is made with , or under an arrangement with a government agency.

COMMUNITY AND OTHER CONSULTATION

Legal and Governance Branch is the major stakeholder and has been consulted regarding this refresh process.

CONCLUSION

- It is recommended that Council continue the current engagement for Legal Services under the Whole of Government arrangement
- It is recommended that Council continue the current engagement for Legal Services under the Local Buy arrangement
- It is recommended that the CEO sign the letters of engagements to the listed suppliers for the supply of Legal Services to Council.

Wanda Schoenfisch

SENIOR PROCUREMENT OFFICER

I concur with the recommendations contained in this report.

Barbara Clarke

PROCUREMENT MANAGER

I concur with the recommendations contained in this report.

Jeffrey Keech

FINANCE MANAGER

I concur with the recommendations contained in this report.

Andrew Knight
GENERAL MANAGER - CORPORATE SERVICES

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Doc ID No: A5677472

ITEM: 7

SUBJECT: CURRENT SITUATION OF LIBRARY RESOURCES UNDER LOCAL BUY
ARRANGEMENT

AUTHOR: SENIOR PROCUREMENT OFFICER

DATE: 22 JULY 2019

EXECUTIVE SUMMARY

This is a report concerning increased financial approval for Library Resources under the Local Buy arrangement currently being utilised by Ipswich City Council.

In 2016 Council undertook a procurement process to appoint James Bennett Pty Ltd for the provision of Library resources through the Local Buy arrangement. At the time of the initial procurement process, the estimated total expenditure over the contract period was less than \$2 million and accordingly the Chief Executive Officer executed the arrangement.

Following a recent review of the arrangement detailed below in the report, it was identified that as the resources for the new Springfield Library and the likely requirements for the new Rosewood library have or will be procured through the arrangement, the expenditure to date and forecast over the remaining time of the contract is estimated to be approximately \$3 million in total.

Accordingly, Council approval is sought to continue the engagement of James Bennett Pty Ltd under the Local Buy arrangement.

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolve:

- A. That the Interim Administrator of Ipswich City Council ("Council") resolve that Council continue the engagement of Library Resources BUS255-0116 (James Bennett Pty Ltd) from the existing Local Buy arrangement noting the estimated financial expenditure as outlined in the report Senior Procurement Officer dated 22 July 2019.**
- B. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the appointment to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.**

RELATED PARTIES

James Bennett Pty Ltd

ADVANCE IPSWICH THEME LINKAGE

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

In August 2016 Corporate Procurement and the Library Branch, as part of the procurement strategy, identified Local Buy had established contracts with various suppliers which was developed from a public tender process. In accordance with the *Local Government Regulation 2012*, Council was able to ascertain that the sound contracting principles were considered during the evaluation processes undertaken by Local Buy.

Request for Quotes were sent to several Suppliers under Local Buy's Library Resources arrangement for the supply of Library Books to Council's Libraries. James Bennett responded with the most competitively priced response.

Council engaged James Bennett under Local Buy arrangement BUS255-0116 Library Resources to purchase books in accordance with the *Local Government Regulation 2012*, Section 234: Exception for LGA arrangement.

The CEO at the time endorsed the engagement as this was within his delegation.

After this was implemented, procurement activities identified the requirement for other resources such as, but not limited to, DVD's and Music CD's, press readers and more. Council sent out another Request for Quote to the Suppliers on Local Buy arrangement BUS255-0116 Library Resources and again James Bennett returned the most competitive submission.

Council's Library and Corporate Procurement staff worked together ensuring best procurement practices and due diligence was followed.

The Local Buy term for this arrangement was up to 17 November 2018 with two twelve month extension options. Local Buy have extended this arrangement to 18 November 2020. Council executed an agreement with James Bennett for that term under the Local Buy terms and conditions.

Spend for this arrangement was initially predicted to be approximately \$470,000 per annum.

The scope increased considerably with the Library taking full advantage of the Library Resources category which includes the supply of books, audio-visual and multi-media products, online goods and more. The Library, at the time of original engagement, did not plan for the supply including initial stocking of the Springfield Library and ongoing supply. Due to the increased level of expenditure that was not foreseen at time of opting into this arrangement and due to the expenditure going over the approved financial delegation it is now necessary to ensure the necessary and appropriate financial approvals are obtained.

FINANCIAL/RESOURCE IMPLICATIONS

There is no additional resourcing or budgeting implications. The operational costs associated with the provision of goods and services is an existing item within the Library Branch's operational budget. The estimated value of this arrangement in its entirety based on expenditure to date and forecast requirements, since Council's initial opt in commencement date, is approximately \$3 million.

RISK MANAGEMENT IMPLICATIONS

A risk analysis has been undertaken in relation to this report, with all potential risks assessed and identified between low and not applicable.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Act 2009
Local Government Regulation 2012

COMMUNITY AND OTHER CONSULTATION

Library Services Branch is the major stakeholder and has been consulted regarding this additional financial approval process.

CONCLUSION

- It is recommended that Council continue the current engagement for Library Resources under the Local Buy arrangement
- It is recommended that the CEO sign the letters of engagements to James Bennett for the supply of Library Resources to Council.

Wanda Schoenfisch

SENIOR PROCUREMENT OFFICER

I concur with the recommendations contained in this report.

Barbara Clarke

PROCUREMENT MANAGER

I concur with the recommendations contained in this report.

Jeffrey Keech

FINANCE MANAGER

I concur with the recommendations contained in this report.

