

CUSTOMER SERVICE

Breakdown of calls into organisation February 2007

Directorate	Number of Calls	% of Calls
Organisational Development	2346	24%
Business & Finance	2158	22%
Works & Assets	744	8%
Planning & Environment	2260	23%
Community Services	712	7%
default	1522	16%
Total	9742	

** These figures are based on calls to the general Council line of 9932 1000

Face to Face Contact February 2007

	FEB
Customers to Altona	1658
Customers to Williamstown	1408
Total	2066
Calls to After hours	652
Total Receipts Issued	4680
Front Counter Cashier	2702
Mail Cashier	1978

Top 4 areas's where Customer Service has provided resolution at first point of contact

Area	FEB	Comments
Hard Waste	447	Customer Service Officers continue to provide bookings at the frontline
Waste	349	This statistic is due to the hard work from the environmental waste team in providing support and education to the customer service team.
Local Laws	276	Business as usual for this time of year
Rates	242	Most calls for this period required specific rates officer attention.
RSPCA	207	These calls were taken by the CSO's and often transferred to the RSPCA.

HUMAN PERFORMANCE

General HP Activities/Changes

Eight new employees joined HBCC February and 8 resignations were received.

Risk Management

RiskeMAP

Development of the Risk Register in RiskeMAP has slowed due to the emphasis on SafetyMAP accreditation, however weekly sessions with those responsible for risks are planned.

Business Continuity Plan (BCP)

The IT department are still waiting for costs to connect to the Altona Meadows Library, so at this stage a decision on the emergency site has not been made.

Workers Compensation

There were 8 injuries reported for the month of February. Two resulted in lost time and WorkCover claims.

SUMMARY DATA	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07
Injuries for the month of	12	8	13	5	8	9	16	8
2006/07 Progressive Injury Total	12	20	33	38	46	55	71	79
FTE Lost Time Days for month	2.3	0.0	8.5	0.0	2.0	8.0	1.3	4.2
2006/07 FTE Lost Time Progressive Total	2.3	2.3	10.8	10.8	12.8	20.8	22.1	26.3
Number of LT Injuries for Month	1	0	1	0	1	1	2	2

GOVERNANCE AND CORPORATE DEVELOPMENT

Buloke Shire Council

On 26 and 27 February two staff from the Shire of Buloke attended the Civic Centre and worked with the Governance Support Officer on streamlining and improving their Council meeting agenda preparation process. Some excellent feedback was received and the Buloke Shire Council aims to prepare a Council meeting agenda document in the same format as Hobsons Bay for their March Council meeting.

Junior Council Meetings

There are 22 Hobsons Bay primary schools participating in the 2007 Junior Council program, an increase from 21 schools in the 2006 program. Approximately 66 students from years five and six are involved at each Junior Council meeting, with seven meetings scheduled throughout 2007.

Pelican Post Additional Space and Relocation

From 27th March Pelican Post will relocate from page six to page four as the Council launches an additional half page each month. It is intended that the regular half page will feature a theme for each month (i.e. Environment Update – which would feature photos and text on current environment initiatives and upcoming events). The half page will appear on page six in the last week of each month.

WARD FUNDS REPORT

ALTONA WARD

Total Allocation

\$7,000

Recipient	Purpose	Amount
Altona Kindergarten	Installation of rubaroc in the playground	\$1,500
Matthew Rocco	Australia at the World Championship in the Junior division clay target event	\$300
Emma Aitkin	Victorian Under 15 Team - Australian Hockey Championships	\$250
Altona Village Traders	2nd Birthday Celebrations 19th September 2006	\$500
Altona Auskick	Purchase of Equipment	\$350
Altona 1sst Guides	Assist with training materials and administration expenses	\$500
Altona Men's Shed Inc Group	Assist with administration expenses	\$500
Seaholme Sustainability Street Group	Assist with Energy Explorer as part of the Seaholme Sustainable Living Eco Expo	\$350
Louis Joel Arts and Community Centre	Assist with the purchase of lawn mower and gardening tools	\$500
Altona Sports Club	Assist with Free Dance for Seniors Week	\$400
Roadsafe Westgate Road Safety Council	Assist with maintenance and painting of the bicycle trailer	\$500
Altona Life Saving Club	Assist with equipment, training and administration costs	\$300
Macedonian Pensioners Group of Altona	Assist with operation costs	\$200
	Spent as at 13 March 2007	\$6,150
	Balance	\$850

