



Spicing up the City

Parramasala - The Australian Festival of South Asian Arts, 4– 8 November 2010

This November, Parramatta will host one of the world's most exciting, new annual arts events.

Embracing a vibrant masala – or 'mix' – of cultures, there is no better location than multicultural Parramatta to host a festival which celebrates the influence that South Asian traditional and contemporary arts are having on the latest music, dance, theatre, film and visual arts around the world. Colourful, uplifting and inclusive, this is a festival for arts lovers of all ages and interests to spice up their lives with a rich program of free and festival-exclusive ticketed events. The full program will be announced in August.

Parramatta City Council has initiated a cross-functional teams to manage Council's operational involvement in Parramasala and to ensure that social, economic and strategic marketing opportunities flowing from the event are realised by Parramatta City Council and the Parramatta local government area.

Work is underway to define success metrics, development of new ways of measuring success that will have wider application in the organisation, and engaging local business and community groups.

Parramasala is not simply a Major Events, Economic Development or Communications and Marketing project. The scale and impact of this new festival means that most

sections of Council will be touched by it in some way. It is hoped that all Council staff will support the cross-functional team and the broader strategic outcomes for the organisation.

In conjunction with Events NSW, Parramasala will deliver a positive message about cultural harmony and understanding with Indian and South Asian communities; it will provide Parramatta with an opportunity to showcase its event hosting capability; and, will also generate economic development opportunities for local businesses. Parramasala Limited

has been set up as an independent not-for-profit company to develop the festival for the long-term. Parramasala Limited has an office in Connection Arcade with a growing project team, led by festival director Philip Rolfe.

Council's Project Team is lead by Bruce Mills in the Economic Development Team and is using the new Sharepoint intranet tools to manage the project.

You can view the Sharepoint project management page here: http://pccinsite/personal/millsb/Blog/Parramasala_Core_Team/SitePages/Home.aspx



Australian Festival of South Asian Arts
parramasala™



Rob's Message

We've had several milestones this month that are worthy of celebration.

The launch of Chris21, our internal payroll system on 1 July, signified the first major step in our strategy to return our Core IT Systems from their current outsourced arrangement and position ourselves for the future.

Over coming months further systems shall be returned 'in-house' including; Financials, Land Information Systems, Assets, Libraries and Document Management. Creating a self-sustainable IT system gives us the flexibility to respond to recommendations starting to flow from the Service Reviews.

Another advancement we have made is in our negotiations with the unions. As you know we are currently consulting with Council unions on the development and implementation of a new salary system on which discussions had stalled.

Council and the USU held a positive and productive meeting in June and have agreed on a way forward. To assist us on this journey, we are looking at other Council models as part of this process and also using the Local Government and Shires Association as an advisory partner.

Another significant milestone was the announcement of the Division of Local Government (DLG) approval of the continuation of Council's Special Rates for three years, plus a 2% increase to the capped ordinary rate in year 1.

This welcome addition to Council's revenue will help maintain services, assist in making Council financially sustainable, and promote Parramatta as an attractive destination for visitors, workers, businesses and tourists. By maintaining and building on existing service levels, we are able to ensure our infrastructure meets the growing needs of the community.

The achievements of past financial year are due to the dedication and commitment of our leadership team and staff. It is great to see many more of our goals achieved as we move into this new financial year.

Dr Rob Lang, CEO

Coming

Annette Bonnefin
Natural Resource Officer

Nicole Askew
Development and Certification Team Leader

Jose Gonzales
Cleansing Services Officer

Valentina Novak
Communications Officer

John Moghaddas
Strategic Asset Planner

Joy Smith
Parking Patrol Officer

John Parliaros
Environmental Health Officer

Brigette Nolan
Senior IT Project Consultant

Judy Austin
Records Information Officer

Dilek Demir
Early Childhood Development Officer

Garry Macmasters
Be Tidy Bin Operator

Ambar Banerji
Dundas Library Librarian

Horst Nixdorf
Tourism Information Officer

Going

Michael Ball
Amanda Kearney
Bettina King
Brenden Jones
Jasminka Dodig
Mark Ulrich
Kiri Morcombe
Paul Smith

Karen Kirk
Jessica Beggs
Adam Owens
Ali Elnazer
Michael Marten
Trent Ryan
Casli Mehmed

Phone stats for June 2010

- Received 14,032
- Average speed to answer 6 seconds
- Service level 86%
- Abandonment rate 4.5%

Chris21 payroll system rolls out this month

As you may all be aware, the Core IT Systems Replacement project is well underway with the first major milestone being achieved in late June.