Andrew Knight

GENERAL MANAGER - CORPORATE SERVICES

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Doc ID No: A5694123

ITEM: 8

SUBJECT: MICROSOFT ENTERPRISE AGREEMENT AND SERVER CLOUD ENROLMENT
CONTRACT - 3 YEARS

AUTHOR: INTERIM INFORMATION AND COMMUNICATIONS MANAGEMENT AND
SUPPORT MANAGER

DATE: 30 JULY 2019

EXECUTIVE SUMMARY

This is a report concerning the Microsoft Enterprise Agreement (EA) and Server Cloud Enrolment (SCE) contract renewal.

Council's current licencing arrangement for Microsoft EA (Enterprise Agreement) and SCE (Server and Cloud Enrolment) was due to expire on 31 July 2019. A provisional extension has been provided until 31 August 2019.

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolve:

- A. That Council (Interim Administrator of Ipswich City Council) resolve to enter into a contract with Data#3 under Local Buy contract 274, for three (3) years for the Microsoft EA and SCE renewal with the M365 with Profiled user option In accordance with section 234 of the *Local Government Regulation 2012*.**
- B. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the contract to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.**

RELATED PARTIES

Supplier: Data#3 Limited

ADVANCE IPSWICH THEME LINKAGE

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

In reviewing the current options available, in line with the proposed ICT Strategy and forward technology planning, significant effort in investigating current options available to best support Council's current state and future direction has been made. As the agreement is a three (3) year agreement, and there is not the option to change the model without potential significant financial impacts in the 3 year contract term, all options available have been reviewed.

There were 4 options presented for the Ipswich City Council Microsoft licencing renewal agreement.

- Like for Like on Premise Renewal
- M365 Cloud renewal
- M365 Cloud with Profiled Users
- O365 Cloud renewal

Like for Like on Premise Renewal + SCE

Details	Amount
Initial Year 1 amount	\$591,882.60
Skype for Business voice licences when go live	\$119,269.50
TOTAL – Year 1	\$711,152.10
<i>Optional extra</i> – if transition to Office 365 in 3 year contract term, Office 365 licencing will need to be added	\$389,795.00
Potential cost impact per year	\$1,100,947.10

***Note** – Allows for access to on premise licencing and current SCE arrangement, including upgrades, but to upgrade or move to Office 365 within the 3 year contract period would increase the cost to over ~\$1.1million/year under this arrangement.*

M365 Cloud renewal + SCE

Details	Amount
Initial Year 1 amount	\$739,862.20
TOTAL – Year 1	\$739,862.20
<i>Optional variation</i> – Price for M365 E5 - includes SfB Voice, ATP and Power BI. Refer to M365 Feature tab for full list	\$1,113,700.00

***Note** – M365 licencing allows for access to current on premise arrangement, and Office 365.*

M365 Cloud with Profiled Users + SCE

Details	Amount
Initial Year 1 amount	\$662,236.41

TOTAL – Year 1	\$662,236.41
-----------------------	---------------------

Note – M365 licencing allows for access to current on premise arrangement, including upgrades, while supporting a technology shift to Office 365 within the 3 year contract arrangement. Profiled user option has allowed a reviewed version of licencing for a number of field based staff that do not currently have a device that touches the network. Access to SharePoint, printing and skype for business has been included in the reviewed licencing for these users.

O365 Cloud Renewal + SCE

Details	Amount
Initial Year 1 amount	\$680,072.10
TOTAL – Year 1 – see note below outlining risk	\$680,072.10

Note – Would be able to continue to access on premise licencing, but not upgrade anything past the current version, which creates a risk for Council being on unsupported versions.

Summary

Details	Amount – Year 1
Option 1 - Like for Like on Premise Renewal + SCE (no allowance for O365)	\$711,152.10
Option 2 - M365 Cloud renewal + SCE	\$739,862.20
Option 3 - M365 Cloud with Profiled Users + SCE	\$662,236.41
Option 4 - O365 Cloud Renewal + SCE (no upgrades for on premise versions, creating a risk for Council)	\$680,072.10

Recommended option is Option 3, as it reduces the risk for Council of the current on premise arrangement, ensuring access to upgrades remain available, while supporting potential technology changes with Office 365 in the next 3 years. The cost analysis also supports Option 3.

Exclusions

The licencing model above is based on E3 licencing. To have full access to Power BI, the E5 licencing is required, and this is at an additional cost of \$450,000/year to Council, on top of Option 3 below (\$1,113,700/year total). The use of Power BI as an analytics tool will be reviewed in more depth as part of the ICT Strategy for Council.

A subscription to Power BI under the E3 licencing model is available at the following levels

- 1) Power BI Pro - \$220/user/year. ie – 50 users to develop reports that can be shared would be at a cost of \$11,000/year
- 2) Power BI Enterprise - \$49.50/user/year. 200 users reviewing dashboards that have been shared (ie. Managers) would be a cost of \$9,900/year

Library public machines will be quoted separately, as are under an Education licencing model.

FINANCIAL/RESOURCE IMPLICATIONS

There are no resourcing or budgeting implications. The operational costs associated with agreement of this recommendation is >\$2million over a three (3) year term. This is an existing item within the ICT operational budget.

RISK MANAGEMENT IMPLICATIONS

A risk analysis has been undertaken in relation to this report, with potential risks assessed identified as medium, due to the requirement for this licencing. Risk is associated with the cost of the engagement, not the product, or requirement.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Regulation 2012

COMMUNITY AND OTHER CONSULTATION





The contents of this report did not require any community consultation.

CONCLUSION

To support the current state and potential future technology direction for Ipswich City Council, the recommended licencing options is M365 with Profiled users. This model supports the current on premise and SCE licencing, while also planning for the transition to Office 365 within the 3 year contract term. The profiled user option allows for a reduced licence option that still supports the operational functions for the relevant staff members.

