

LOGAN CITY COUNCIL

# OPERATIONAL PLAN

# 2019/2020

INNOVATIVE, DYNAMIC,  
CITY OF THE FUTURE







## Acknowledgement of Country

Logan City Council acknowledges the Traditional Custodians of the land, water and country we now call the City of Logan. We pay our respect to Elders past, present and emerging and extend that respect to all Aboriginal and Torres Strait Islander peoples across the City.

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## Section 1: About the Operational Plan

The Logan City 2019/2020 Operational Plan translates our priorities and services, set out in our five-year 2017-2022 Corporate Plan, into measurable actions for the financial year. Progress is reported regularly during the year to Council and the community via:

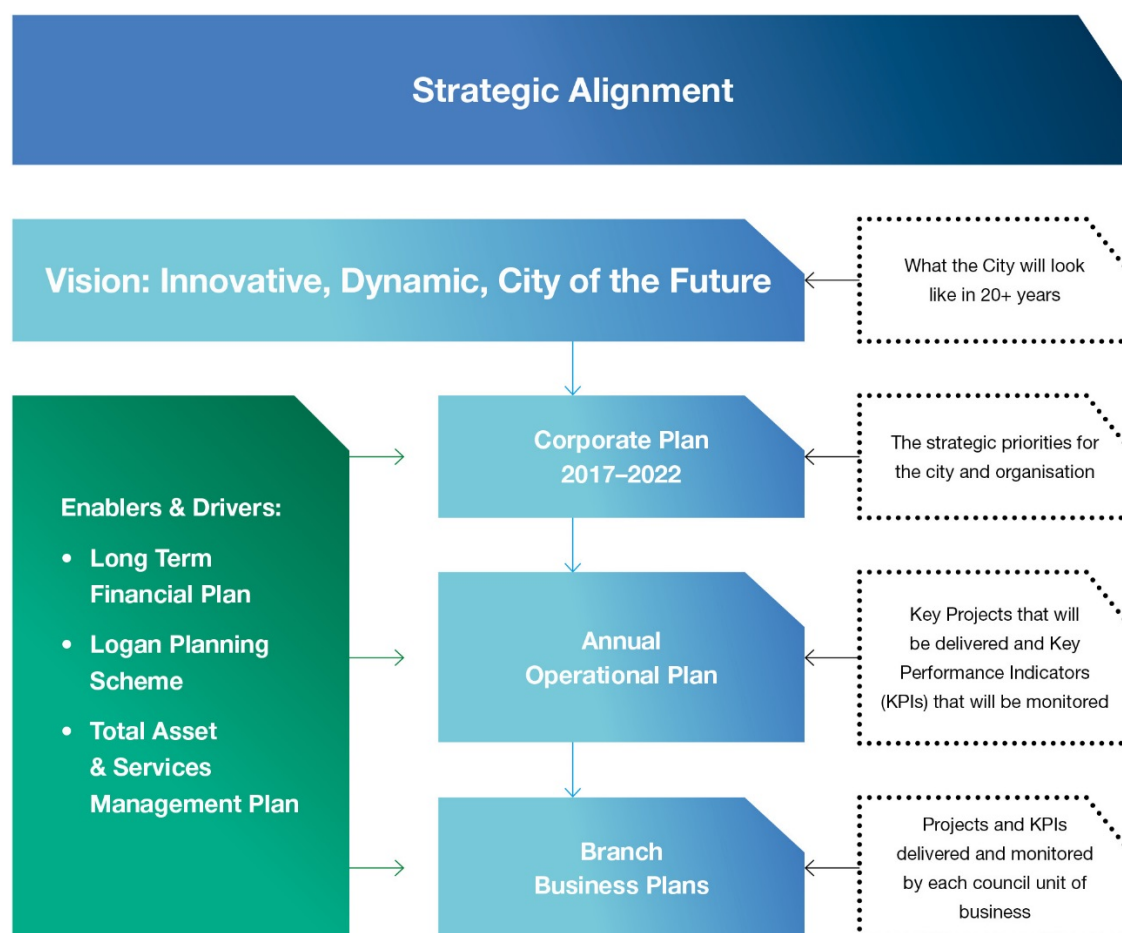
- Performance reports presented every three months
- Logan City Council's Annual Report

These reports are made available on Council's website ([www.logan.qld.gov.au](http://www.logan.qld.gov.au)) and include information on the status of delivering key projects and achievement of performance targets as per the year's Operational Plan.

In accordance with the *Local Government Regulation 2012*, the Operational Plan also includes an annual performance plan for Council's Commercialised Business Units (CBUs):

- Waste Services
- Water and Wastewater Services

The diagram below represents the strategic planning and reporting framework used by Council and illustrates where the Operational Plan fits within that framework:





## Section 2: 2019/2020 Projects and Key Performance Indicators

This section outlines the key projects and key performance indicators that Council has identified for the 2019/2020 financial year. These are in response to the following priority focus areas as outlined in the 2017-2022 Corporate Plan:

**Quality Lifestyles (QL)**

**Conveniently Connected (CC)**

**Economic Transformation (ET)**

**Image and Identity (II)**

**Green and Renewable (GR)**

**Next Generation Governance (NG)**<sup>1</sup>

<sup>1</sup> Corporate Plan Priority for the Organisation





## Priority: Quality Lifestyles (QL)

Priority Outcome: QL1 – Residents are active and healthy and have access to the services they need			
Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
<b>QL1.1</b> Support integrated infrastructure and service delivery to encourage health and participation outcomes.	<b>QL1.1.1</b> – Deliver an annual action plan to prioritise and resource the implementation of the new Community Infrastructure Strategy (CIS).	June 2020	Community Services
	<b>QL1.1.2</b> – Develop a ten year capital program for community facilities prioritising items identified in the new Community Infrastructure Strategy (CIS) to meet the needs of the community.	June 2020	Community Services
	<b>QL1.1.3</b> – Deliver construction works of the new PCYC at Cronulla Park to increase participation in physical activity.	June 2020	Sport, Leisure & Facilities
	<b>QL1.1.4</b> – Commence construction of the Usher Park Rugby League Facility to increase participation in physical activity.	June 2020	Sport, Leisure & Facilities
	<b>QL1.1.5</b> – Complete construction of the Underwood Park Multi Sport Development to increase participation in physical activity.	June 2020	Sport, Leisure & Facilities
	<b>QL1.1.6</b> – Delivery of Sport, Leisure & Facilities capital works program to budget.	+/- 5% within budget	Sport, Leisure & Facilities
	<b>QL1.1.7</b> – Identify and acquire suitable land in south-west Logan to establish a satellite City Standards & Animal Care facility with other co-located depot facilities in the City of Logan.	June 2020	City Standards and Animal Care
	<b>QL1.1.8</b> – Commence construction for the redevelopment of facilities at Underwood Park to increase participation in physical activity	March 2020	Sport, Leisure and Facilities
<b>QL1.2</b> Advocate and facilitate faster internet to increase connectivity and access to information for the community and business.	Project work on this priority is complete.	<b>COMPLETE</b>	City Futures
<b>QL1.3</b> Deliver innovative community-based programs at our libraries to improve developmental, educational	<b>QL1.3.1</b> – Deliver early years services and the 'First Five Forever' initiative to support early years and literacy-based development for Logan families with children under five.	June 2020	Libraries & Creative Industries

