

ENCL: NO

DARWIN CITY COUNCIL

DATE: 11/09/09

REPORT

TO: CORPORATE AND ECONOMIC
DEVELOPMENT COMMITTEE / OPEN

APPROVED: FC

FROM: GENERAL MANAGER CORPORATE SERVICES

REPORT NO: 09A0161

COMMON NO: 339108

SUBJECT: CORPORATE SERVICES MONTHLY REPORT – AUGUST 2009

ITEM NO: 10.1

SYNOPSIS:

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

GENERAL:

INFORMATION TECHNOLOGY

This month the Information Technology Section have been working on the implementation of the Authority 5.0.12 upgrade. This upgrade will provide Council staff with enhanced features in the Asset Management and Mobile handheld modules. The 5.0.12 upgrade has been installed into the test environment, with IT and module champions testing the functionality with recommended changes to be made before the live implementation scheduled for the third week of September.

To coincide with the Authority 5.0.12 upgrade, an internal audit project has commenced looking at the pre-implementation process and project management around the upgrade of the Authority system. This Audit is being conducted by Deloitte.

RECORDS

During August a Freedom of Information (FOI) request was completed and one FOI review application received. The Dataworks Business Rules and Data Entry Standards were approved by Chief Officers Group and implemented to Civic Centre staff. This involved provision of a bound copy of the rules, developing and producing laminated helpdesk cards and a 20 - 30 minute PowerPoint presentation. Thanks to Liam Nevill, Bernadett Howison and Casey-Lee Thomas for their team effort in getting this

implementation underway, their hard work was much appreciated. The Business Rules and their successful implementation is a big move toward achieving consistency in use of the Dataworks system across the organisation and will enable greater ease of searching and retrieving documents in the long run. On the whole, the staff who attended the awareness sessions showed an understanding and acceptance of the need for the rules and standards. Training for some staff at the Operations Centre is to follow on return of the Corporate Information Manager from leave and this will also include Civic Centre staff who did not make it to the first round of training.

The Consultant working on the disposal schedule project moved a further three schedules to NT Archives, that being, Community Services, Regulatory Services and Land Use Planning. It was a good feeling to know that by the end of the month, every schedule has completed its consulting phase and been presented to NT Archives.

Special thanks to Bernadett Howison who once again, has been shoring up a couple of positions within the section since the departure of the Team Leader (Operations) in June.

FINANCE

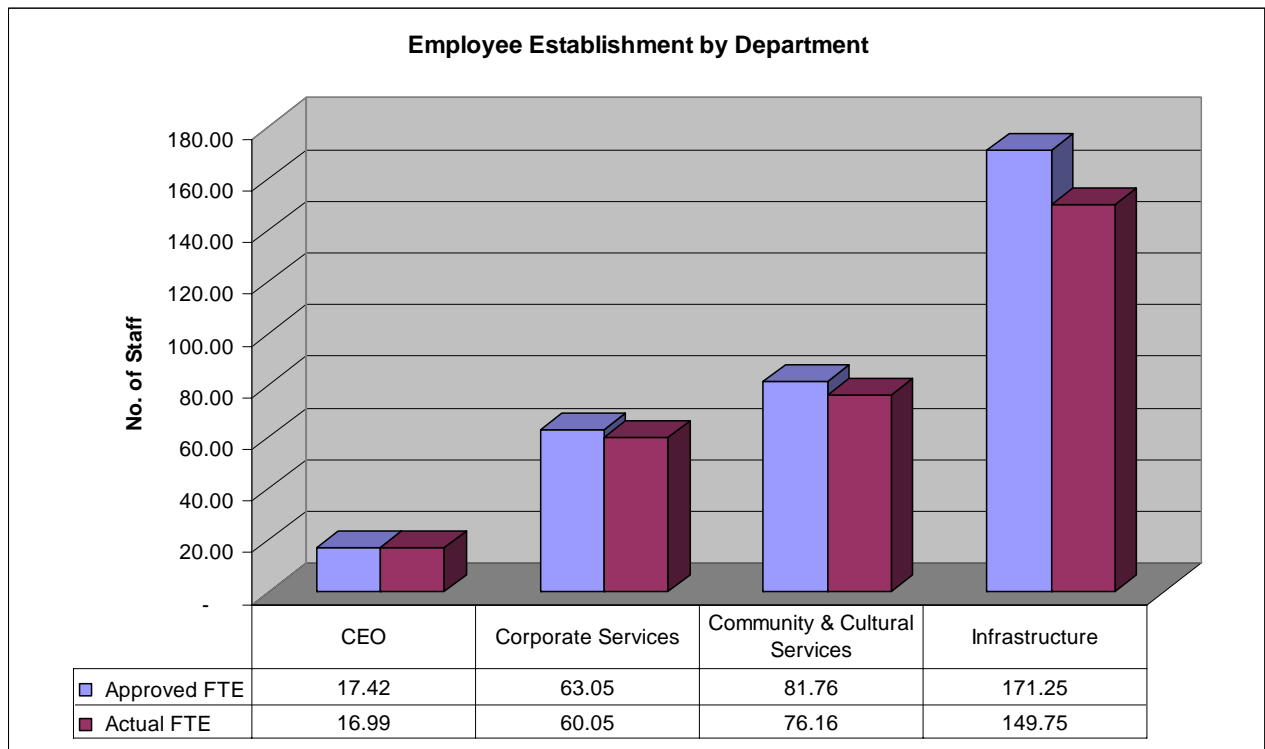
The Finance team issued rate notices in late August based on the new land valuations received from the Valuer General's office. Notices for the Cullen Bay properties, located where a review of the land valuation has been identified by the Valuer General, also had an explanatory letter included with their rate notices. A small number of both positive and negative comments were received as a result and follow-up explanations were provided to the negative commenters, which appears to have clarified their concerns. A number of queries were also received from property owners outside the Cullen Bay area in regards to disproportionate increases in their land values and these were referred to the Valuer General's office.