In accordance with section 234 of the *Local Government Regulation 2012* to apply for a three (3) year term, for which Council approval is sought to proceed with the renewal of the Microsoft EA and SCE.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Quote for Microsoft EA and SCE  
2.	ICC EA Renewal BoM  

Tony Welsh

INTERIM INFORMATION AND COMMUNICATIONS MANAGEMENT AND SUPPORT MANAGER

I concur with the recommendations contained in this report.

Andrew Knight

GENERAL MANAGER - CORPORATE SERVICES

“Together, we proudly enhance the quality of life for our community”

COMMERCIAL IN CONFIDENCE

QUOTATION

Data#3

<div>To: Fiona Byrnes</div> <div>Description: Ipswich City Council Microsoft EA & SCE 2019</div> <div>Company: Ipswich City Council</div> <div>ABN: 61 461 981 077</div> <div>SOA / Head Agreement No: BUS274 ICT (MS)</div> <div>Customer Reference:</div> <div>Quote/Order Ref No: 2019-531914</div> <div>Date/Time: 26/07/2019 16:17</div> <div>Comments: Ipswich City Council Microsoft EA & SCE Renewal 2019 Year 1 Costs of a 3 Year Agreement Renewal of : EA : 47954841 SCE : 46218060</div>	<div>Sales Team: SWS Licensing QLD</div> <div>Account Manager: Sarah Hiscock</div> <div>Direct Line: 0451 631 077</div> <div>Email: sarah_hiscock@data3.com.au</div> <div>Sales Support: Ryan Challen</div> <div>Direct Line: 07 3243 6463</div> <div>Email: Ryan_Challen@data3.com.au</div> <div>Quoted By: Sarah Hiscock</div> <div>Date Issued: 26-07-2019</div> <div>Quote Valid Until: 30-07-2019</div>
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Item Description	Qty	Unit Price (Ex GST)	Unit Price (Inc GST)	Subtotal (Ex GST)	Subtotal (Inc GST)	Special Contract
Enterprise Agreement : Year 1 Costs - 1/8/2019 - 31/7/2020						
M365E3FromSA ShrdSvr AllLng MonthlySub-VolumeLicense MVL 1License PerUsr (Original)	1050	\$428.94	\$471.83	\$450,387.00	\$495,425.70	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland Tasmanian and Northern Territory local governments
SfB Plus CAL ShrdSvr AllLng MonthlySubscriptions-VolumeLicense MVL 1License Per User to M365 E3	1050	\$26.70	\$29.37	\$28,035.00	\$30,838.50	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland Tasmanian and Northern Territory local governments
O365E1FromSA ShrdSvr AllLng MonthlySubscriptions-VolumeLicense MVL 1License PerUsr	250	\$93.82	\$103.20	\$23,455.00	\$25,800.50	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland Tasmanian and Northern Territory local governments
SfB Plus CAL ShrdSvr AllLng MonthlySubscriptions-VolumeLicense MVL 1License Per User to M365 E3	250	\$26.70	\$29.37	\$6,675.00	\$7,342.50	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland Tasmanian and Northern Territory local governments

Item 8 / Attachment 1.

CoreCAL Bridge for O365 From SA AllLng Monthly Subscriptions-VolumeLicense Microsoft Volume License PerUsr	250	\$26.95	\$29.65	\$6,737.50	\$7,411.25	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland, Tasmanian and Northern Territory local governments
ProjectStandard AllLng SoftwareAssurance MVL 1License	72	\$180.65	\$198.72	\$13,006.80	\$14,307.48	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland, Tasmanian and Northern Territory local governments
ProjectProfessional AllLng SoftwareAssurance MVL 1License w/1ProjectSvrCAL	3	\$303.11	\$333.42	\$909.33	\$1,000.26	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland, Tasmanian and Northern Territory local governments
Visio Standard AllLng SoftwareAssurance MVL 1License	129	\$80.60	\$88.66	\$10,397.40	\$11,437.14	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland, Tasmanian and Northern Territory local governments
VisualStudioEnterpriseSubMSDN AllLng SoftwareAssurance MVL 1License	2	\$1,657.19	\$1,822.91	\$3,314.38	\$3,645.82	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland, Tasmanian and Northern Territory local governments
ExchangeServerEnterprise AllLng SoftwareAssurance MVL 1License	2	\$1,126.26	\$1,238.89	\$2,252.52	\$2,477.77	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland, Tasmanian and Northern Territory local governments
ExchangeServerStandard AllLng SoftwareAssurance MVL 1License	4	\$196.85	\$216.54	\$787.40	\$866.14	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland, Tasmanian and Northern Territory local governments
SfBServer AllLng SoftwareAssurance MVL 1License	3	\$1,013.78	\$1,115.16	\$3,041.34	\$3,345.47	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland, Tasmanian and Northern Territory local governments
SharePointServer AllLng SoftwareAssurance MVL 1License	4	\$1,890.19	\$2,079.21	\$7,560.76	\$8,316.84	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland, Tasmanian and Northern Territory local governments

Item 8 / Attachment 1.