ALTONA MEADOWS WARD

Total Allocation

\$7,000

Recipient	Purpose	Amount
Petera Tamarua - Under 18th Australian Affiliated Rugby League State Team Trials	Assist costs for travel	\$250
Jaiden Arts - Under 18th Australian Affiliated Rugby League State Team Trials	Assist costs for travel	\$150
Natalija Nikolovska	Assist costs for travel to Perth for 2006 School sport Australia Basketball Tournament	\$250
Hobons Bay Toy Library	Assist in 30th Birthday celebrations	\$300
Altona North Maltese Bocce Club	Assist with the installation of power points to assist with maintenance of bocce pitches	\$358
Australian Arabic Women's Community Group	Assist with Women's Conference	\$400
Laverton Cricket Club	Assist with purchasing equipment for the junior cricket players	\$500
Emilee Ryan	Assist with costs with representing Victoria in the under 15 National Lacrosse games	\$250
Altona Bay Basketball Association	Assist with the purchasing of equipment	\$300
Laverton Sports Club	Assist with the purchase of furniture	\$500
Macedonia Women's Senior Citizens Group of Altona Meadows, Laverton and Point Cook	Assist with social support activities	\$400
Altona Life Saving Club	Assist with equipment, training and administration costs	\$200
	Spent as at 13 March 2007	\$3,858
	Balance	\$3,142

ALTONA NORTH WARD

Total Allocation

\$7,000

Recipient	Purpose	Amount
Laverton Park Soccer Club	Transport costs to attend a junior soccer competition in Ballarat	\$380
Altona North Maltese Bocce Club	Installation of power points to assist with maintenance of bocce pitches	\$500
Ciaran Maher	Assist with costs to New Zealand for national trampolining competition	\$400
Australian Arabic Women's Community Group	Assist with Women's Conference	\$300
Second Laverton Scout Group	Assist with the purchase of equipment and for members to attend Jamboree	\$1,000
Annunciation Primary School	Assist with end of year production	\$200
Altona North Cricket Club	Assist with junior development purposes	\$250
James Hinds	Assist with costs relating to a world challenge educational expedition to Thailand and Cambodia	\$300
	Spent as at 13 March 2007	\$3,330
	Balance	\$3,670

SEABROOK WARD

Total Allocation

\$7,000

Recipient	Purpose	Amount
African Women of the West group	Assist with costs to the hiring of facilities to host sewing workshop	\$500
Australian Arabic Women's Community Group	Assist with Women's Conference	\$350
Seabrook Netball Club	Assist with purchasing of equipment	\$500
Laverton Sports Club	Assist with the purchasing of furniture	\$500
Spent as at 13 March 2007_		\$1,850
Balance		\$5,150

SPOTSWOOD WARD

Total Allocation

\$7,000

Recipient	Purpose	Amount
Italian Social Club of Altona	10th Anniversary of the St Nicholas Festa	\$1,000
Newport Power Junior Football Club	Club trophies and Auskick family program	\$500
Mairaed Crawford	YMCA Victoria Youth Parliament program	\$300
Newport Ladies Lacrosse Club	Purchase of sporting and first aid equipment	\$1,500
Australian Arabic Women's Community Group	Assist with Women's Conference	\$300
Emilee Ryan	Assist with costs with representing Victoria in the under 15 National Lacrosse games	\$150
Newport Primary School	Stage Reunion Day	\$500
Simon Bradbury	Assist with cost to attend the Victorian State Under 20 Basketball Team National Championships	\$300
Ali Abdo	Assist with cost to compete at the 2007 Oceania Championships	\$700
Spent as at 13 March 2007		\$5,250
Balance		\$1,750

WILLIAMSTOWN WARD

Total Allocation

\$7,000

Recipient	Purpose	Amount
Williamstown Juniors Football Club	Assist with the purchase of trophies and presentation evening	\$800
Williamstown Church of Christ	Community kitchen meals program	\$300
Williamstown North Primary School	Help cover the costs of its October fundraising night	\$500
Australian Arabic Women's Community Group	Assist with Women's Conference	\$200
Messiah Organising Group	Assist with the Annual Messiah Concert	\$500
Williamstown Ladies Bowling Club	Assists with the purchase of a water cooler	\$500
Williamstown Little Theatre	Contribution for the production of a memorial board to commemorate its 60th Birthday	\$700
Williamstown Festival	Assist with costs regarding their 30th festival	\$800
Williamstown Maritime Association	Assist with costs associated with boat show	\$800
Spent as at 13 March 2007		\$5,100
Balance		\$1,900

WILLIAMSTOWN NORTH WARD

Total Allocation

\$7,000

Recipient	Purpose	Amount
Hobsons Bay Community Arts Centre	Tree Planting in Market Street	\$500
Hobsons Bay Toy Library	History project	\$700
Ruby Oliverio	Assist with expenditure for the National Lacrosse Championships	\$300
Williamstown Juniors Football Club	Presentation of club trophies	\$500
Newport Power Junior Football Club	Assist with club trophies and the running of Auskick family day	\$500
Williamstown Church of Christ	Community kitchen meals program	\$300
Williamstown North Primary School	Cost of its October Fundraising night	\$500
Newport Digman Cricket Club	Purchase of cricket equipment for the junior teams	\$700
Altona Miniture Railway	Assist with Christmas carol concert	\$250
Newport Senior Citizen's Group	Assist with new computer equipment	\$750
Ethnic Nationalities Organisation	Assist with their cultural festival	\$500
	Spent as at 13 March 2007	\$5,500
	Balance	\$1,500