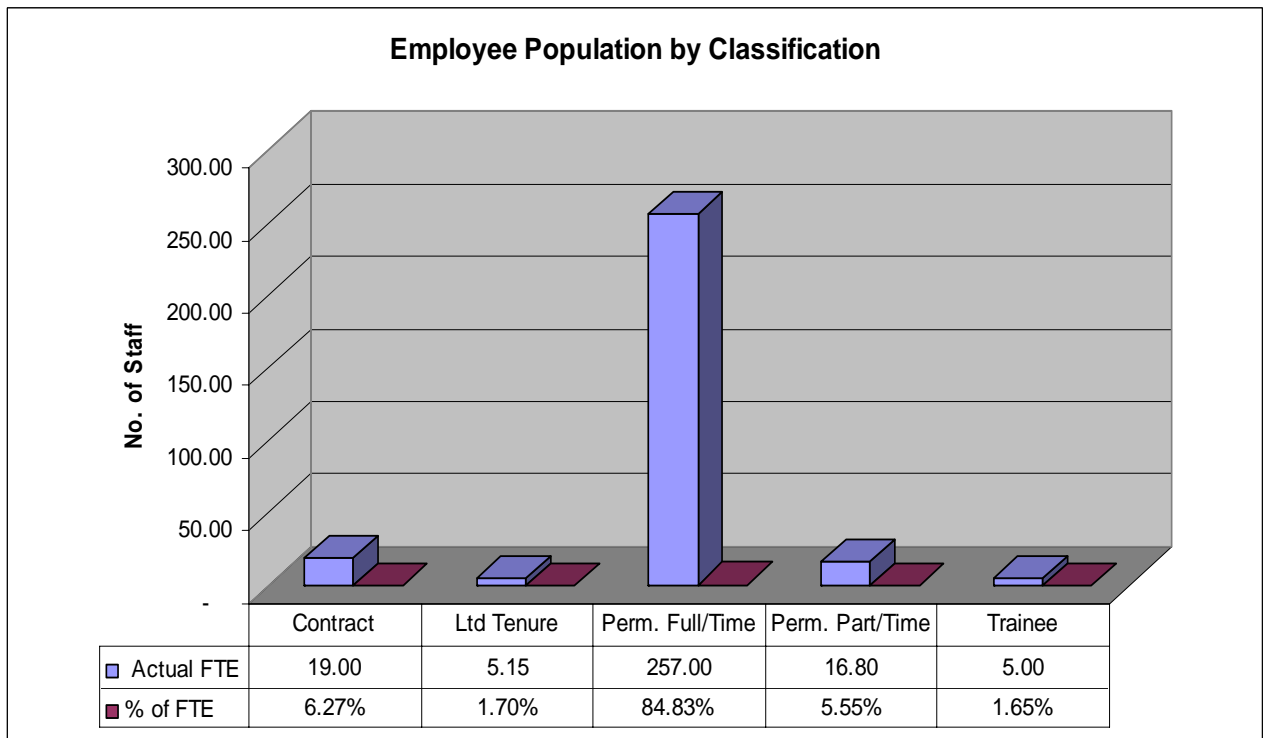
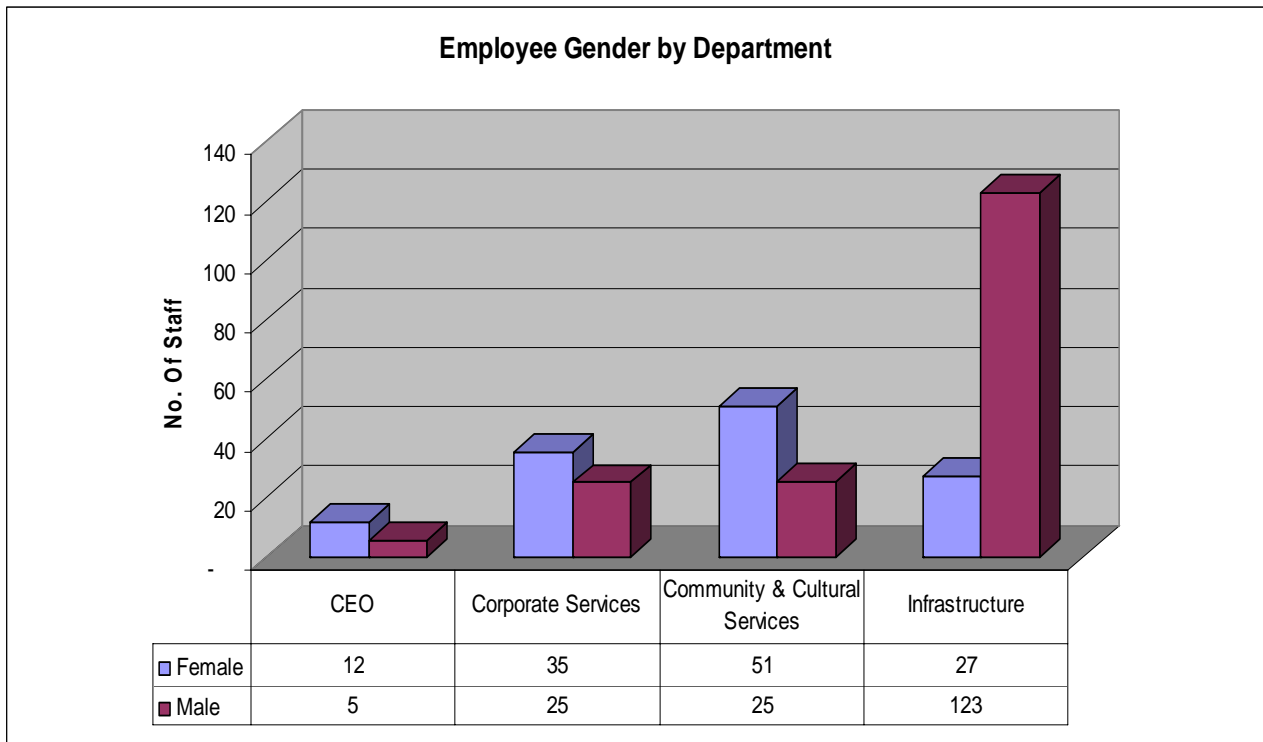
Finalising the 2008/09 financial year statements has also been a priority for the Finance team and will be completed soon.