SysCtrDataCenterCore AllLng SoftwareAssurance MVL 2Licenses CoreLic	200	\$75.94	\$83.53	\$15,188.00	\$16,706.80	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland, Tasmanian and Northern Territory local governments
WinRmtDsktpSvcsCAL AllLng SoftwareAssurance MVL 1License UsrCAL	460	\$33.43	\$36.77	\$15,377.80	\$16,915.58	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland, Tasmanian and Northern Territory local governments
WindowsServerDCCore AllLng SoftwareAssurance MVL 2Licenses CoreLic	10	\$194.51	\$213.96	\$1,945.10	\$2,139.61	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland, Tasmanian and Northern Territory local governments
			Sub Total	\$589,070.33	\$647,977.36	
Server & Cloud Enrolment : Year 1 Costs - 1/8/2019 - 31/7/2020						
Azure Monetary Commitment	1	\$21,500.00	\$23,650.00	\$21,500.00	\$23,650.00	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland, Tasmanian and Northern Territory local governments
SQLSvrEnterpriseCore AllLng SoftwareAssurance MVL 2Licenses CoreLic	12	\$3,301.17	\$3,631.29	\$39,614.04	\$43,575.44	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland, Tasmanian and Northern Territory local governments
SQLSvrStandardCore AllLng SoftwareAssurance MVL 2Licenses CoreLic	14	\$860.86	\$946.95	\$12,052.04	\$13,257.24	Local Buy BUS274 ICT (MS) Solutions and Services - Queensland, Tasmanian and Northern Territory local governments
			Sub Total	\$73,166.08	\$80,482.69	
			Grand Total (excl. options)	\$662,236.41	\$728,460.05	

You may elect to accept this Quotation by completing this section and returning the document to Data#3.

This quotation is accepted by: Name: _____ Title: _____ PO Ref: _____

Please specify Delivery Address: _____

Delivery Contact Name: _____ Delivery Contact Phone: _____

Delivery Email: _____ Date: _____

TERMS AND CONDITIONS:

This quotation is valid for 7 days from the date of its issue, but prices and Goods availability are subject to variation without notice. Upon acceptance on this quotation, a separate and distinct contract is formed with either (i) our Data#3 Head Agreement (if agreed between the parties); or (ii) another form of written contract expressly agreed between the parties (eg, GITC, QITC or Procure IT customers); or otherwise (iii) Data#3 Terms of Trade which are accessible [HERE](#). Unless set out above to the contrary, for Goods and OEM or Third Party Vendor service, support and maintenance resell engagements, Data#3 will issue its invoice upon acceptance of our quotation and for Professional Service engagements, Data#3 will issue its invoice(s) as set out in the relevant Statement of Work. Any Goods delivery time provided is an estimate based upon lead times received from the third party manufacturer or distributor. Prior to the legitimate return of any Goods, Data#3's approval must be obtained in writing. Any approval given maybe subject to restocking fees. The cost of packaging removal and/or disposal is not included in the Price unless specifically stated in this quotation. This quotation is based on a single delivery to one location for all Goods set out herein. Any variation to this may incur additional costs and freight charges. The price set out above is based upon the \$AU:\$US exchange rate at the date of this quotation. The price may be liable to change based on exchange rate movements subsequent to the issue of this quotation. Please contact your Data#3 account representative to verify an item of this quotation at the time of ordering. This quotation is strictly confidential.

It is a condition of accepting this quotation that you accept that all orders for hardware, third party vendor software or services or 'as a service' solutions will be subject to the terms of the relevant third party manufacturers' (OEM) or vendors' warranty, licence, support, use or legal terms (as applicable). Where Data#3 is acting as a reseller, Data#3 cannot provide you with warranties or use rights that are inconsistent with the OEM or Third Party Vendors' terms. Data#3 will pass through the benefit of relevant OEM or Third Party Vendor warranties or use rights.

A component of the quoted supply and price may take the form of design, customisation, configuration, deployment, implementation, maintenance, support or 'as a service' service or solutions that are provided by a Third Party Vendor ("Third Party Vendor Services"). Where this applies, you acknowledge that Data#3 has been engaged by you to procure or facilitate the purchase of such Third Party Vendor Services. You acknowledge that you have read and understood the Third Party Vendor Services scope of service or statement of work, 'as a service' solution, and acceptable use terms and further acknowledge that performance matters relating to such Third Party Vendor Services are to be managed solely between you and the relevant Third Party Vendor. Data#3 is acting in the capacity of reseller of the Goods and Third Party Vendor Services set out in this quotation. Data#3 is not acting as prime contractor for any services set out in this quotation. As such, Data#3 cannot take technical responsibility for any issues arising out of the supply or non-supply of third party vendor services to you. Data#3 does not warrant that any Third Party Vendor Service will meet your specifications or will function to produce a particular result you expect, even if Data#3 is aware of the specific configuration or the expected result.

Ipswich City Council Microsoft EA Indicative Pricing 2019 Like for Like Renewal of Existing On Premise License Configuration				
Agreement Number	47954841	Program	Enterprise 6	
Master Agreement Number	E5592387	Agreement Type	Government	
Business Agreement Number	U8644109	Primary Customer Number	47313123	
Agreement Start Date	1/08/2016	Price List Country	Australia	
Agreement End Date	31/07/2019	MS Account Manager	Unmanaged	
YEAR 1 PRICING OF A 3 YEAR COMMITMENT - 12 MONTHS ONLY				
Item Name	Quantity	Annual Unit Cost Ex GST	Ext Annual Cost Ex GST	Comments/Suggestions
CoreCAL ALNG SA MVL Ptfm UsrCAL	1,295	\$74.40	\$96,348.00	
ExchgSvrEnt ALNG SA MVL	2	\$1,147.20	\$2,294.40	
ExchgSvrStd ALNG SA MVL	4	\$200.50	\$802.00	
Skype for Business Plus CAL User Subscription	1,295	\$27.20	\$35,224.00	SFB PLUS SUBSCRIPTION CAL - Can be used for on prem install
OfficeProPlus ALNG SA MVL Ptfm	1,295	\$158.50	\$205,257.50	
Prjct Std ALNG SA MVL	72	\$184.00	\$13,248.00	
PrjctPro ALNG SA MVL w1PrjctSvrCAL	3	\$308.70	\$926.10	
SfBSvr ALNG SA MVL	3	\$1,032.60	\$3,097.80	
SharePointSvr ALNG SA MVL	4	\$1,925.30	\$7,701.20	
SysCtrDatactr Core ALNG SA MVL 2Lic Core	200	\$77.30	\$15,460.00	
VisioStd ALNG SA MVL	129	\$82.10	\$10,590.90	
VSEntSubMSDN ALNG SA MVL	2	\$1,688.00	\$3,376.00	
WINENTperDVC ALNG SA MVL Ptfm	1,295	\$77.10	\$99,844.50	
WinRmtDsktpSrvcsCAL ALNG SA MVL UsrCAL	460	\$34.05	\$15,663.00	
WinSvrDataCtr Core ALNG SA MVL 2Lic Core	40	\$198.10	\$7,924.00	
		EA Indicative SubTotal Ex GST	\$517,757.40	Year 1 Pricing