Priority Outcome: <b>QL1 – Residents are active and healthy and have access to the services they need</b>			
Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
and economic outcomes for all ages.	<b>QL1.3.2</b> – Implement the Libraries Learning and Discovery Strategy to provide community learning, experience, innovation and creativity.	June 2020	Libraries & Creative Industries
<b>QL1.4</b> Implement the <i>Active Logan Strategy 2016-2020</i> to promote healthy and active lifestyles.	<b>QL1.4.1</b> – Deliver the KRANK school holiday program to provide opportunities for school age young people to participate in affordable, healthy and fun activities that connect them with each other and their community.	June 2020	Community Services
	<b>QL1.4.2</b> – Deliver the Live Well Logan program to provide opportunities for residents to participate in affordable and accessible physical activities and health and wellbeing programs.	June 2020	Community Services
	<b>QL1.4.3</b> – Implement the Active Logan Strategy 2016-2028 to increase participation in physical activity.	June 2020	Sport, Leisure & Facilities
<b>QL1.5</b> Facilitate, educate and promote public health and safety and community amenity requirements to maintain healthy and safe places and spaces for residents, businesses and visitors.	<b>QL1.5.1</b> – Implement a marketing campaign promoting pool safety across the City of Logan to help maintain healthy and safe places and spaces for residents, businesses and visitors.	June 2020	Development Assessment
	<b>QL1.5.2</b> – Deliver actions from the City of Logan Animal Care Strategy 2018 - 2022 including: <ul style="list-style-type: none"> <li>Expansion of the animal rehoming and sales programs</li> <li>New services to assist re-uniting animals with their owners</li> <li>A responsible cat ownership education program.</li> </ul>	June 2020	City Standards & Animal Care
	<b>QL1.5.3</b> – Deliver a second Automated Number Plate Recognition Vehicle to enhance pedestrian and traffic safety in the City, in particular at School zones.	June 2020	City Standards & Animal Care
	<b>QL1.5.4</b> – Number of students participating in the Be Pet Smart Program per annum.	4,500	City Standards & Animal Care

Priority Outcome: QL2 – Neighbourhoods are welcoming, inclusive and safe			
Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
QL2.1 Implement the <i>Arts, Culture and Heritage Strategy 2018-2022</i> to improve social cohesion and connectedness, community wellbeing and the amenity of the city.	QL2.1.1 – Deliver the annual action plan from Council's Arts, Culture and Heritage Strategy 2018-2022 to improve community capacity and the image of the city.	June 2020	Libraries & Creative Industries
	QL2.2.1 – Deliver the detailed design for the staged construction of the Council endorsed City Standards & Animal Care Centre Masterplan for 213 Queens Road, Kingston.	June 2020	City Standards & Animal Care
QL2.2 Implement Council initiatives to improve accessibility and quality of life for people of all abilities, ages and ethnicities.	QL2.2.2 – Deliver improvements to library facilities, equipment and technology to support access and inclusion for the community.	June 2020	Libraries & Creative Industries
	QL2.3.1 – Implement the Road Safety Strategy 2017-2021 (via the SafeRoads4Logan Road Safety Action Plan 2017-2021) to reduce incidents and improve safety on roads in Logan City.	June 2020	Road Infrastructure Planning
QL2.3 Implement Council initiatives to encourage safer transits ( <i>including roads, public and active transport</i> ) for residents, businesses and visitors.	QL2.4.1 – Deliver the Logan Safety Camera Program throughout the City of Logan to increase community safety.	June 2020	Community Services
	QL2.4.2 – Deliver actions for implementing the City of Logan Safe City Strategy and Action Plan 2016-2020 to encourage safe places and spaces across the city.	June 2020	Community Services
	QL2.4.3 – Deliver the annual Safe City Logan community survey to gauge community perceptions on important crime and safety topics in the City of Logan.	June 2020	Community Services
	QL2.4.4 – Number of divisional community-based crime prevention and safety initiatives delivered to encourage safe places and spaces across the city.	48	Community Services
	QL2.4.5 – Number of proactive Crime Prevention Through Environmental Design (CPTED) audits conducted.	16	Community Services
	QL2.4.6 – Number of Safe City Logan E-Newsletters published to encourage safe places and spaces across the city.	4	Community Services



## Priority: Conveniently Connected (CC)

Priority Outcome: CC1 – Integrated transport networks allow people to move around the city easily and conveniently			
Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
<b>CC1.1</b> Develop a plan for an integrated local transport network for Council-managed infrastructure to improve connectivity across the city (Integrated Local Transport Plan – includes public transport).	<b>CC1.1.1</b> – Implement actions from the plan for an integrated local transport network for Council-managed infrastructure to improve connectivity across the city.	June 2020	Road Infrastructure Planning
<b>CC1.2</b> Deliver the road maintenance and capital programs to maintain the quality of the local road network.	<b>CC1.2.1</b> – Percentage of the annual road maintenance program delivered on budget.	100%	Road Construction & Maintenance
	<b>CC1.2.2</b> – Percentage of annual road and drainage capital program delivered on schedule.	90%	Road Infrastructure Delivery
<b>CC1.3</b> Increase and maintain the bicycle and pedestrian infrastructure and connections to improve active transport across the city.	<b>CC1.3.1</b> – Deliver actions for improving Council's Cycle Network Infrastructure to maintain and improve active transport across the city.	June 2020	Road Infrastructure Planning

Priority Outcome: CC2 – A city of smart design, with mixed density and mixed use development, co-located with hard and soft infrastructure <sup>2</sup> that meets the pace of a growing city and the needs of residents, businesses and visitors			
Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
<b>CC2.1</b> Roll-out the Logan South Wastewater Strategy to improve services to the Logan South region of the city.	<b>CC2.1.1</b> – Deliver wastewater treatment and conveyance infrastructure works in Greater Flagstone to improve services to the Logan South region of the city.	June 2020	Water Infrastructure
	<b>CC2.1.2</b> – Commence planning and design of the Waste Water Treatment Plant: Site B to improve services to the Logan South region of the city.	June 2020	Water Infrastructure
<b>CC2.2</b> Facilitate well planned residential and commercial design, including mixed-density, mixed use and infill developments and promote best practice urban design to meet the needs of residents and businesses.	<b>CC2.2.1</b> – Deliver an annual review of the Logan Planning Scheme 2015 to promote best practice urban design to meet the needs of residents and businesses.	June 2020	Economic Development & Strategy

<sup>2</sup> Hard infrastructure refers to hard physical networks (e.g.: Roads, public transport, bridges, capital assets, water infrastructure). Soft infrastructure refers to services and institutions to maintain economic, health, cultural and social standards within a city (e.g.: education, finance, health care, law enforcement, social services).