The Payroll team is now processing our pays through the new 'in-house' CHRIS21 system instead of Councils Online Oracle. This has the following impacts:

Payslips are different – enquiries to x5395

You will have noticed your payslips looked different from 1 July, 2010. The June issue of PARRAmatters featured the differences/similarities.

Leave balances – access options change

Leave balances continue to be available on your payslip. For those with online access, this shall only be available through the 'in-house' Kronos Workforce Central not on the Councils Online Employee or Manager Self Service. To project leave balances, please see your HR Service Unit Partner.

Advance pay changes

If you are going on leave and request to be paid in advance, your subsequent pay will now be held by the new payroll system until the week you come back to work. Please contact Payroll on x5395 if you have any queries on this.

Employee Advice Form – deadline change

Only Payroll/Kronos systems are now 'in-house' and in the interim until November, new employees are first added to one system and interfaced to our in-house system. As a result, Employee Advice Form submission cut off times to HR from this week will now be on **Fridays at 12pm**. Please note that any forms submitted after this time will miss the current pay run.

KRONOS Workforce Central – Access Change

Instead of accessing KRONOS Workforce Central via the Council On Line homepage, you will now use the KRONOS Workforce Central icon which can be found in the PCC Applications folder on your desktop and on the intranet homepage.



Your log on to access KRONOS Workforce Central will be your network ID and password, the same you use to log on to your PC.

For log on or access enquiries regarding KRONOS Workforce Central contact Council's IT helpdesk on x 5555.

Have your say through employee engagement survey

Staff will have the opportunity to have their say through an employee engagement survey that Parramatta City Council is conducting through global survey company PeopleStreme. Ian Fitzgerald, Human Resources Manager, said "regular employee surveys are critical to understanding what is working and where improvements can be made from the perspective of our people".

A number of surveys have been held by PCC in the past, but it's important to adopt a consistent approach that is able to be benchmarked against other organisations. PeopleStreme has a great survey that's quick and easy to use and provides good reporting. PCC plans to use it for the next three years so we can track progress over time. Questions cover things like how confident people are when doing their jobs, whether they have enough resources, how loyal they feel to the organisation and whether work arrangements are flexible enough to achieve a life/work balance. There are around 30 questions in total.

Some questions will be asked for EEO reporting, for example whether people

identify as being of Aboriginal and/or Torres Strait Islander descent and about languages spoken other than English.

"Answering these diversity questions isn't mandatory but we'd like people to do so because we learn a bit more about our organisation's DNA," Ian said. "At the end of the day we hope our diversity profile mirrors that of the community we serve, and this survey is the only means to gather this information."

It's important to note that completion of the survey is completely anonymous. "We don't see any individual results in PCC," Ian said. "We only see summary

results – we encourage people to be open, honest and fair in any feedback. We would like everybody to complete the survey."

The survey itself is just one part of the process. "What's really important is the action planning we do in teams to improve the level of employee engagement. We'll spend a lot of time on this once we have the results," Ian said.

The survey will be conducted in July and then on a regular basis going forward so we can track improvements as they are made. This initiative is just one of many which will assist us to achieve our goal to make Parramatta City Council a great place to work.

News Update

Volunteer on National Tree Day to enrich life

National Tree Day is organised by Planet Ark in partnership with Toyota. National Tree Day in Parramatta will be held from 9am on Sunday 1 August 2010 at Fred Spurway Reserve, Carlingford. Our aim for the day is to install 4,000 plants to enhance the creekline corridor through the Terrys Creek catchment. For further information, contact Council's Bushcare Officer on 9806 5722.



Rob's Roadshow

Our CEO, Dr Robert Lang will hold another roadshows on 11 August 2010. This is a great opportunity for all staff to find out about Council's progress and outcomes of the services reviews. Be sure to keep an eye out for session times and location in the coming weeks.



Community Feedback

John Haines from West Dundas recently rang Council to comment on works done on a footbridge in the area.