WORKFORCE STATISTICS

Gender	Actual FTE	% FTE
Female	124.62	41.14%
Male	178.33	58.86%
Grand Total	302.95	100.00%

Employee Status	Actual FTE	% of FTE
Contract	19.00	6.27%
Ltd Tenure	5.15	1.70%
Perm. Full/Time	257.00	84.83%
Perm. Part/Time	16.80	5.55%
Trainee	5.00	1.65%
Grand Total	302.95	100.00%

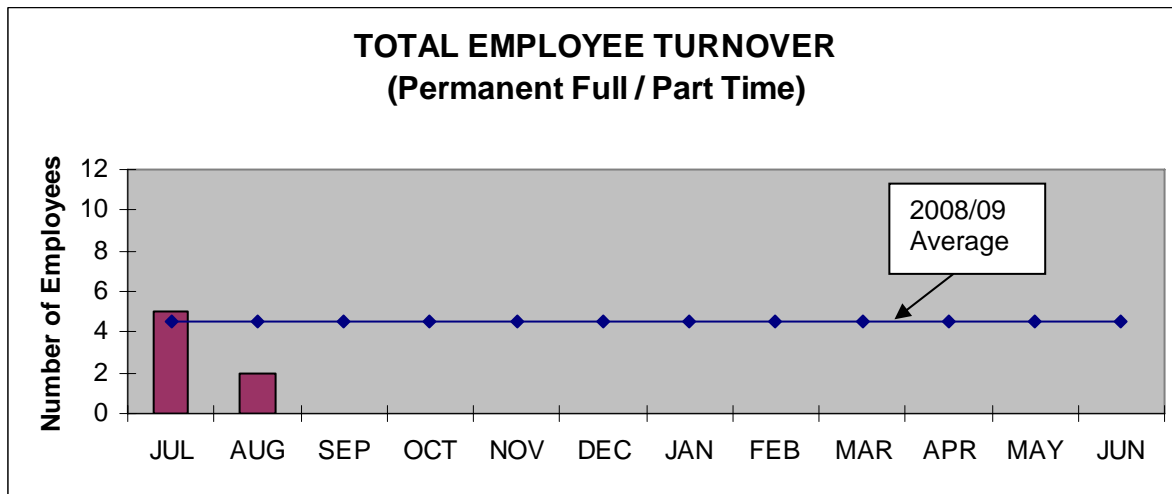




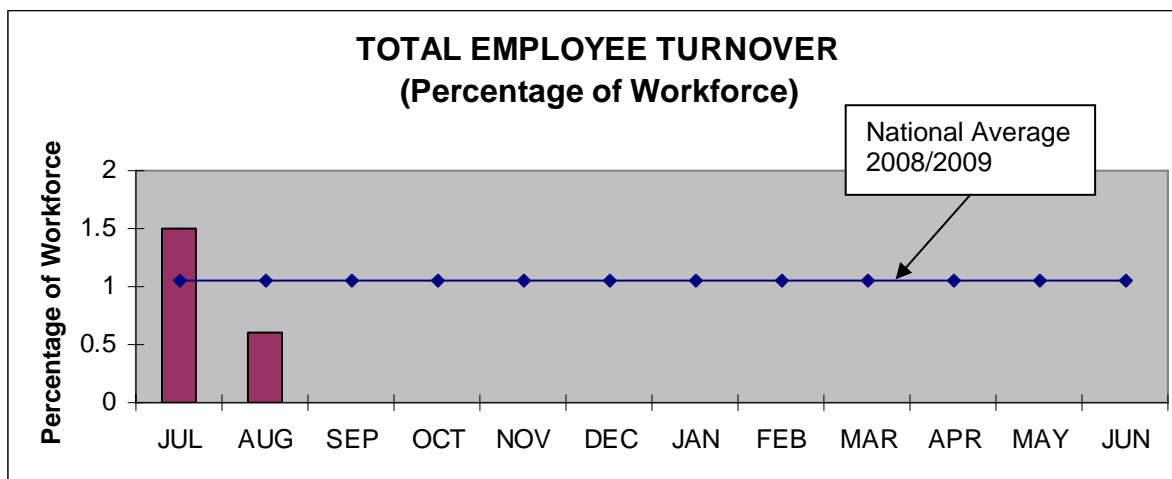
EMPLOYEE RELATIONS

Total Employee Turnover 2009/10

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE
Actual for month	5	2										
Average 2007/08	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5