<b>CC2.3</b> Develop a long term, strategic infrastructure planning and delivery and funding framework.	<b>CC2.3.1</b> – Update the current Local Government Infrastructure Plan to reflect residential settlement patterns.	June 2020	Economic Development & Strategy
<b>CC2.4</b> Finalise and implement priority initiatives from the Combined Infrastructure Strategy to improve service planning and service delivery to the community.	Project work on this priority is complete.	<b>COMPLETE</b>	Economic Development & Strategy



## Priority: Economic Transformation (ET)

Priority Outcome: ET1 – We enjoy jobs growth and economic prosperity with local and global reach			
Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
<b>ET1.1</b> Create local, regional, national and international business development opportunities to increase local jobs and stimulate local economies.	<b>ET1.1.1</b> – Deliver the Youth Careers Expo to attract, develop and retain a valued and skilled workforce.	July 2019	People & Culture
	<b>ET1.1.2</b> – Investment generated through promoting the City of Logan.	\$70 million	Economic Development & Strategy
	<b>ET1.1.3</b> – Number of new jobs created as a result of investment generated.	500	Economic Development & Strategy
<b>ET1.2</b> Facilitate emerging industries, promote start-ups including those in the renewable energy industry and monitor megatrends to create real employment opportunities for future generations.	<b>ET1.2.1</b> – Number of business relevant workshops delivered for businesses in the City of Logan to build capacity of the local community.	15	Economic Development & Strategy
<b>ET1.3</b> Implement an infrastructure charging regime that makes the City of Logan a competitive location for investment to stimulate job creation and economic growth.	Project work on this priority is complete.	COMPLETE	Economic Development & Strategy
<b>ET1.4</b> Renew, revitalise and develop a series of centres across the city to attract investment, local jobs growth and to create higher value jobs.	<b>ET1.4.1</b> – Deliver a review of the existing retail hierarchy in the City of Logan to identify major trends affecting the current and future retail market in Logan to support the development of city centres.	June 2020	Economic Development & Strategy

Priority Outcome: ET2 – Investments, partnerships and innovation support economic growth in the city			
Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
<b>ET2.1</b> Develop a long-term vision document articulating the 20-30 year vision for the city to be used to attract investment and provide a framework for community, businesses and investors in the city.	To be delivered through the new Economic Development Strategy.	NA	NA



Priority Outcome: ET2 – Investments, partnerships and innovation support economic growth in the city			
Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
<b>ET2.2</b> Establish Invest Logan to attract investment opportunities and identify emerging industry trends, to significantly boost economic and social outcomes for the City of Logan.	Project work on this priority is complete.	<b>COMPLETE</b>	Economic Development & Strategy
<b>ET2.3</b> Develop multiple innovation hubs including those in the renewable energy industry, social innovation and entrepreneurship.	<b>ET2.3.1</b> – Deliver a marketing strategy to help establish and promote the Kingston Butter Factory Innovation Hub and Events precinct.	June 2020	Marketing & Events
	<b>ET2.3.2</b> – Complete construction of the redevelopment of the Kingston Butter Factory for the Innovation Hub and Outdoor Venues to increase access to innovation and entertainment opportunities.	June 2020	Sport, Leisure & Facilities
	<b>ET2.3.3</b> – Endorse the operational model of the Kingston Butter Factory Innovation Hub for the efficient delivery of services to stakeholders.	August 2019	City Futures
<b>ET2.4</b> Develop and implement a Social Procurement Strategy to encourage investment in local initiatives that achieve positive social outcomes.	<b>ET2.4.1</b> – Implement actions from the Social Procurement Strategy and Buy Local Strategy which promotes social inclusion and increases Council spend with local suppliers.	June 2020	Administration

## Priority: Image and Identity (II)

Priority Outcome: II1 – We are an innovative, dynamic city of the future			
Corporate Plan	Key Operational Projects and Performance Indicators		
Priority Focus	Operational Project/ KPI	Target	Responsibility
II1.1 Establish a Brand Strategy that resonates with all relevant audiences, to position the city as an innovative, dynamic, city of the future.	II1.1.1 – Deliver a three year City Brand Strategy 2019 - 2022 and priority actions for the 2019/2020 financial year to position the city as an Innovative, Dynamic, City of the Future.	June 2020	Marketing & Events
	II1.1.2 – Number of proactively pitched media stories per month to promote the City of Logan's positive image and reputation.	12	Media
II1.2 Continue to evolve and deliver the <i>City of Choice</i> initiative as a key platform for city transformation.	II1.2.1 – Deliver the Advocacy and City of Choice Annual Report to provide transparency in the delivery of the Advocacy Strategy and City of Choice initiative.	March 2020	Advocacy
II1.3 Develop a Smart City Strategy to establish a direction for the city transformation agenda.	II1.3.1 – Implement key initiatives from the City Futures Strategy Implementation Plan to establish a direction for the city transformation agenda.	June 2020	City Futures

Priority Outcome: II2 – Acknowledged as the emerging destination in the South East Region			
Corporate Plan	Key Operational Projects and Performance Indicators		
Priority Focus	Operational Project/ KPI	Target	Responsibility
II2.1 Develop a diverse range of parks (green, water, adventure) to increase tourism in the city and create healthy and active recreation opportunities for families.	II2.1.2 – Percentage of original Parks Capital Works Program delivered by 30 June 2020 to increase tourism and create healthy and active recreation opportunities for families.	100%	Parks
II2.2 Establish an events program highlighting the heritage, cultural, recreational and environmental assets of the city focussing on return patronage of residents and visitors and showcasing the city as a thriving destination.	II2.2.1 – Implement a Logan City Council Events Strategy 2019-2023 to guide the strategic direction of city wide events across a five year period.	May 2020	Marketing & Events
	II2.2.2 – Design a program for attracting small, medium and large scale events to the City of Logan to showcase the city as a thriving destination.	June 2020	Marketing & Events
II2.3 Establish the city's sporting identity by marketing and promoting the City of Logan as a nursery for sporting talent.	II2.3.1 – Develop a plan to establish the City's sporting identity by marketing and promoting the City of Logan as a nursery for sporting talent.	June 2020	Marketing & Events
II2.4 Establish the city's green identity by marketing and promoting our parks, nature reserves and nature based activities (e.g. walking tracks, mountain bike trails).	II2.4.1 – Develop a 'green identity' for the city to encourage greater use by the community and greater visibility of Logan as a liveable city.	June 2020	Marketing & Events



Priority Outcome: II2 – Acknowledged as the emerging destination in the South East Region			
Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
<b>II2.5</b> Transform the visual amenity of major entries into the city to promote the City of Logan as a destination.	Project work on this priority is complete.	<b>COMPLETE</b>	Marketing & Events
<b>II2.6</b> Progress planning for the identification of diverse centres of excellence to stimulate hubs of excellence across the city.	Project work on this priority is complete.	<b>COMPLETE</b>	Sport, Leisure & Facilities Community Services
<b>II2.7</b> Develop a destination management plan to inform the future management of the City of Logan as a destination.	<b>II2.7.1</b> – Implement priority actions for the 2019/2020 financial year from the Destination Management Plan to inform the future management of the City of Logan as a destination.	June 2020	Economic Development & Strategy



