



Bulloo  
Shire

# **OPERATIONAL PLAN**

## **2018 / 2019**

*Adopted 29 June 2018; Resolution 2018/208*

## 1. Natural Environment

*Our community appreciates the variety of its natural environment, and protects and develops opportunities for its enjoyment by locals and visitors alike.*

Key Result Area:	Ecological Sustainability				
Initiative Description	Actions	Program No	Responsible Officer	Measure/KPI	Date Due
Partner with other government departments and organisation to improve eco/enviro outcomes and contribute to better environmental management.	<ul style="list-style-type: none"><li>Investigate options that encourage the use of renewable or green energy solutions. <i>E.g. Geothermal Plant, Solar Farm</i></li></ul>	2000	MCS	<ul style="list-style-type: none"><li>100%</li><li>Update report to Council</li></ul>	Q4
Support initiatives that encourage and improve eco/enviro outcomes	<ul style="list-style-type: none"><li>Continue to coordinate the following:<ul style="list-style-type: none"><li>National Tree Planting Day</li><li>National Drum Muster</li><li>Clean Up Australia Day</li><li>Annual Bulk Waste Collection</li></ul></li></ul>	4100	RLO/MIS/ VICC	<ul style="list-style-type: none"><li>100% - 4 initiatives delivered</li><li>1 Bulk Waste collection delivered</li></ul>	Q4  Q4
Reduce amount of paper tonnage to landfill	<ul style="list-style-type: none"><li>Implement a Framework for a Paperless Office Strategy to reduce and discourage paper usage</li><li>Promote behaviors and leverage best practices and workflow technologies to reduce the persistence of paper in the workplace.</li></ul>	2000	MCS	<ul style="list-style-type: none"><li>Reduce physical consumption of paper by 40%</li><li>Re-architect Key Business Processes to support initiative</li></ul>	Q4
Execute a “Paperless Office” to drive operational efficiency, automate heretofore manual business processes, reduce costs and promote environmental awareness goals.	<ul style="list-style-type: none"><li>Utilise current systems for Digitisation of Council Records</li><li>Investigate Cloud storage systems and capability for extra digital storage.</li></ul>	2000	MCS	<ul style="list-style-type: none"><li>Reduce off-site records by 100%</li></ul>	Q4

<b>Key Result Area:</b>	<b>Natural Resources</b>
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<b>Initiative Description</b>	<b>Actions</b>	<b>Program No</b>	<b>Responsible Officer</b>	<b>Measure/KPI</b>	<b>Date Due</b>
Partner with other local governments and NRM groups to develop a regional approach to pest management	<ul style="list-style-type: none"> <li>Support joint pest management initiatives with other shires in the region</li> <li>Liaise with Desert Channels in relation to pest management issues and initiatives</li> </ul>	4500	RLO/MCES	<ul style="list-style-type: none"> <li>Plans implemented</li> <li>100% meetings attended</li> <li>3 liaisons</li> </ul>	Q1 Q4 Q4
Implement our Pest Management Plan	2016-2020 BSC Pest Management Plan Priority Programs – Pest & Weed Animals <ul style="list-style-type: none"> <li>Educate &amp; promote control of wild dogs within Bulloo Shire</li> <li>Attend the 2019 Hungerford Field Day</li> <li>Assist landholders with wild dog management techniques and emerging technology i.e. education sessions, CPEs</li> <li>Participate in Regional Wild Dog Meetings</li> <li>Continue to support and coordinate the Pest Management Advisory Committee</li> </ul>	4500  4500  4500 4500	RLO  RLO  RLO RLO	<ul style="list-style-type: none"> <li>12 Newsletters published.</li> <li>10 Fact Sheets released</li> <li>Event Attended</li> <li>12 sessions held</li> <li>6 Meetings attended</li> <li>PMAC Meetings held twice a year</li> </ul>	Q2  Q4  Q4 Q2
	<ul style="list-style-type: none"> <li>Delivery wild dog &amp; pig management program in line with policy including aerial baiting campaigns.</li> <li>Continue to source funding for pest management activities</li> </ul>	4520	RLO	<ul style="list-style-type: none"> <li>100% complete</li> <li>Funding application submitted</li> </ul>	Q4
Continue to promote public awareness programs and strategies for pest and weeds	<ul style="list-style-type: none"> <li>Publication of Rural Newsletter insert as part of strategic communications</li> <li>Encourage landholders to provide articles for inclusion in publication</li> </ul>	4510	RLO	<ul style="list-style-type: none"> <li>12 publications</li> <li>2 landholder articles included in publications</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Participate in southern rural lands officer meetings</li> </ul>	4530	RLO	<ul style="list-style-type: none"> <li>2 meetings per year</li> <li>100% program delivered</li> </ul>	Q4