OPTIONAL ITEMS:				
YEAR 1 PRICING OF A 3 YEAR COMMITMENT - 12 MONTHS ONLY				
Item Name	Quantity	Annual Unit Cost Ex GST	Ext Annual Cost Ex GST	Comments/Suggestions
Skype for Business PLUS CAL On Premise USER CAL	1,295	\$92.10	\$119,269.50	Price for on premise license & SA
O365 E3 Add On to Core CAL w/ Office Pro Plus Per User	TBA	\$72.00		Annual price to upgrade to O365 Per user

Ipswich City Council Microsoft SCE Indicative Pricing 2019				
Agreement Number	46218060	Program	Enterprise 6	
Master Agreement Number	E2190111	Agreement Type	Government	
Business Agreement Number	U8644109	Primary Customer Number	47313123	
Agreement Start Date	1/08/2016	Price List Country	Australia	
Agreement End Date	31/07/2019	MS Account Manager	Unmanaged	
YEAR 1 PRICING OF A 3 YEAR COMMITMENT - 12 MONTHS ONLY				
Item Name	Quantity	Annual Unit Cost Ex GST	Ext Annual Cost Ex GST	Comments/Suggestions
Azure Monetary Commitment	1	\$21,500.00	\$21,500.00	
SQL Server Enterprise Core Lic SA MVL 2Lic Core Pk	12	\$3,362.50	\$40,350.00	
SQL Server Standard Core Lic SA MVL 2Lic Core Pk	14	\$876.80	\$12,275.20	
		SCE Indicative SubTotal Ex GST	\$74,125.20	Year 1 Pricing

\$591,882.60

\$711,152.10 Including SFB, excluding subscription licencing (O365)

Ipswich City Council True Up Table for Year 3 (2019)		Agreement Period : 01/08/2016 - 31/07/2019 True Up Window Year 1 : 30/5/2019 - 30/06/2019		STANDARD ENTERPRISE AGREEMENT ENROLMENT : 47954841	
		Year 3		Year 3 True Up Price Ex GST	Total Extended Cost Ex GST
Part #	Licence Description	Qty Owned	Additional Qty Deployed	Pricing Supplied is through to agreement expiry in 2019	Total Extended Cost through to agreement expiry in 2019
Enterprise Users On Premise					
269-12445	Office Pro Plus ALNG LicSAPK Pltfrm	1295		\$436.80	\$0.00
KV3-00356	WINE3 Per Device ALNG Upgrd SA MVL Pltfrm	1295		\$134.35	\$0.00
W06-01066	Core CAL ALNG LicSAPK MVL Pltfrm UsrCAL	1295		\$234.10	\$0.00
Additional Products					
076-01776	Project ALNG LicSAPK	68		\$670.15	\$0.00
H30-00237	Project Pro ALNG SA w/1 Project Server CAL	4		\$1,116.80	\$0.00
D86-01175	Visio Standard ALNG LicSAPK	129		\$296.65	\$0.00
MX3-00115	VS Enterprise w/MSDN	2		\$6,725.25	\$0.00
312-02177	Exchange Server Standard	4		\$827.20	\$0.00
395-02412	Exchange Server Enterprise	2		\$4,735.40	\$0.00
T6L-00237	SysCtrDatactr CORE ALNG SA MVL 2 Proc	25		\$2,811.30	\$0.00
T9L-00222	SysCtrStd ALNG SA MVL 2 Proc	1		\$1,031.50	\$0.00
6VC-01252	WinRmtDesktop Svcs User CAL	460		\$154.05	\$0.00
9EA-00039	Win Svr DataCentre Core License 2 Core	5		\$7,197.00	\$0.00
				Standard EA Total True Up Estimate	
Ipswich City Council True Up Table for Year 3 (2019)					
		Agreement Period : 01/08/2016 - 31/07/2019 True Up Window Year 1 : 30/5/2019 - 30/06/2019		SERVER AND CLOUD ENTERPRISE AGREEMENT ENROLMENT : 46218060	
		Year 3		Year 3 True Up Price Ex GST	Total Extended Cost Ex GST
Part #	Licence Description	Qty Owned	Additional Qty Deployed	Pricing Supplied is through to agreement expiry in 2019	Total Extended Cost through to agreement expiry in 2019
Additional Products					
7IQ-00341	SQL Svr Enterprise Core	12		\$16,543.00	\$0.00
7NQ-00302	SQL Svr STD Core	14		\$4,315.00	\$0.00
				Server & Cloud Total True Up Estimate :	\$0.00
				Combined Standard EA and Server and Cloud True Up Estimate :	\$0.00