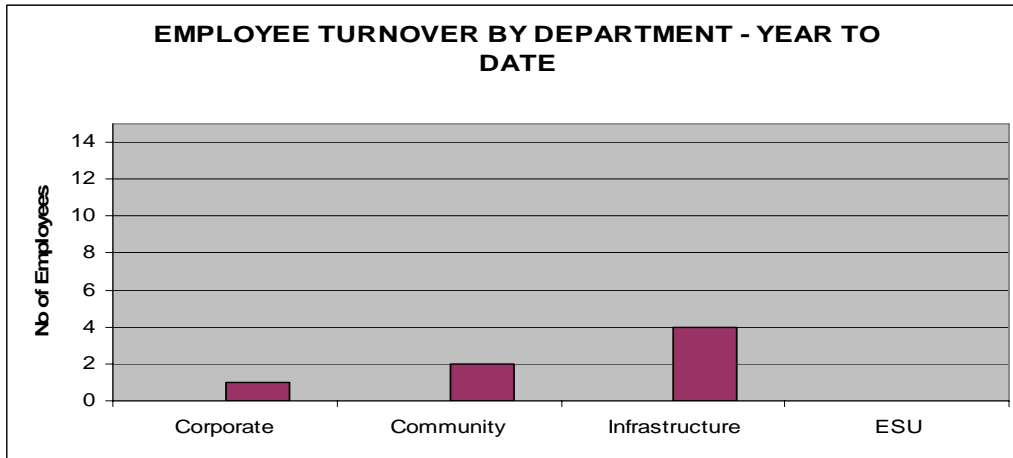


	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE
Actual for month	1.5	0.6										
Average 2007/08	1.05	1.05	1.05	1.05	1.05	1.05	1.05	1.05	1.05	1.05	1.05	1.05



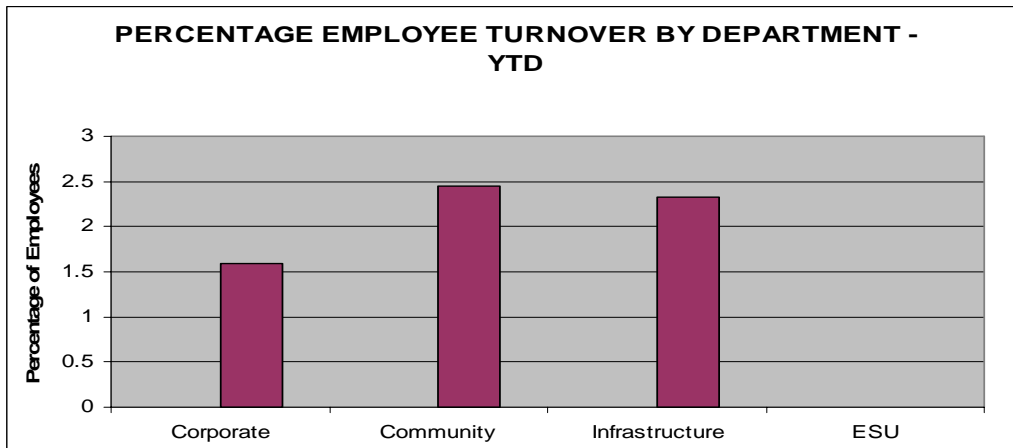
* Please note that the figures for July for the above Employee Relations graphs have been amended due to incorrect calculations.