He placed a request in for the works a while ago and they were completed recently. He was thoroughly delighted with the process - notifications went out, the work was carried out with little inconvenience, and it was a great job.

"I have lived here for years and this is the best work I have seen," John said.

These maintenance works were undertaken by Matt (City Assets & Environment – Civil Infrastructure) and Stuart (City Operations - Trades). Well done guys!



This could be you. One of the Defence Reservists in action!

You – The Reservists

Parramatta City Council is committed to actively supporting Australian Defence Force membership among our employees. Both the Lord Mayor and CEO have met with Squadron Leader Del Gaudry, NSW State Manager of Defence Reserves Support, and discussed how Parramatta City Council can assist the Australian Defence Force.

The Australian Defence Force is increasingly drawing on the skills and expertise of Reservists to maintain the Defence Force's capability. As a Defence Reservist, you would be making a commitment to train and serve in the defence and protection of Australia.

Parramatta City Council encourages Defence Force membership and supports its employees who are already part of the Defence Reserves. We currently have one employee who is a Reserve member and we will be hearing from him in an upcoming edition of ParraMatters.

Joining the Reserves provides substantial benefits:

- Employees can gain formal qualifications through Reserve service.
- Reserve training includes the development of leadership, management and teamwork skills.

- Reservists develop a number of personal skills that are attractive to all employers such as self-discipline, initiative, punctuality, self-reliance and acceptance of responsibility.
- Trained assistance to the community during times of natural disasters.
- Annual mandatory training in security, ethics and fraud awareness, equity and diversity and drug, alcohol and suicide awareness.

There is no conflict between your military and PCC career, especially as the skills you gain as a Reservist benefit both employers.

For further information about becoming a Defence Reservist, look out for the brochures around your workplace or contact Human Resources for a brochure.

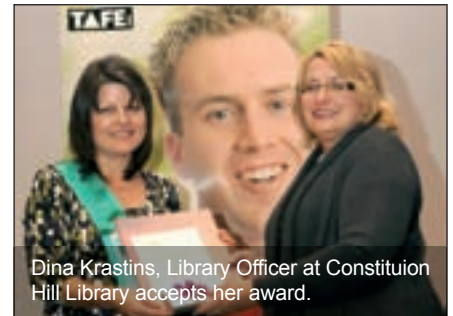
Coveted award for Dina

It was a proud moment for library staff member and Library and Information graduate Dina Krastins when her name was called to receive the Zenith Management Service Prize for Excellence and Achievement. Dina successfully competed against 10 other hopefuls for the coveted award.

Each year 10 exceptional graduates are nominated by participating Australian campuses undertaking Information Management Studies. The nominees are then required to attend an interview at Zenith before the winning contender is announced. Marian Baker from Zenith Management Services attended the graduation to present Dina with the

award. Dina said that she was thrilled and honoured to receive the prize.

Other Parramatta City Library staff members present to receive their Diploma were Ali Hussein, Uyen Ly, Ressie Palad, Anjella Parkhomenko, Ruslan Pham. The graduation ceremony was held on 7 May 2010 at the Sydney Institute of TAFE.



Dina Krastins, Library Officer at Constitution Hill Library accepts her award.

Don't stress Parramatta!

Save the date: Friday 23 July is Lifeline's National Fundraising day, and Parramatta City Council is taking part by holding a Staff Stress Down Day. If you want to take part, just wear your slippers or dress in casual on Stress Down Day!

Parramatta Town Hall will be made into a de-stressing environment with stalls from employee access, health care professionals and recreation providers. Staff can also take advantage of tai chi demonstrations, yoga and massages.

Spend some of your lunch break understanding how mental and physical stress can affect you. Stalls

are open from 11am to 1pm and a sausage sizzle will also be held.

This event is being held in conjunction with Lifeline, which will be raising donations on the day so Lifeline can answer more calls and keep connecting Australians experiencing stress, anxiety, bullying, loneliness and depression.



Dress to un-stress

- Wear your slippers to work
- dress down in casuals for the day; and visit the Staff Stress Down stalls at Town Hall on 23 July.

Special Rates



In July the Division of Local Government (DLG) approved the continuation of Council's Special Rates for the next three years. The rates, which include the Economic Development Rate, are used to support employment growth and help promote Parramatta as an attractive destination for visitors, workers, businesses and tourists.