Ipswich City Council Microsoft EA Software Assurance Balance 2019						
Agreement Number	47954841	Program	Enterprise 6			
Master Agreement Number	E5592387	Agreement Type	Government			
Business Agreement Number	U8644109	Primary Customer Number	47313123			
Agreement Start Date	1/08/2016	Price List Country	Australia			
Agreement End Date	31/07/2019	MS Account Manager	Unmanaged			
Remaining Balance for SAB under EA						
Benefit Name	Benefit Status	Eligible Quantity	Activated Qty	Remaining Balance	Comments	
24x7 Problem Resolution Support	Enrolled	14	0	14		
E-Learning – Applications	Not Enrolled	1501	0	1501		
E-Learning – Servers	Not Enrolled	44	0	44		
E-Learning – Systems	Not Enrolled	1295	0	1295		
Home Use Program	Enrolled	1499	1	1498		
Office Multi Language Pack	Not Enrolled	1	0	1		
Planning Services	Not Enrolled	6	0	6	These should be used prior to expiry	
Training Vouchers	Enrolled	30	0	30	These should also be used prior to expiry	
Windows 7 Enterprise	Not Enrolled	1	0	1		
Windows Fundamentals for Legacy PCs Media/Download	Not Enrolled	1	0	1		
Windows Vista Enterprise Media/Download	Not Enrolled	1	0	1		

Ipswich City Council Microsoft SCE Software Assurance Balance 2019						
Agreement Number	46218060	Program	Enterprise 6			
Master Agreement Number	E2190111	Agreement Type	Government			
Business Agreement Number	U8644109	Primary Customer Number	47313123			
Agreement Start Date	1/08/2016	Price List Country	Australia			
Agreement End Date	31/07/2019	MS Account Manager	Unmanaged			
Remaining Balance for SAB under SCE						
Benefit Name	Benefit Status	Eligible Quantity	Activated Qty	Remaining Balance	Comments	
24x7 Problem Resolution Support	Not Enrolled	6	0	6		
E-Learning – Servers	Not Enrolled	52	0	52		
Planning Services	Not Enrolled	3	0	3	These should be used prior to expiry	

Ipswich City Council Microsoft EA Indicative Pricing 2019				
Cloud Renewal Option				
Agreement Number	47954841	Program	Enterprise 6	
Master Agreement Number	E5592387	Agreement Type	Government	
Business Agreement Number	U8644109	Primary Customer Number	47313123	
Agreement Start Date	1/08/2016	Price List Country	Australia	
Agreement End Date	31/07/2019	MS Account Manager	Unmanaged	
YEAR 1 PRICING OF A 3 YEAR COMMITMENT - 12 MONTHS ONLY				
Item Name	Quantity	Annual Unit Cost Ex GST	Ext Annual Cost Ex GST	Comments/Suggestions
M365 E3 FromSA SubsvL PerUsr (Original)	1,295	\$435.00	\$563,325.00	* Please refer to additional tabs for feature list. * Note that most Councils license the full M365 E3 suite to their business cohort, and then license a cheaper license for mobile staff such as maintenance or groundskeepers etc. Refer to next tab for example of this pricing
Skype for Business Plus CAL User Subscription for M365 E3	1,295	\$27.20	\$35,224.00	SfB PLUS CAL for M365 User Subscription
Prjct Std ALNG SA MVL	72	\$184.00	\$13,248.00	
PrjctPro ALNG SA MVL w1PrjctSvrCAL	3	\$308.70	\$926.10	
SysCtrDatactr Core ALNG SA MVL 2Lic Core	200	\$77.30	\$15,460.00	
VisioStd ALNG SA MVL	129	\$82.10	\$10,590.90	
VSEntSubMSDN ALNG SA MVL	2	\$1,688.00	\$3,376.00	
WinRmtDsktpSrvcsCAL ALNG SA MVL UsrCAL	460	\$34.05	\$15,663.00	
WinSvrDataCtr Core ALNG SA MVL 2Lic Core	40	\$198.10	\$7,924.00	
		EA Indicative SubTotal Ex GST	\$665,737.00	Year 1 Pricing

OPTIONAL ITEMS:				
YEAR 1 PRICING OF A 3 YEAR COMMITMENT - 12 MONTHS ONLY				
Item Name	Quantity	Annual Unit Cost Ex GST	Ext Annual Cost Ex GST	Comments/Suggestions
M365 F1 SubsvL Per User	TBA	\$154.00		Price to profile users with M365 F1
M365 E5 SubsvL Per User	1,295	\$860.00	\$1,113,700.00	Price for M365 E5 - includes SfB Voice, ATP and Power BI. Refer to M365 Feature tab for full list

Ipswich City Council Microsoft SCE Indicative Pricing 2019				
Agreement Number	46218060	Program	Enterprise 6	
Master Agreement Number	E2190111	Agreement Type	Government	
Business Agreement Number	U8644109	Primary Customer Number	47313123	
Agreement Start Date	1/08/2016	Price List Country	Australia	
Agreement End Date	31/07/2019	MS Account Manager	Unmanaged	
YEAR 1 PRICING OF A 3 YEAR COMMITMENT - 12 MONTHS ONLY				
Item Name	Quantity	Annual Unit Cost Ex GST	Ext Annual Cost Ex GST	Comments/Suggestions
Azure Monetary Commitment	1	\$21,500.00	\$21,500.00	
SQL Server Enterprise Core Lic SA MVL 2Lic Core Pk	12	\$3,362.50	\$40,350.00	
SQL Server Standard Core Lic SA MVL 2Lic Core Pk	14	\$876.80	\$12,275.20	
SCE Indicative SubTotal Ex GST			\$74,125.20	Year 1 Pricing