Initiative Description	Actions	Program No	Responsible Officer	Measure/KPI	Date Due
Implement programs to reduce weed infestation in the Shire by mapping, working with landholders and other governments agencies	<ul style="list-style-type: none"> <li>• Deliver High Priority Weed management program in line with 2016-2020 BSC Pest Management Plan               <ul style="list-style-type: none"> <li>❖ Monitor &amp; Treatment of Mesquite</li> <li>❖ Monitor &amp; Treatment of Parkinsonia</li> <li>❖ Monitor &amp; Treatment of Cactus (Coral; Snake; Devils' Rope; Prickly Pear)</li> <li>❖ Awareness of existence of Parthenium; Prickly Acacia; Rubber Vine &amp; Water Lettuce in neighbouring shires</li> <li>❖ Continue mapping of weeds</li> </ul> </li> </ul>	4530	RLO	<ul style="list-style-type: none"> <li>• 100% delivered</li> <li>• Annual Weed Map produced</li> </ul>	Q4
Service levels maintenance in line with In-active stock Routes	<ul style="list-style-type: none"> <li>• Monitor inactive stock routes and continue with pest management program</li> <li>• Continue to maintain the Stock Route Network Management System</li> </ul>	4540	RLO	<ul style="list-style-type: none"> <li>• 100% delivered</li> <li>• SRNMS system updated</li> </ul>	Q4
Increase sustainability of RLO program	<ul style="list-style-type: none"> <li>• Seek and apply for additional funding to subsidise or fund strategies as part of the BSC 2016-2020 Pest Management Plan</li> <li>• Review the RLO program and its annual costs in order to consider the development of a business case to levy an appropriate landholder charge as part of Councils fees and charges</li> </ul>	4540	RLO	<ul style="list-style-type: none"> <li>• Number of funding applications made</li> <li>• Number of grants received</li> <li>• Business case developed</li> </ul>	Q4
Stocking rates on the common meet the requirements of Department	<ul style="list-style-type: none"> <li>• Manage Common as per the Local Law</li> <li>• Undertake pasture assessment training and carry out 6 monthly pasture assessments</li> <li>• Construct holding paddock on Town Common for mustering purposes</li> </ul>	4730	RLO	<ul style="list-style-type: none"> <li>• 2 musters per year</li> <li>• 2 assessments completed</li> <li>• Fence constructed</li> </ul>	Q4

<b>Key Result Area:</b>	<b>Conservation and Heritage</b>
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<b>Initiative Description</b>	<b>Actions</b>	<b>Program No</b>	<b>Responsible Officer</b>	<b>Measure</b>	<b>Target</b>
<ul style="list-style-type: none"> <li>Develop relevant conservation management plans for key assets</li> </ul>	<ul style="list-style-type: none"> <li>Develop a brief/proposal for a conservation management plan</li> <li>Seek funding to develop a conservation management plan for the Thargo Hospital</li> <li>Once developed implement the management plan in accordance with councils budget</li> </ul>	5750	MCES	<ul style="list-style-type: none"> <li>Brief Developed</li> <li>Funding application submitted</li> <li>Funding application submitted</li> <li>CMP draft received</li> </ul>	Q2  Q3 Q4
<ul style="list-style-type: none"> <li>Continue to partner with the Royal Historical Society of Queensland to conserve and promote the Dig Tree National Heritage asset</li> </ul>	<ul style="list-style-type: none"> <li>Manage trust account on behalf of the Royal Historical Society Queensland</li> <li>Produce quarterly reports for the RHSQ</li> </ul>	5750	MFS	<ul style="list-style-type: none"> <li>4 reports completed</li> </ul>	Q4

## 2. Growth to support a strong and diverse Economy

*We have a strong economy driven by innovative business ideas which are locally based*