## Priority: Green and Renewable (GR)

Priority Outcome: GR1 – A carbon neutral and green city			
Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
<b>GR1.1</b> Develop and implement a carbon reduction strategy for the City of Logan to reduce and offset carbon emissions.	<b>GR1.1.1</b> – Develop a Sustainable Fleet Management Strategy to align Council with its goal to reduce and offset carbon emissions.	June 2020	Plant Fleet Services
	<b>GR1.1.2</b> – Update Council's annual Greenstamp Audit (GSA) processes to ensure compliance with the Queensland Department of Environment and Science and support a carbon neutral and green city.	December 2019	Plant Fleet Services
	<b>GR1.1.3</b> – Implement and obtain Environmental Management System ISO14001:2015 certification to support Council's Greenstamp accreditation and ensure business practices are environmentally sustainable.	December 2019	Plant Fleet Services
	<b>GR1.1.4</b> – Deliver an emissions profile report to measure, track and reduce Council emissions.	September 2019	Health, Environment & Waste
	<b>GR1.1.5</b> – Install solar photovoltaic (PV) systems at priority Council locations to reduce carbon emissions.	June 2020	Health, Environment & Waste
	<b>GR1.1.6</b> – Develop a Climate Resilience Strategy to enhance climate resilience within Logan City Council.	June 2020	Health, Environment & Waste
<b>GR1.2</b> Facilitate and support planning, education and capacity building to protect and enhance the natural environment across the city (e.g. corridors, biodiversity, ecosystems, wildlife).	<b>GR1.2.1</b> – Deliver an environmental events and activities program across the City of Logan to support the protection and enhancement of the natural environment across the city.	June 2020	Health, Environment & Waste
<b>GR1.3</b> Create an interconnected network of green infrastructure across the city.	<b>GR1.3.1</b> – Deliver on-ground wildlife movement solutions based on road kill hot spot prioritisation mapping to enhance road safety and reduce wildlife-vehicle collisions.	February 2020	Health, Environment & Waste



Priority Outcome: GR2 – Our waterways and waterbodies are healthy			
Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
<b>GR2.1</b> Finalise the development of the vision for the Albert River to identify opportunities for the health and usage of the asset.	<b>GR2.1.1</b> – Deliver Belivah Creek Restoration Plan projects as a key tributary to the Albert River to improve water quality and waterway health.	April 2020	Health, Environment & Waste
<b>GR2.2</b> Implement the <i>Logan City River and Wetlands Recovery Plan 2014-2024</i> to improve the accessibility, ecological health, recreational value and economic benefit of the asset.	<b>GR2.2.1</b> – Develop an Albert River Accessibility and Connectivity Plan to increase activation of the river and enhance community connection with the river.	June 2020	Health, Environment & Waste
<b>GR2.3</b> Implement the <i>Logan River Vision</i> to improve the accessibility, ecological health, recreational value and economic benefit of the asset.	<b>GR2.3.1</b> – Develop a Logan and Albert Rivers Fish Habitat Improvement Implementation Plan to prioritise fish health and fish population enhancement projects.	April 2020	Health, Environment & Waste

Priority Outcome: GR3 – We employ sustainable waste management and recycling practices			
Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
<b>GR3.1</b> Renew the waste and recycling collection and processing contracts to improve waste management and recycling across the city.	<b>GR3.1.1</b> – Deliver a contract commencement plan to the Health, Environment & Waste Branch Manager for the Waste Collection Contract to ensure a successful transition into the commencement of Council's new waste collection service.	June 2020	Health, Environment & Waste
	<b>GR3.1.2</b> – Deliver a report for Council consideration on the evaluation of the regional waste disposal and resource recovery to inform future waste management planning.	June 2020	Health, Environment & Waste



## Priority: Next Generation Governance (NG)

**Priority Outcome:** NG1 – Our organisation uses innovation and technology to efficiently manage assets and deliver valuable services to our community and visitors

Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
<b>NG1.1</b> Develop a Digital Strategy for Council and the city as a key step towards becoming a Smart City.	<b>NG1.1.1</b> – Deliver the Corporate Website Transformation Project to support Council in becoming a Smart City.	December 2019	Customer Experience & Community Engagement
	<b>NG1.1.2</b> – Prepare a Council-wide Digital Strategy for Council consideration to support the City of Logan becoming a Smart City	September 2019	Information Services
<b>NG1.2</b> Continue reforms to have the best development assessment services and delivery model in Australia, focusing on digital and mobility initiatives.	<b>NG1.2.1</b> – Percentage of development related enquiries responded to within 24 hours to maintain timely customer service.	95%	Development Assessment
	<b>NG1.2.2</b> – Percentage of 'Construction Taskforce' customer enquiries responded to within 24 hours to maintain timely customer service.	90%	Development Assessment

**Priority Outcome:** NG2 – We engage our residents, businesses and visitors to inform decisions that affect the future of the city

Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
<b>NG2.1</b> Engage stakeholders on projects that affect the future of the city and residents, to gain community input on Council decisions.	<b>NG2.1.1</b> – Complete the final stage of the Community Engagement Program and deliver a local law amendment process based on a holistic review of the cat and dog keeping provisions of Council's animal management local law.	November 2019	City Standards & Animal Care
	<b>NG2.1.2</b> – Deliver actions from the Community Engagement Strategy 2017-21 to set the framework for how Council engages meaningfully with the community.	June 2020	Customer Experience & Community Engagement
	<b>NG2.1.3</b> – Create a Logan City Council media and internal news portal to facilitate stronger communication channels with the community.	December 2019	Media

Priority Outcome: NG3 – We use responsible governance and establish strategic relationships in the management of assets and the delivery of services to the city			
Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
<b>NG3.1</b> Continue to strengthen the management and governance practices that support our transition to a next-generation government body.	<b>NG3.1.1</b> – Complete implementation of Phase 1 of the Strategic Asset Management and Maintenance Project (SAMMS) for Water Branches and commence rollout to all asset classes to support our transition to a next generation government.	June 2020	Strategic Projects
	<b>NG3.1.2</b> – Deliver an innovative tendering and contracting framework and delivery model that supports Logan City Council to be an innovative, dynamic city of the future.	June 2020	Administration
	<b>NG3.1.3</b> – Develop and implement a Governance Framework to promote best practice for corporate governance.	December 2019	Corporate Governance
	<b>NG3.1.4</b> – Develop and implement a compliance management system to ensure effective and accountable governance.	September 2019	Corporate Governance
	<b>NG3.1.5</b> – Implement and obtain Quality Management System ISO9001:2013 certification to demonstrate Council's excellence in its delivery of products and services of its plant and fleet.	June 2020	Plant Fleet Services
	<b>NG3.1.6</b> - Implement Phase One of the Strategic Asset Management and Maintenance System (SAMMS) for nominated asset classes and associated supporting services to support our transition to a next-generation government body.	September 2019	Strategic Projects
<b>NG3.2</b> Develop a three year Advocacy Strategy and implement the annual action plan focussed on building strategic relationships with the State and Federal Governments, regional partners and private and public sectors, to influence policy and investment for hard and soft infrastructure <sup>3</sup> .	<b>NG3.2.1</b> – Deliver the Annual Action Plan 2019/2020 to guide Advocacy Program priorities and activities for the 2019/2020 financial year.	June 2020	Advocacy

<sup>3</sup> Hard infrastructure refers to hard physical networks (e.g.: Roads, public transport, bridges, capital assets, water infrastructure). Soft infrastructure refers to services and institutions to maintain economic, health, cultural and social standards within a city (e.g.: education, finance, health care, law enforcement, social services).