\$739,862.20

Ipswich City Council Microsoft EA Indicative Pricing 2019 Like for Like Renewal of Existing On Premise License Configuration				
Agreement Number	47954841	Program	Enterprise 6	
Master Agreement Number	E5592387	Agreement Type	Government	
Business Agreement Number	U8644109	Primary Customer Number	47313123	
Agreement Start Date	1/08/2016	Price List Country	Australia	
Agreement End Date	31/07/2019	MS Account Manager	Unmanaged	
YEAR 1 PRICING OF A 3 YEAR COMMITMENT - 12 MONTHS ONLY				
Item Name	Quantity	Annual Unit Cost Ex GST	Ext Annual Cost Ex GST	Comments/Suggestions
Core CAL Bridge for O365 FromSA Subs Pltfrm PerUsr	1,295	\$26.00	\$33,670.00	
ExchgSvrEnt ALNG SA MVL	2	\$1,147.20	\$2,294.40	
ExchgSvrStd ALNG SA MVL	4	\$200.50	\$802.00	
O365E3 From SA ShrdSvr ALNG SubsVL Per User	1,295	\$275.00	\$356,125.00	Note that this version of O365 will not provide the MSI installation rights for Office pro Plus. You can ONLY use the O365 Click to Run version
Skype for Business Plus CAL User Subscription for M365 E3	1,295	\$27.20	\$35,224.00	
SfB PLUS CAL for O365 User Subscription				
Prjct Std ALNG SA MVL	72	\$184.00	\$13,248.00	
PrjctPro ALNG SA MVL w1PrjctSvrCAL	3	\$308.70	\$926.10	
SfBSvr ALNG SA MVL	3	\$1,032.60	\$3,097.80	
SharePointSvr ALNG SA MVL	4	\$1,925.30	\$7,701.20	
SysCtrDatactr Core ALNG SA MVL 2Lic Core	200	\$77.30	\$15,460.00	
VisioStd ALNG SA MVL	129	\$82.10	\$10,590.90	
VSEntSubMSDN ALNG SA MVL	2	\$1,688.00	\$3,376.00	
WINENTperDVC ALNG SA MVL Pltfrm	1,295	\$77.10	\$99,844.50	
WinRmtDsktpSrvcCAL ALNG SA MVL UsrCAL	460	\$34.05	\$15,663.00	
WinSvrDataCtr Core ALNG SA MVL 2Lic Core	40	\$198.10	\$7,924.00	
		EA Indicative SubTotal Ex GST	\$605,946.90	Year 1 Pricing

Ipswich City Council Microsoft SCE Indicative Pricing 2019				
Agreement Number	46218060	Program	Enterprise 6	
Master Agreement Number	E2190111	Agreement Type	Government	
Business Agreement Number	U8644109	Primary Customer Number	47313123	
Agreement Start Date	1/08/2016	Price List Country	Australia	
Agreement End Date	31/07/2019	MS Account Manager	Unmanaged	
YEAR 1 PRICING OF A 3 YEAR COMMITMENT - 12 MONTHS ONLY				
Item Name	Quantity	Annual Unit Cost Ex GST	Ext Annual Cost Ex GST	Comments/Suggestions
Azure Monetary Commitment	1	\$21,500.00	\$21,500.00	
SQL Server Enterprise Core Lic SA MVL 2Lic Core Pk	12	\$3,362.50	\$40,350.00	
SQL Server Standard Core Lic SA MVL 2Lic Core Pk	14	\$876.80	\$12,275.20	
		SCE Indicative SubTotal Ex GST	\$74,125.20	Year 1 Pricing

\$680,072.10

Ipswich City Council Microsoft EA Indicative Pricing 2019				
Cloud Renewal Option with Profiled Users - User Requirements to be Established				
Agreement Number	47954841	Program	Enterprise 6	
Master Agreement Number	E5592387	Agreement Type	Government	
Business Agreement Number	UB644109	Primary Customer Number	47313123	
Agreement Start Date	1/08/2016	Price List Country	Australia	
Agreement End Date	31/07/2019	MS Account Manager	Unmanaged	
YEAR 1 PRICING OF A 3 YEAR COMMITMENT - 12 MONTHS ONLY				
Item Name	Quantity	Annual Unit Cost Ex GST	Ext Annual Cost Ex GST	Comments/Suggestions
M365 E3 From SA SubSVL Per User (Original)				* Please refer to additional tabs for feature list. * On Prem Productivity Servers have unlimited deployment rights with M365, so these can be omitted, however if mobile staff need access then we may not be able to remove all of them
1,050		\$428.94	\$450,387.00	
Skype for Business Plus CAL User Subscription for M365 E3	1,050	\$26.70	\$28,035.00	SFB PLUS CAL for M365 User Subscription
O365 E1 From SA ShrdSvr Allng Monthly Subscriptions-Volume License MVL 1 License Per User	250	\$93.82	\$23,455.00	Discussions identified what field users would need access to, as will need to access The Wire
SFB Plus CAL ShrdSvr Allng Monthly Subscriptions-Volume License MVL 1 License Per User to M365 E3	250	\$26.70	\$6,675.00	Discussions identified what field users would need access to, as will need to access The Wire
Core CAL Bridge for O365 From SA Allng Monthly Subscriptions-Volume License Microsoft Volume License Per User	250	\$26.95	\$6,737.50	
Prjct Std ALNG SA MVL	72	\$180.65	\$13,006.80	
PrjctPro ALNG SA MVL w/ PrjctSvr CAL	3	\$303.11	\$909.33	
Visio Std ALNG SA MVL	129	\$80.60	\$10,397.40	
VSEntSubMSDN ALNG SA MVL	2	\$1,657.19	\$3,314.38	
Exchange Server Enterprise Allng Software Assurance MVL 1 License	2	\$1,126.26	\$2,252.52	
Exchange Server Standard Allng Software Assurance MVL 1 License	4	\$196.85	\$787.40	
SFB Server Allng Software Assurance MVL 1 License	3	\$1,013.78	\$3,041.34	
SharePoint Server Allng Software Assurance MVL 1 License	4	\$1,890.19	\$7,560.76	
Sys Ctr Data Center Core Allng Software Assurance MVL 2 Licenses Core Lic	200	\$75.94	\$15,188.00	
WinRmtDsktp Svcs CAL ALNG SA MVL User CAL	460	\$33.43	\$15,377.80	
WinSvrData Ctr Core ALNG SA MVL 2 Lic Core	10	\$194.51	\$1,945.10	
		EA Indicative SubTotal Ex GST	\$589,070.33	Year 1 Pricing

