



Mayor Teresa Harding

City of Ipswich
Queensland, Australia

Mr Damien Walker
Director-General
Department of State Development, Infrastructure,
Local Government and Planning
Via email: damien.walker@dsdilqp.qld.gov.au

<date>

Dear Mr Walker

I am pleased to provide the fourth quarterly report on the performance of Ipswich City Council under section 115 of the *Local Government Act 2009* in line with your request of 6 April 2021 (your ref: DGBN21/122). This quarterly report also provides additional information on the recent change to Council's Media and Corporate Communication Policy in line with your further request of 21 April 2022.

The quarterly report has been resolved by Council at its Ordinary Council Meeting on 19 May 2022. The report addresses the following matters as requested:

- Progress of the People and Culture Strategic Plan;
- Implementation of outstanding issues from Mr Chemello's final Vision 2020 report namely:
 - Procurement;
 - ICT;
 - Knowledge Management;
 - People and Culture pulse survey results and actions;
- Significant changes to governance policies and processes;
- Significant issues relating to senior staff changes; and
- Issues which may identify corruption risks.

For the quarter from January 2022 to March 2022 I am pleased to advise this council has again made further considerable achievements in these areas. A key summary is provided in Appendix 1 with related detailed progress reports also attached.

In line with your original request of 6 April 2021 (your ref: DGBN21/122), the report enclosed represents the second last performance report requested of Council, with the final report to be submitted upon completion of the April 2022 to June 2022 quarter. A number of the requested reportable matters will be concluded by the end June 2022, however some are multi-year initiatives that will continue to be ongoing post this reporting requirement. Of the initiatives that will be ongoing, Council has demonstrated considerable progress and achievement in these areas to which has greatly contributed

to Council rebuilding community trust through accountability and transparency in our operations. Therefore I am now seeking your direction and confirmation on concluding this reporting requirement at the end of the June 2022 quarter.

If you or your officers would like further detail or information on any of these matters, I would be happy to assist in providing this to you.

Should you require any additional information, please contact my Chief of Staff, Ms Melissa Fitzgerald, on 0439 994 156 or Melissa.Fitzgerald@ipswich.qld.gov.au.

Yours sincerely

Mayor Teresa Harding

Cc: Natalie Wilde, Deputy Director-General, Local Government Division
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Appendix 1

Key Summary – Quarterly Performance Report January to March 2022

Index	Summary of Key Achievements this Quarter	Attachment
<ul style="list-style-type: none"> - People and Culture Strategic Plan Progress - Results and Actions from Employee Experience Survey (replaced Pulse Survey) - Senior Staff Changes 	<ul style="list-style-type: none"> - Implementation of the People & Culture Strategic Plan remains on track. Key highlights include: continued delivery of Inspiring Leaders Program, delivery of Team Effectiveness Program workshops, communications plan to promote new Learning and Development Administrative Directive - Enterprise Bargaining negotiations continuing - Data from Employee Experience Survey undertaken in Q2 shared with all staff through a personalised summary report - Individual analysis sessions held with leaders and collaborative debriefs and action planning sessions with teams. - Recruitment process currently on hold for General Manager, Corporate Services Department 	1
<ul style="list-style-type: none"> - ICT 	<ul style="list-style-type: none"> - Mid-point report card on progress against ICT Strategy 2019-2024 shows positive progress achieved in Horizon 2 (2021-22) with several key initiatives already delivered and many in flight - Planning for ICT Strategy Horizon 3 (2022-23) has commenced in line with Council's budget process - Continued focus on maturing ICT governance functions - Disaster Recovery (DR) solution has been implemented, with initial testing conducted successfully - DMZ re-design and migration activity nearing completion - Optimisation of the new hybrid cloud environment will continue - iVolve (Platform of the Future) approach to market plan is currently in design phase 	2
<ul style="list-style-type: none"> - Knowledge Management 	<ul style="list-style-type: none"> - Continued focus on Information Management with the commencement of deliverables identified in the Information Management (IM) Strategic Plan - All other key actions have been completed and transitioned to business as usual (BAU) 	3
<ul style="list-style-type: none"> - Policy and Procedure Changes 	<ul style="list-style-type: none"> - Covid Vaccination Procedures approved - Updates/amendments to the Indigenous Accord; Ipswich Enviroplan Program and Levy; and Meetings Procedure Policies were approved - New Media and Corporate Communication Policy adopted 	4
<ul style="list-style-type: none"> - Fraud and Corruption Control 	<ul style="list-style-type: none"> - Fraud and Corruption Control plan reviewed and endorsed by the Executive Leadership Team - Fraud and Corruption Awareness Training updated to include extended content on PIDs 	5
<ul style="list-style-type: none"> - Procurement 	<ul style="list-style-type: none"> - Nil outstanding actions and completed (refer to report submitted Q4 20/21). 	N/A