It will also help fund the production of marketing material such as Discover Parramatta guide and website and the Dining Guide.

The DLG also approved Council's application for an increase in ordinary rates, by 2% above the capped rate of 2.6%. This equates to an increase

of about \$13 a year for the average residential rate-payer - \$33 when you include the capped amount - and will allow Council to maintain and build on existing service levels while managing its infrastructure to ensure it meets the growing needs of the community.

Towards a greener future

The Environmental Outcomes City Strategy Unit is currently in the process of developing a Climate Adaptation Plan as recommended in Council's Climate Action Plan 2006-2011.

The overall goal of the Adaptation Plan is to prepare Council's assets, services and communities to the expected impacts of future climate change and variability. We recently engaged the consultant Parsons Brinckerhoff (PB) to assist Council develop the Adaptation Plan.

As part of the process, PB will conduct three workshops next month with internal and external stakeholders to understand key climatic risks to our assets, services and communities. They will prioritise these risks and develop adaptation strategies to reduce those risks. It is envisaged that many of these

adaptation actions will be integrated into the work plans of various units.

Given that climatic impacts will be felt across numerous business units of Council, an Adaptation Steering Committee comprising representatives from various units was formed in early February 2010.

New resource at Parramatta's libraries

A new and exciting addition has recently made its way to Parramatta City Library. It's compact, uses simple technology, and holds an entire audio book ready for use...it's Playaway!

What makes Playaways so special? There is no need for cassettes, CDs or downloads. Just attach your headphones and you're ready to go. This handy gadget is the size of a deck of cards and contains some very interesting features.

It allows you to skip back and forth between chapters, includes an

automatic bookmarking system that keeps track of where you are so you will never lose your place, and even gives you the power to control the speed of the narrator's voice!

A universal headphone jack is incorporated allowing use of your own headphones from any other device and the Playaway can even

be plugged directly into speakers to be enjoyed by all.



Overall this innovative addition has proved to be a popular new feature with library patrons and staff alike.

ParraMac Events

Riverside Theatres welcomes staff to come and experience a variety of great events in July and to kick off, we'd like to let you know about our involvement with ParraMac 2010 - a city-wide festival celebrating the bicentenary of Governor Lachlan Macquarie's leadership. From 15 July Riverside is hosting performances of the Alex Buzo play, *Macquarie*, as well as staging The Governor's

Dinner and the Grand Macquarie Feasts - engaging forums on 'Crime and Punishment' and 'Urban Design and Planning'.

Renowned director Wayne Harrison has brought a fresh, contemporary interpretation to Alex Buzo's *Macquarie*, a dynamic and provocative play that provides powerful insight into the fate of the remarkable Governor

Lachlan Macquarie. Macquarie will be remembered not only for ushering in enlightened and humanitarian policies but also for his struggles to give convicts a 'fair go' in a city obsessed with land, politics, and power. Tickets \$30, book by contacting Riverside Theatres on (02) 8839 3399.





Bring down the silos!

As part of Council's services review, 10 cross functional workshops were recently conducted to bring different parts of the organisation together to discuss their business. The integrated planning and reporting workshop brought together people at the pointy end of preparing Council's Operational Plan and Delivery Program, the Quarterly Reviews (QRs) and Annual Reports (ARs), to name a few.

Why get these 'attention to detail' specialists in the same room for the first time in a decade? Because they tend to 'work in silos', requesting similar content from the same contributors without a full appreciation of each other's processes.

The cross-functional session was a rare opportunity to discuss each other's reporting and review processes, and to commiserate about the difficulty of pulling together detailed reports under challenging deadlines

that wait for no one. At the bigger picture level, it focused on how we could arrive at a more integrated planning and reporting process across Council that ideally meant less work for anyone required to report on our processes and progress.

Spurred on by the session, staff from Communications & Marketing and Finance have been emerging from their respective silos to see whether it is feasible to request Pillar reporting content for the June Quarterly Review and the year end Annual Report in one go, rather than requesting contributors to report twice. Similarly the City Services Group has been using content collected for the CEO Quarterly Presentations and



Trevor Brown, Ballina Gee, Barbara Cameron-Smith and Ross Gallagher.