OPTIONAL ITEMS :				
YEAR 1 PRICING OF A 3 YEAR COMMITMENT - 12 MONTHS ONLY				
Item Name	Quantity	Annual Unit Cost Ex GST	Ext Annual Cost Ex GST	Comments/Suggestions
M365 F1 SubSVL Per User	TBA	\$154.00		Price to profile users with M365 F1
M365 E5 SubSVL Per User	1,295	\$860.00	\$1,113,700.00	Price for M365 E5 - includes SFB Voice, ATP and Power BI. Refer to M365 Feature tab for full list

Ipswich City Council Microsoft SCE Indicative Pricing 2019				
Agreement Number	46218060	Program	Enterprise 6	
Master Agreement Number	E2190111	Agreement Type	Government	
Business Agreement Number	UB644109	Primary Customer Number	47313123	
Agreement Start Date	1/08/2016	Price List Country	Australia	
Agreement End Date	31/07/2019	MS Account Manager	Unmanaged	
YEAR 1 PRICING OF A 3 YEAR COMMITMENT - 12 MONTHS ONLY				
Item Name	Quantity	Annual Unit Cost Ex GST	Ext Annual Cost Ex GST	Comments/Suggestions
Azure Monetary Commitment	1	\$21,500.00	\$21,500.00	
SQL Server Enterprise Core Lic SA MVL 2 Lic Core Pk	12	\$3,301.17	\$39,614.04	
SQL Server Standard Core Lic SA MVL 2 Lic Core Pk	14	\$860.86	\$12,052.04	
		SCE Indicative SubTotal Ex GST	\$73,166.08	Year 1 Pricing

\$662,236.41

Item 8 / Attachment 2.

Microsoft Technology Solution	New Comprehensive Bundles		Traditional Bundle Options												
	MICROSOFT 365 E3 - Quoted Option	MICROSOFT 365 E5	O365 Plan E1	O365 Plan E3	O365 Plan E5	EMS Plan E3	EMS Plan E5	Win10 Ent E3	Win10 Ent E5	O365 eCAL Bridge	EMS eCAL Bridge	Perpetual eCAL	O365 cCAL Bridge	EMS cCAL Bridge	Perpetual CoreCAL
Windows Defender Advanced Threat Protection															
Windows 10 Enterprise	user	user						user	user						
System Center EndPoint Protection															
System Center Configuration Manager ML															
Windows Server CAL															
Skype for Business Server Standard Functionality	Online Plan 1	Online Plan 1	OLP1	OLP1	OLP1						OnPrem	OnPrem		OnPrem	OnPrem
SharePoint Server Standard Functionality	Online Plan 1	Online Plan 1	OLP1	OLP1	OLP1						OnPrem	OnPrem		OnPrem	OnPrem
Exchange Server Standard Functionality	Online Plan 1	Online Plan 1	OLP1	OLP1	OLP1						OnPrem	OnPrem		OnPrem	OnPrem
Skype for Business Server Enterprise Functionality	Online Plan 2	Online Plan 2	OLP2	OLP2	OLP2						OnPrem	OnPrem			
SharePoint Server Enterprise Functionality	Online Plan 2	Online Plan 2		OLP2	OLP2						OnPrem	OnPrem			
Exchange Server Enterprise Functionality	Online Plan 2	Online Plan 2		OLP2	OLP2						OnPrem	OnPrem			
Exchange Online Archiving															
Exchange Online Protection															
Exchange Online Data Loss Prevention															
Advanced Threat Analytics OML															
Windows Rights Mgmt Services CAL															
Intune Mobile Device Management															
Azure Active Directory Premium P1															
Azure Information Protection P1 (inc Azure RMS)															
Azure Active Directory Premium P2															
Azure Information Protection P2															
Cloud App Security															
Yammer Enterprise															
Skype Meeting Broadcast															
Office OnLine (formerly Office Web Apps)															
OneDrive for Business Plan 1															
OneDrive for Business Plan 2															
Office 365 Professional Plus (click to run bits)															
Office 365 Standard (click to run bits)															
Enterprise Voice (Skype for Business Plus CAL)		OnPrem Plus CAL			OnPrem										
Power BI Professional															
Exchange Online Advanced Threat Protection (ATP)															
O365 Advanced Security Management (ASM)															
O365 Customer LockBox															
Delve Organizational Analytics															
O365 Advanced eDiscovery (Equisio Analytics)															
Online Cloud PBX via SFB (Skype for Business)															
PSTN Conferencing via SFB (Skype for Business)		\$2.47 per u/m													
On Premise workloads in addition to cloud															
Unlimited OnPrem Productivity Servers Use Right															
OnPrem Office Pro Use Right (for existing SA)															