Priority Outcome: NG3 – We use responsible governance and establish strategic relationships in the management of assets and the delivery of services to the city			
Corporate Plan	Key Operational Projects and Performance Indicators		
Priority Focus	Operational Project/ KPI	Target	Responsibility
NG3.3 Implement the <i>City Biosecurity Plan 2017-2021</i> to manage invasive pests, plants and animals across the city.	NG3.3.1 – Deliver the 2018-2022 City of Logan Biosecurity Plan to manage invasive pests, plants and animals across the city.	June 2020	City Standards & Animal Care
	NG3.3.2 – Percentage of animal and plant customer requests first responded to within two business days.	95%	City Standards & Animal Care

Priority Outcome: NG4 – Our people deliver excellent service to customers and the community			
Corporate Plan	Key Operational Projects and Performance Indicators		
Priority Focus	Operational Project/ KPI	Target	Responsibility
NG4.1 Develop and implement the <i>2017-2020 People Plan</i> to drive our culture of excellence and innovation among our staff.	NG4.1.1 – Deliver priority actions for the 2019/2020 financial year from the People Plan 2018-2021 to ensure Council continues to attract, develop and retain a valued and skilled workforce.	June 2020	People & Culture
	NG4.1.2 – Implement actions to achieve Council accreditation as a White Ribbon Accredited organisation to ensure a safe and respectful workplace.	June 2020	People & Culture
	NG4.1.3 – Average monthly customer wait time for telephone queues within the Logan City Council Contact Centre.	45 seconds	Customer Experience & Community Engagement
	NG4.1.4 – Average monthly customer satisfaction rating to monitor and identify opportunities to improve our customer service, to support excellent service to customers.	4 (out of 5)	Customer Experience & Community Engagement

Priority Outcome: NG5 – We are building our resilience and recovery in the event of disasters			
Corporate Plan Priority Focus	Key Operational Projects and Performance Indicators		
	Operational Project/ KPI	Target	Responsibility
<b>NG5.1</b> Continue to evolve disaster management processes, smart technologies and education to build and improve community resilience and recovery for disaster events.	<b>NG5.1.1</b> – Deliver disaster management system and process upgrades to enhance Council's capability to respond to disaster events.	June 2020	Disaster Management
	<b>NG5.1.2</b> – Deliver an updated hazard and risk profile for the City to improve Disaster Management capabilities.	June 2020	Disaster Management
	<b>NG5.1.3</b> – Deliver the annual review of the Local Disaster Management Plan to ensure policies, practices and operational procedures align with agencies and identify opportunities for continuous improvement.	September 2019	Disaster Management
<b>NG5.2</b> Finalise the Logan and Albert River Floodplain study and plan to improve the flood management strategies in the event of a flood disaster.	<b>NG5.2.1</b> – Deliver updates to the Logan and Albert River Floodplain Risk Management Study to further build our resilience and recovery in the event of disasters.	May 2020	Road Infrastructure Planning



## Section 3: Waste & Recycling Services Performance Plan

### Objective of this Plan

The *Local Government Regulation 2012* stipulates that Waste & Recycling program as a commercial business must formalise its waste and recycling activities with Logan City Council in the form of an Annual Performance Plan.

The regulation outlines that the following information must be provided:

<b>A</b>	The unit's objectives
<b>B</b>	The nature and extent of the significant business activity the unit is to conduct
<b>C</b>	The unit's financial and non-financial performance targets
<b>D</b>	The nature, extent and cost of the community service obligations the unit must perform
<b>E</b>	The cost of, and funding for, the community service obligations
<b>F</b>	The unit's notional capital structure and treatment of surpluses
<b>G</b>	The unit's proposed major investments
<b>H</b>	The unit's outstanding, and proposed, borrowings
<b>I</b>	The unit's policy on the level and quality of service consumers can expect
<b>J</b>	The delegations necessary to allow the unit to exercise autonomy in its commercial activities
<b>K</b>	The type of information that the unit's reports to the local government must contain

### A. The unit's objectives

To contribute to the delivery of a healthy and green city through the provision of waste and recycling services that deliver a safe, reliable, connected, affordable and profitable waste and recycling service for the city and others.

### B. The nature and extent of the significant business the commercial business unit is to conduct

The Logan Waste & Recycling Program commenced operation on 1st July 1998 as a commercial business unit wholly owned and operated by Logan City Council. Logan Waste & Recycling Program provides services to the Logan City Council area. The nature and extent of waste services is to:

- provide a waste and recycling collection service to the community;
- provide a network of waste disposal and recycling facilities across the city;
- operate a landfill at Browns Plains;
- attract sale of waste disposal service to the commercial sector; and
- manage former landfill sites.





### C. The unit's financial and non-financial performance targets

Program and Service	Key Performance Indicator (KPI)	Target	Lowest Acceptable Limit
Waste and Recyclables Collection	Percentage of missed bin services in accordance with schedule	Less than 0.05%	Less than 0.07%
	Percentage of missed bin services collected by close of business the next working day	98%	90%
	Percentage of damaged wheelie bins repaired or replaced within two (2) working days	98%	90%
	Percentage of stolen wheelie bins replaced within one (1) working day	98%	90%
	Percentage of kerbside clean up services actioned in accordance with schedule (within 12 days)	98%	90%
	Percentage of customers that report satisfaction with the wheelie bin collection service	90%	80%
	Percentage of contamination of kerbside recycling	Less than 25%	35%
Waste Disposal Transfer Stations Waste Recycling Recycling Market	Number of odour complaints	No standard	No standard
	Number of enforcement actions received for non-compliance with environmental licence conditions	Zero (0) formal enforcement actions received	Zero (0) formal enforcement actions received
	Maintain ISO 9001 and ISO 14001 accreditation	Maintain accreditation	Not applicable
Waste and Recyclables Collection Transfer Stations Waste Recycling Recycling Market Waste Disposal	Percentage of actions implemented in accordance with the 2017-2021 Waste Reduction and Recycling Plan	100%	90%
	Cost of delivering waste services - Operating contribution margin met (Operating revenue less expenses)	Favourable variance of less than 10%	Favourable variance of less than 10%

### D. The nature and extent of the community service obligations the unit must perform

Community Service obligations will be provided in accordance with Council's policy "Remissions to Community Organisations and Community Service Obligations".