Employee Turnover by Department – Year To Date



Corporate	1
Community	2
Infrastructure	4
ESU	0

% Employee Turnover by Department – Year to Date

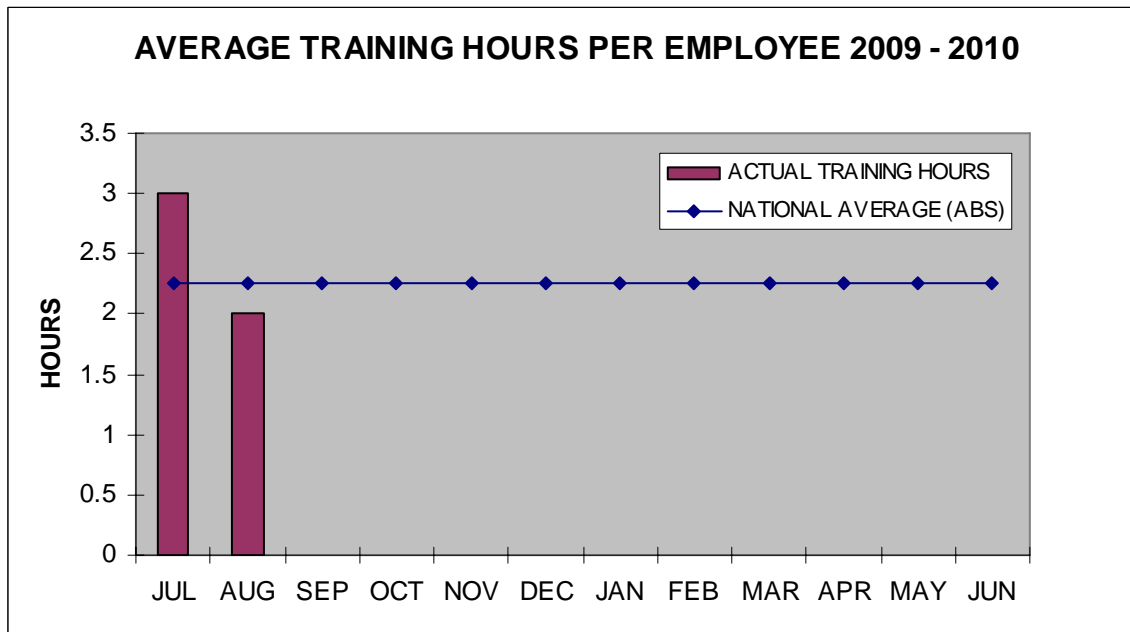
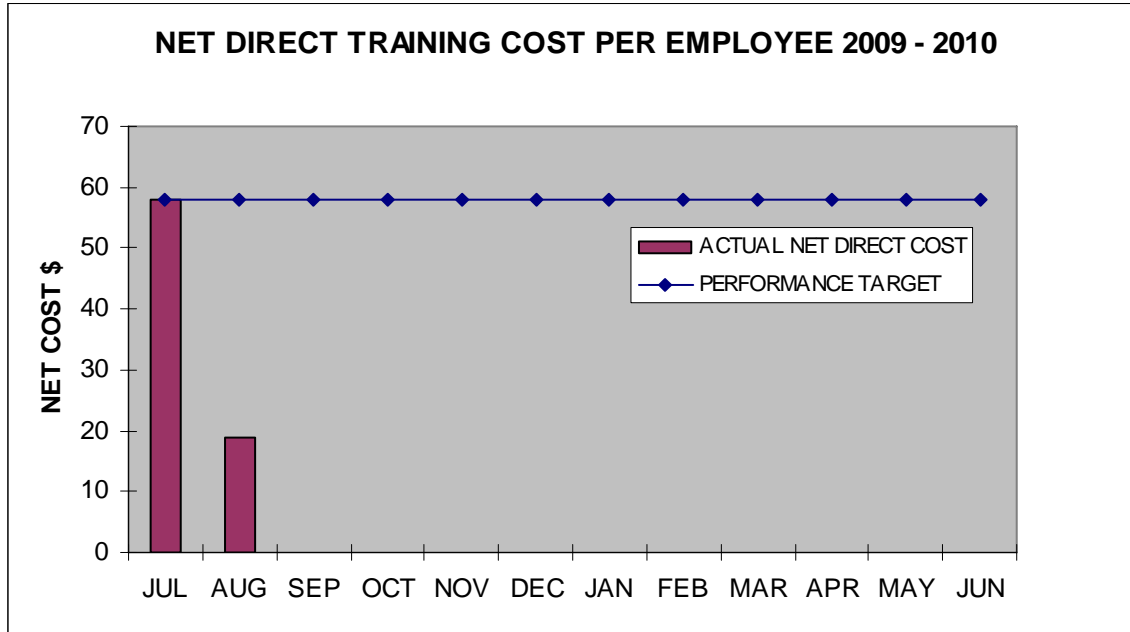


Corporate	1.59
Community	2.45
Infrastructure	2.33
ESU	0

TRAINING AND DEVELOPMENT

Training Cost per Employee 2009/10

Net Direct Training Cost Per Employee



RISK / OH&S

Workers Compensation

2 x new claims for reporting period

- Back injury alighting work vehicle – Corporate Services
- Laceration to ® lower leg from protruding metal object – Regulatory Services

ISR/Public Liability

2 x Public liability claims for the reporting period

- Sprained ® ankle attributed to a fall at Mindal Beach Sunset markets
- Heamatoma ® shin from fall at Mindal Beach Sunset Markets

Vehicle Accident Claims

No over excess claims for the reporting period

OHS Incidents

1 x OHS Incidents for the reporting period

- Laceration to right forearm – Parks Section NLTI

Plant and Equipment Damages

3 x Vehicle damages under excess

Vandalism

4 x Vandalism costs over \$ 500.00 for the reporting period

- CBD Cat 2 park maintenance \$ 1250.00
- CBD shopping centre maintenance \$ 645.00
- Fannie bay foreshore \$ 633.00
- Mindil beach toilet repairs \$ 552.00

Motor Vehicle and ISR Claims 2009/10

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Motor Vehicle Received	1	0										
Motor Vehicle Paid	0	0										
ISR Received	0	0										
ISR Paid	0	0										

The OH&S Annual Report 2008/09 is attached for your information (**Attachment A**).