PowerBudget monthly commentary to help compile the Pillar reporting content for the March and upcoming June Quarterly Review, minimising the duplication of reporting.

Pro-active removal of long-standing silos may not be on par with the demolition of the Berlin Wall but a positive step towards streamlined reporting and the long-term goal of centralising key performance reporting in one easy to access repository.

Rewards for lost time reductions

Over the past two years the workers compensation and OH&S team has achieved an important reduction in lost time injuries and significant savings in its workers compensation premium in the order of \$1.2 million.

As a consequence of Council's outstanding performance, GIO have recommended Council's nomination for National Safety Awards of Excellence which is organised by the National Safety Council of Australia (NSCA).

The NSCA/GIO Workers Compensation National Safety Awards of Excellence is an awards program designed to recognise innovative safety solutions, best practice OH&S management systems and communication of safety messages that demonstrate a

commitment to workplace health and safety.

Nominations will be assessed throughout July and August, with awards to be presented in October. Stay tuned to find out how we go.

Key Performance Indicators–May 2010

With the 2009/10 financial year drawing to a close, the KPI Dashboard for May 2010 indicates that we are tracking well with our financial indicators while the non-financial indicators are a bit of a mixture.

The trend for all the financial indicators is positive. Business service revenue is almost on target, which is a good position to be in with only one month of the financial year left. Capital expenditure is showing signs of the end of year catch-up however it is unlikely that the target will be met as this will require almost 25% of the budget to be spent or committed in June.

Services expenses are almost 4% below budget year to date with the underspending across a wide range of cost categories.

Our net operating result continues to be well ahead of budget. With a significant deficit being forecast for June, this would indicate that our forecasting procedures need to

be reviewed in order to obtain more precision over projecting our end of year result or expenditure phasing. This is particularly important when we complete our last revision for the financial year which occurs in April.

The people indicators are a bit of a mixture. The lost time incident frequency rate is static at the revised target of 14 as is staff turnover at 11%. Of concern is the slippage in sick leave and staff with > 40 days leave. Both these indicators are trending negatively and we need to put more effort in to ensure they don't deteriorate any further.

The customer and stakeholder indicators, in the main are trending upwards. There has been significant improvement in the percentage of

DAs assessed in 40 days which has steadily increased since December and now stands at 85% which is well ahead of target. There has also been an improvement in service requests closed in time which is also ahead of target.

Apart from the average cost of workers compensation claims, most other indicators in our business section are trending negatively. There is plenty of room for improvement to be made in the electricity, water and Co2 emissions measures.

The key performance indicators for 2010/11 are currently being reviewed. Once agreed upon by the Executive Team, they will be posted on Insite.

May 2010

Finance

	Actual	Target	
	\$28,226K	\$33,488K	CAPEX YTD to Forecast
	\$59,513K	\$60,444K	Staff YTD Costs to Forecast
	\$59,513K	\$61,963K	Staff YTD Costs to Prior Year
	\$29,433K	\$29,635K	Business Service Revenue
	\$119,842K	\$123,501K	Services Expenses to Forecast

Our People

	Actual	Target	
	11.2	8	Sick Leave Days Taken
	20%	14%	Staff with over 40 Days Leave
	11%	12%	Staff Turnover %
	2.6	3	Average Training Days
	14	14	Lost Time Injury Frequency Rate

Customers and Stakeholders

	Actual	Target	
	88%	80%	% Service Requests Closed in Timeframe
	70%	80%	% Councillors Service Requests in Time
	85%	75%	% DAs Assessed in 40 Days
	221,951	245,351	City Activity Visitation
	83%	80%	Calls Answered in 20 Seconds

Our Business

	Actual	Target	
	\$2,333	\$3,300	Average Cost of W/C Claim
	203	< 200	Co2 Emissions - Fleet
	16%	-5%	Electricity Usage Reduction
	13%	-5%	Water Usage Reduction
	6,478	< 5,000	Paper Usage per Printer

The red and green lights on the side of this display indicate how Council is progressing towards its overall target. The adjacent red/green arrows show how we've fared this month.

KPIs are an excellent way to build an organisation which is continually reviewing and improving its service. These 20 KPIs are grouped into four areas, Finance, Customers and Stakeholders, Our People and Our Business.