#### E. The cost of, and funding for, the community service obligations

The following Community Service Obligations, their cost and the functional area of Council responsible for specifying the level of service required and the paying for the service are agreed for 2019/2020:

Community Service Obligation	Council Branch Responsible for Specification and Payment	Cost
Free tipping for Community Organisations	Community Services	\$78,764 <sup>4</sup>
Clean Up Australia Day Campaign	Community Services	
Natural Disasters/Emergency Situations	Community Services	
Casual Bin applications for specials events by organisations <sup>5</sup>	Community Services	
General Waste Exemptions <sup>6</sup>	Community Services	
Pensioner Discounts for Rated Garbage and Recyclables Collection Services	Finance	\$349,326
<b>TOTAL</b>		<b>\$428,090</b>

#### F. The unit's notional capital structure, and treatment of surpluses

The assets of the Waste & Recycling Program are the Waste & Recycling Facilities at Browns Plains, Carbrook, Beenleigh, Greenbank and Logan Village together with building and improvements at those sites, as well as items of minor plant.

The written down replacement cost of the assets as at 05 June 2019 was \$39.862M.

As at 05 June 2019, Waste Services had no debt or investments. Treatment of surpluses is as directed by Council's Finance Branch. The Waste & Recycling notional capital structure and treatment of surpluses can be found within Council's 2019/2020 budget.

#### G. The unit's proposed major investments

Waste & Recycling will be undertaking asset infrastructure investment in the 2019/2020 financial year as outlined in the Council's 2019/2020 budget.

#### H. The unit's outstanding, and proposed, borrowings

The Waste and Recycling (W&R) business unit has no outstanding or proposed borrowings.

#### I. The unit's policy on the level and quality of service consumers can expect

There is a statutory requirement for council to produce asset & services management plans (ASMPs) for all of its major asset classes. This includes a requirement for the W&R business unit to produce an ASMP to set out the context in which the W&R business unit manages its assets and services, providing a snapshot of the assets & services, asset performance and expenditure and long-term planning to ensure that appropriate levels of service can be maintained into the future.

As a result of council implementing the Strategic Asset & Maintenance Management System (SAMMS) project, and the subsequent impact on various asset custodians, W&R has undertaken a detailed review and prepared an ASMP for its asset classes.

<sup>4</sup> Funds are pooled for these Community Service Obligation items

<sup>5</sup> Maximum allowance of \$300 per organisation

<sup>6</sup> CSO Letter is issued for yearly allowance of up to \$1000 per financial organisation. Reinstated every new financial year



#### **J. The delegations necessary to allow the unit to exercise autonomy in its commercial activities**

The Waste & Recycling Program is a commercial business unit within the Logan City Council. It operates in accordance with Council directions contained in this Business Plan, the Capital Works Program and Corporate Plan and within the financial and pricing parameters contained in Council's budget documentation.

The Waste & Recycling Program is free to make all necessary day to day decision to enable it to meet its objective within the bound of Council delegations as detailed in Council's "Delegations of Authority Register".

The relevant delegations include:

- Administration of Waste Collection and Transportation Services Contract WS/666/2009 - To administer the Waste Collection and Transportation Contract WS/666/2009.
- Advertising on Wheelie Bins - To consider applications for approval to place advertising on Council wheelie bins.
- Grossly Contaminated Recycling Bins - The removal of recycling wheelie bins on domestic or commercial premises under particular circumstances where grossly contaminated recycling bins are regularly presented.
- Local Law No. 8 (Waste Management) 2018 - Administration and Decision-Making - To administer Council's powers and make Council's decisions in respect of those matters under *Local Law No. 8 (Waste Management) 2018*.
- Sale of Fill Material from the Browns Plains Landfill - To negotiate and approve the sale of fill material from the Browns Plains Landfill.
- Waste Management Utility Rate Charge Refunds - To approve refunds or credits with respect to utility rate charges.

#### **K. The type of information that the unit's reports to the local government must contain**

- Reporting of Program activities, key projects, relevant KPIs and financial indicators will be submitted as per Council's corporate reporting processes.
- The Chief Executive Officer and Councillors are to be advised of any exceptions in Business Plan requirements where these have any potential political or major service implications.
- Provide timely advice to Council on major changes to statutory, business environment and best practice affecting Waste & Recycling Program operations.

#### **Infrastructure Investment, Capital Structure and Treatment of Surpluses**

The assets of Waste & Recycling Program are the Waste & Recycling Facilities at Browns Plains, Carbrook, Beenleigh, Greenbank, Logan Village, together with building and improvements on those sites, as well as items of minor plant.

The written down replacement cost of the assets as at 05 June 2019 was \$39.862M.

As at 05 June 2019, the Waste & Recycling business unit does not have any debt or investments and there are no borrowings and there are no proposed investments or borrowings.

Treatment of surpluses is as directed by Council's Finance Branch.





### Reporting

- a. Reporting of Branch activities, key projects, relevant KPIs and financial indicators will be submitted as per Council's corporate reporting processes.
- b. The Chief Executive Officer and Councillors are to be advised of any exceptions in requirements where these have any potential political or major service implications.
- c. Provide timely advice to Council on major changes to statutory, business environment and best practice affecting Waste Services Branch operations.

### Delegations

The Waste & Recycling Program is a commercial business unit within Logan City Council. It operates in accordance with Council directions contained in this Plan, the Capital Works Program, and Corporate Plan and within the financial and pricing parameters contained in Council's Budget documentation.

The Waste & Recycling Program is free to make all necessary day to day decisions to enable it to meet its objectives within the bounds of Council delegations as detailed in Council's "Delegation of Authority Register".



## Section 4: Water and Waste Water Services Performance Plan

### Legislative requirement and application

- 1.1. In accordance with Section 92AJ(1)(a) of the *South-East Queensland Water (Distribution and Retail Restructuring) and Other Legislation Amendment Act 2012*, Logan City Council is to commercialise a significant business for the water and wastewater services it provides (known as its Water Service Provider business).
- 1.2. In accordance with Section 92AJ(2) of the *South-East Queensland Water (Distribution and Retail Restructuring) and Other Legislation Amendment Act 2012*, the name of Logan City Council's Water Service Provider business is the name of its commercial business unit for the services under the repealed *Local Government Act 1993* immediately before 1 July 2010. Therefore, the name of Council's Water Service Provider business for regulatory purposes will be Logan Water.
- 1.3. In accordance with the Local Government Regulation 2012, Logan City Council must include an Annual Performance Plan for each commercial business unit within its Operational Plan. Performance against this plan must be reported upon annually by 31 August each year.
- 1.4. Logan Water commits to Council's:
  - Corporate Planning and Performance Framework and budget process;
  - Adopted Customer Service Standards (as a minimum);
  - Corporate reporting processes, with a particular focus on key strategies that have been identified by the Road & Water Infrastructure Directorate.