CONTRACTS AUGUST 2009

No Tenders Awarded in August

The following tenders were advertised:

2009/053	Tree Planting
2009/025	Provision of a Courier Service
2009/044	Supply of Tyres, Tubes and Associated Services
2009/007	Website Development
2009/012	Building Repairs and Maintenance

RECOMMENDATIONS:

THAT it be a recommendation to Council:-

- A. THAT Report Number 09A0161 entitled Corporate Services Monthly Report – August 2009, be received and noted.

FRANK CRAWLEY
GENERAL MANAGER CORPORATE SERVICES

Any queries on this report may be directed to Frank Crawley on 8930 0539 or f.crawley@darwin.nt.gov.au



Risk/OHS Annual Report - June 08 – June 09

The following statistical report pertains to Risk management and OHS statistics for the following core functions for the period 30 June 08 to 30 June 09:

- Public Liability Claims (P/L)
- Workers Compensation
- Injuries sustained in the workplace without lost time (NTLI)
- Lost Time to Injury (LTI)
- Employee Assistance Program (EASA)

Public Liability (P/L)

During the reporting period 13 P/L claims were made against the council. All the claims were from members of the public with no internal stakeholders: The following is a breakdown of claims:

- 13 claims
- 1 over deductible payment - \$ 5,000.00
- 4 under deductible totalling \$ 5,375.00
- 2 claims pending
- 5 claims denied

Notes: The majority of claims were attributed to injuries sustained from fall/slip type injuries on our roads and reserves caused by defects or hazards in concrete/bitumen construction and maintenance issues. The ability to defend the claims can be difficult with the current inspection and monitoring practices however, a review of our monitoring and recording systems is being undertaken.

Workers Compensation

22 workers compensation claims were processed with Councils insurer TIO for the reporting period. The claim details are as follows:

- Medical expenses paid to date: \$ 92,535.00

Injury breakdown

- Upper torso injuries - 8
- Lower torso injuries - 8
- Lacerations – 4
- Other – 2

Notes: There was a 30% reduction in lower back injuries and a 40% increase in ankle injuries. The main factors for the reduction of back injuries can be attributed to manual handling training and engineering controls implemented during the reporting period ie; the hydraulic caged dog wagon. The increase in ankle injuries is attributed to alighting plant and trucks with incorrect techniques. This issue is being addressed through local area training.

Lost Time Injuries (LTI)

The following are the lost time injury rates in hours for the reporting period:

- MOA –239.60
- MEA - 5659.70
- Total –5898.70 Hrs

Notes: Council had approx 819 days lost time to injury this financial year. The injuries can be attributed to but not limited to the following:

- **Adherence to SOP,s**
- **Supervision aspects**
- **Skill errors**
- **Staffing issues and competency**
- **Multi tasking aspects**
- **Manual handling techniques**
- **Factors relating to an ageing workforce**
- **Medical screening and individual task capacity**

Non Lost Time Injuries (NLTI)

The following is a breakdown of NLTI:

- Lost time – 16 Hrs (this time is attributed to the provision of medical care and or referral to medical facilities to ensure compliance)

Injury Breakdown

- Upper torso injuries – 17
- Lower torso injuries - 14
- Lacerations/bruising – 12
- Other – 7

EASA

EASA is Councils Employee Assistance Program. The information is medical in confidence, however, the following is a list of group services for the reporting period:

- Individual assistance – 13 consultations
- Family/relationship – 7 consultations
- Behavioural issues – 3 consultations
- Total service costs - \$8042.00

Notes: EASA has provided and invaluable service to council staff with very positive feedback in relation to outcomes to both individual and relationship assistance. The consultants provide a confidential and timely consultancy with particular emphasis to their out of hour's service.

Rod Mills
Risk/OHS Officer
Employee Relations

27 August 2009