As a part of Logan City Council, we commit to providing efficient and effective water and wastewater services to our customers and our city. Logan Water will provide specialist advice to Council on major changes to statutory, business, environment and best practice affecting the provision of these services.

### Objective of this plan

The Local Government Regulation 2012 stipulates that Logan Water as a commercial business must formalise its water and wastewater activities with Logan City Council in the form of an Annual Performance Plan. The regulation outlines that the following information must be provided:

A	The unit's objectives;
B	The nature and extent of the significant business activity the unit is to conduct;
C	The unit's financial and non-financial performance targets;
D	The nature, extent and cost of the community service obligations the unit must perform;
E	The unit's notional capital structure and treatment of surpluses;
F	The unit's proposed major investments;
G	The unit's outstanding, and proposed, borrowings;
H	The unit's policy on the level and quality of service consumers can expect;
I	The delegations necessary to allow the unit to exercise autonomy in its commercial activities;
J	The type of information that the unit's reports to the local government must contain.



#### **A. Objectives**

Logan Water's objective is to provide safe, reliable and sustainable water and wastewater services for the benefit of the Logan Community.

#### **B. Nature and extent of business activities**

Logan Water commenced operation on 1 July 2012 as a commercial business unit wholly owned and operated by Logan City Council. Logan Water provides water and wastewater services to the Logan City Council area.

In addition to the activities outlined above, Logan Water can undertake additional commercial activities that are in accordance with Council Policy.

Corporate Services such as Finance, Customer Service, Human Resources, Information Services, Plant and Fleet Services, Facilities and Procurement are provided through Council's Corporate Service areas on a shared services basis with all other operational service areas of Council.

#### **C. Financial and non-financial performance targets**

Logan Water's key performance indicators can be found within [Appendix 1](#).

#### **D. Our community service obligations**

Council has the following community service obligations under the South East Queensland Customer Water and Wastewater Code which provide financial relief to eligible customers; Concealed Leak policy and Medical Treatment Water Concessions policy. In 2017/2018, Council provided \$57,537 in financial assistance by way of account remissions to approved customers under the Concealed Leak Policy and the Home Dialysis and Medical Treatment Water Concessions Policy.

In addition to this, as required by legislation, water supplied to the Queensland Fire and Rescue Authority for emergency services is provided as a public safety contribution.

#### **E. Notional capital structure and treatment of surpluses**

Logan Water has a debt to equity ratio of 22.0% (based on debt / net assets) as at 31/05/2019.

Logan Water's notional capital structure and treatment of surpluses can be found within Council's 2019/2020 budget.

#### **F. Proposed major investments**

Logan City Council has completed water and wastewater infrastructure master planning for an investment of approximately \$1,073.7 million over the next 10 years. This includes investment in water storage reservoirs, pipes, pump stations, water meters, wastewater treatment plants and network control and monitoring systems.

Logan Water will be undertaking infrastructure investment in the 2019/2020 financial year as outlined in Council's 2019/2020 budget.

#### **G. Outstanding and proposed borrowings**

Logan Water's total debt is \$227.7 million as at 31/05/2019. This is split between The Queensland Treasury Corporation at \$147.9 million and internal debt from council which is \$129.8 million.

Logan Water's outstanding and proposed borrowing can be found within Council's 2019/2020 budget.





#### **H. Levels of Service**

Council's Water Netserv Plan and Customer Commitment Statement for Water and Wastewater Services can be viewed at [logan.qld.gov.au](http://logan.qld.gov.au).

#### **I. Delegations**

Logan Water operates in accordance with Council directions contained in this Annual Performance Plan, the adopted Capital Works Program, Corporate Plan, Water Netserv Plan and within the financial and pricing parameters contained in the Budget of the Council of the City of Logan.

Delegations are provided to the Director of Road and Water Infrastructure and staff in the Water Branches as detailed in Council's "Delegation of Authority Register".

Logan Water may undertake additional commercial activities in accordance with Council Policy.

#### **J. Reporting requirements**

1. A comprehensive report must be prepared by 31 August 2019 detailing achievements against this Annual Performance Plan.
2. Monthly reporting, incorporating financial reporting of all Annual Performance Plan requirements must be submitted to Council within 30 days of the end of each month. This report is to be in the form as directed by the Executive Leadership Team (ELT) and/or Director of Road and Water Infrastructure.
3. ELT and Councillors are to be advised of any exceptions in performance particularly where these have any potential political or major service implications.
4. Participation in Council's corporate reporting processes is required (i.e. corporate and operational plans) through the Stream's Directorate, particularly focusing on key strategies that have been identified for the Road and Water Infrastructure Stream.



## Appendix 1. Water and Wastewater Services Financial and Non-Financial performance targets

Water Netserv Plan Focus Area	Key Performance Indicator (KPI)	2019/2020 Performance Target
Safety focused	1. Lost Time Injury Frequency Rate (LTIFR) Combined	≤ 10
Customer Service Excellence	2. Number of water quality complaints per 1,000 properties	≤ 5
	3. Percentage compliance with drinking water quality aesthetic parameters (based on National Health and Medical Research Council (NHMRC) guidelines)	≥ 95%
	4. Percentage compliance with drinking water quality health related guidelines (based on NHMRC guidelines)	≥ 99%
	5. Percentage compliance with NHMRC microbiological guidelines (Rolling 12 month)	≥ 99%
	6. Water supply reliability (Percentage of property connections that do not experience an unplanned water supply interruption annually)	≥ 92%
	7. Wastewater service reliability (Percentage of property connections that do not experience an unplanned wastewater service interruption annually)	≥ 95%
	8. Restoration of water supply (Percentage of interruptions where service has been restored within 5 hours)	≥ 95%
	9. Restoration of wastewater services (Percentage of interruptions where service has been restored within 5 hours)	≥ 92%
	10. Percentage of urgent water events that are responded to within 2 hours	≥ 80%
	11. Percentage of urgent wastewater events that are responded to within 2 hours	≥ 90%
	12. Percentage of non urgent water events that are responded to within 36 hours	≥ 80%
	13. Percentage of non urgent wastewater events that are responded to within 36 hours	≥ 90%
Financial and Business Efficiency	14. Earnings Before Interest and Tax (EBIT) against budget (excluding capital adjustments)	≥ -5%
	15. Total Operating Expenditure (OPEX)	≤ +10%
	16. Water Purchase Volume in Logan (Variance against Budgeted Water Purchases)	≥ -5%
	17. Real losses (system water loss – litres per service connection per day)	≤ 50L
Environmentally responsible	18. Compliance with Department of Environment and Science (DES) licences (# of Infringement notices received)	0
	19. Notifiable wastewater overflows reported to DES per 100KM main	≤ 0.5

Water Netserv Plan Focus Area	Key Performance Indicator (KPI)	2019/2020 Performance Target
	20. Percentage notification of major incidents to DES (within 24 hours)	100%
	21. Number of wastewater odour complaints per 1000 properties	≤ 1
	22. Long term effluent standards. (Calculated average long term compliance for all Wastewater Treatment Plan (WWTP))	100%
	23. Percentage of short term wastewater compliance with DES licence standards	≥ 95%
Deliver and Maintain our Assets	24. Number of wastewater reticulation main breaks and chokes per 100 km of sewer main	≤ 15
	25. Water main breaks (# per 100 km of main)	≤ 5
	26. Number of wastewater property connection breaks and chokes (per 1000 properties)	≤ 3
	27. Number of dry weather wastewater overflows (to connected residential properties) per 1000 properties	≤ 3
	28. Percentage of capital program delivered to budget	≥ 90%





## Section 5: Managing our Operational Risks

Logan City Council has in place a Risk Management Policy available on Council's website (<http://www.logan.qld.gov.au/about-council/our-organisation/policies>). It encompasses the implementation and administration of an integrated risk management system across Council that provides for:

- effective strategic, operational and project planning with clear linkages;
- confidence in achieving planned strategic, operational and project objectives;
- confidence in Council's decision-making processes;
- reduction of time lost 'fighting fires' and responding to unexpected threats (organisational resilience);
- effective recognition and seizing opportunities (organisational resilience);
- effective compliance;
- risk acceptance in conjunction with risk mitigation strategies; and
- a high level of stakeholder confidence.

The Council-Wide Risk Management Framework supports the Risk Management Policy and details how risk management should be implemented across Council. It is designed to assist staff in Council to achieve our strategic and operational goals and objectives with respect to Risk Management. This framework articulates the requirement for Council to establish risk management practices in accordance with AS/NZS ISO 31000:2009.

These documents are developed to assist staff to mitigate risks to an acceptable level and meet business goals and objectives. This is achieved by managing risks in accordance with AS/NZS ISO 31000:2009 and includes:

**Step 1** – Establish the context

**Step 2** – Identify risks

**Step 3** – Analyse risks

**Step 4** – Evaluate risks

**Step 5** – Treat risks

**Step 6** – Monitor and review risks

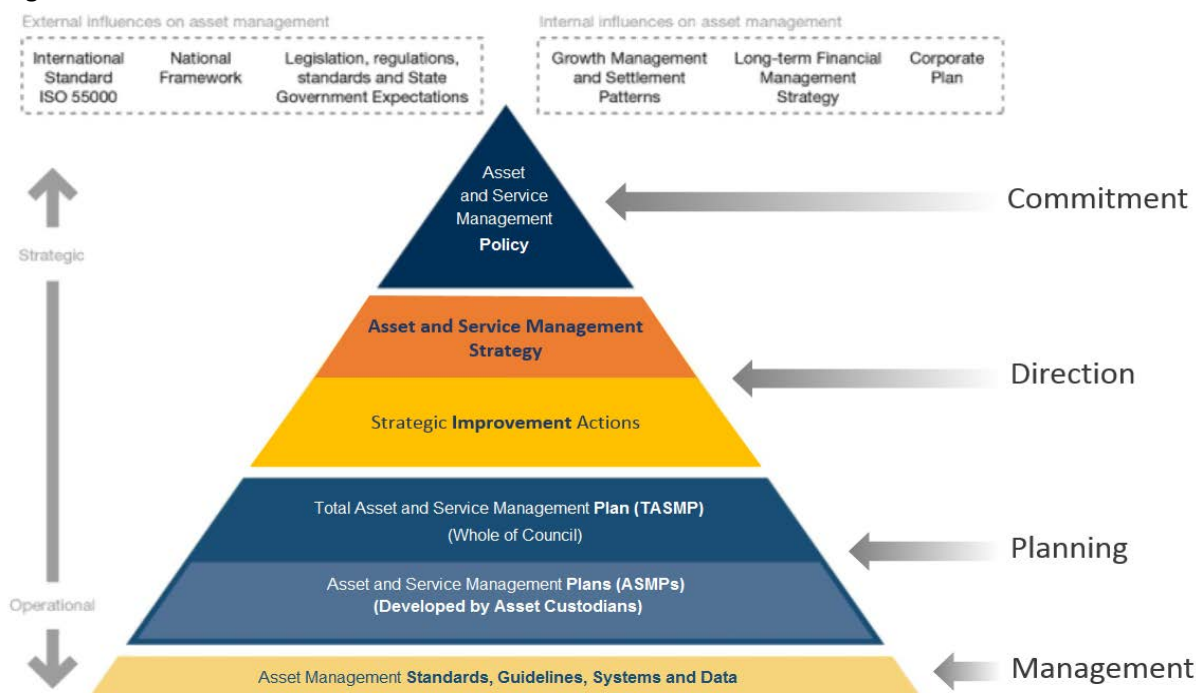
Risks are recorded in Council's Corporate Risk Register by a designated Officer with the delegated authority to monitor and review them as they are managed. Risks classified as being 'extreme' or 'high' are presented to the Health, Safety and Risk Management Committee every quarter. Council is a complex organisation and one system houses all information on risks of significant materiality. Other risk/issue reporting systems/portals in Council include but are not limited to:

- Internal Audit Register
- Project Management Risk Register
- Internal meetings
- Intellex
- ReFlector
- TechOne
- Human Resource Integrated System (HRIS)
- Executive Leadership Team (ELT) /Committee and Council Reports
- Branch Business Plans; and
- SAMMS (under development)



## Section 6: Managing our Assets

The effective and sustainable management of Council's assets is achieved through a number of key elements that together make up the Asset Management Framework. The Framework provides the structure, parameters and line of sight between strategic and operational asset management activities within the organisation.



It incorporates Council's Asset and Service Management Policy, Asset and Service Management Strategy, Total Asset and Service Management Plan (TASMP), Asset and Service Management Plans, (ASMPs), asset lifecycle management practices, asset systems and data management, and asset management related guidelines and standards.

The Asset and Service Management Policy essentially articulates the organisations commitment to the effective management of assets. Under this policy, the Asset and Service Management Strategy sets the direction and outcomes for effective asset management within the organisation, involving a range of improvement actions that aim to advance the state of asset and service management practices over time which also support the delivery of the Corporate Plan.

On an annual basis, Council develops a Total Asset and Service Management Plan (TASMP) which has a ten year outlook and is aligned with the Long Term Financial Forecast (LTFF), forming part of the annual budget process.

To support the TASMP, a suite of more detailed Asset and Service Management Plans (ASMPs) are updated which include information on levels of service, growth and demand, and how assets are managed over their lifecycle such as operations and maintenance activities, renewals and new/upgrade works. Supporting how these assets are managed are applicable industry standards, guidelines, asset management systems and asset data.



For more information about Council's  
Strategy and Planning Documents, please  
see our website

[www.logan.qld.gov.au](http://www.logan.qld.gov.au)



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