Key Result Area:	Robust Economy
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Partner with local businesses/industry and other local governments to promote local business	<ul style="list-style-type: none"> <li>Meet regularly with Shires in the SW to cross promote and explore opportunities</li> <li>Support RDA membership</li> <li>Support SWRED membership</li> </ul>	5750	VICC/MCES	<ul style="list-style-type: none"> <li>2 meetings per year attended</li> <li>1 meeting attended</li> <li>Memberships renewed</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Implement cross border agreements to support and promote local businesses and maximise tourism visitation</li> <li>Meet bi-annually to progress tourism and economic initiatives</li> </ul>	5750	VICC/MCES	<ul style="list-style-type: none"> <li>MOU Bourke Shire in place</li> <li>2 meetings per year</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Existing App updated to promote local business</li> </ul>	5750	VICC	<ul style="list-style-type: none"> <li>Annual review with local businesses</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Collate statistics &amp; data on customer service surveys</li> </ul>	5750	VICC	<ul style="list-style-type: none"> <li>2 Surveys completed</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Provide opportunities for tourism stakeholders for customer service knowledge and skill development training to stay abreast of customer needs.</li> <li>Provide information to all businesses on visitor needs with regard to customer service, hours of operation, based on data and feedback.</li> </ul>		VICC	<ul style="list-style-type: none"> <li>Meet quarterly with local businesses</li> <li>Training Complete</li> <li>Customer Service Standards Developed</li> </ul>	Q1,Q2,Q3,Q4
	<ul style="list-style-type: none"> <li>Provide the resources &amp; support for local business to commit to gathering data and statistics on overnight stay &amp; spend.</li> </ul>		VICC	<ul style="list-style-type: none"> <li>100% delivered</li> </ul>	Q1,Q2,Q3,Q4

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Continue to facilitate local purchasing to support viable enterprises	<ul style="list-style-type: none"> <li>Deliver a 2yr (bi-ennial) pre-qualified programs</li> <li>Facilitate local purchasing through pre-qualified suppliers</li> </ul>		VICC	<ul style="list-style-type: none"> <li>100% delivered</li> </ul>	Q2
Participate in Council forums/bodies that support regional economic development	<ul style="list-style-type: none"> <li>Continue to support SWRED &amp; other bodies</li> </ul>	5750	BSC	<ul style="list-style-type: none"> <li>4 meetings attended</li> <li>SWRED membership paid</li> </ul>	Q4 Q2

<b>Key Result Area:</b>	<b>Grow Innovation in all sectors</b>  <b>PART A - Tourism &amp; Economic Development</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Assist in the promotion of local eco-tourism businesses	<ul style="list-style-type: none"> <li>Implement the MOU between Council and QPWS</li> <li>Cooperate with State Government to develop and promote access to National Parks – especially Lake Currawinya and Lake Bindegolly</li> <li>Cross promote eco tourism activities on the Visit Bulloo Facebook page</li> <li>Promote Kilcowera Station packages online and in print</li> </ul>	5750	CEO/MECS	<ul style="list-style-type: none"> <li>MOU signed</li> <li>Kilcowera packages promoted</li> </ul>	Q2 Q1,Q2
Partner with other local governments and industry bodies to develop a sustainable tourism industry	<ul style="list-style-type: none"> <li>Develop survey / statistics to identify number of visitors aware of Natural Sciences Loop</li> </ul>	5750	MCES/VICC	<ul style="list-style-type: none"> <li>Survey results published</li> </ul>	Q3
	<ul style="list-style-type: none"> <li>Review Membership of Adventure Way in relation to value for money expenditure.</li> </ul>	5750	MCES/VICC	<ul style="list-style-type: none"> <li>Memberships subscribed</li> </ul>	Q3
	<ul style="list-style-type: none"> <li>Collaborate with other local government tourism officers, RTO's and VIC's to cross promote the south west</li> <li>Update Great Southern Website</li> </ul>	5750	MCES/VICC	<ul style="list-style-type: none"> <li>Website updated</li> <li>1 Pre-season liaison with neighbouring VICs</li> </ul>	Q3

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>Develop links with the new Toowoomba LTO to maximise growth opportunities for the region</li> </ul>	5750	MCES/VICC	<ul style="list-style-type: none"> <li>Forums participated in</li> </ul>	Q4
<ul style="list-style-type: none"> <li>Promote the visitor information centre as a key element driving economic development (promote tourism attraction, product and events within the Bulloo Shire)</li> </ul>	<ul style="list-style-type: none"> <li>Develop and implement Visit Bulloo campaign</li> </ul>	5750	MCES/VICC	<ul style="list-style-type: none"> <li>Campaign developed</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Review and develop online booking opportunities for local businesses</li> </ul>	5750	VICC	<ul style="list-style-type: none"> <li>Online booking capacity in place</li> </ul>	Q1
	<ul style="list-style-type: none"> <li>Continue to provide and develop local regional tourism product for retail in the VIC</li> </ul>	5750	VICC	<ul style="list-style-type: none"> <li>Local product is sold in VIC.</li> </ul>	Qrtly
	<ul style="list-style-type: none"> <li>Gather statistics and data from new and existing customers to obtain as a database for marketing &amp; advertising.</li> </ul>	5750	VICC	<ul style="list-style-type: none"> <li>Database completed</li> </ul>	Q1
	<ul style="list-style-type: none"> <li>Use statistics and data from new and existing customers for a business plan to support a tour operator business.</li> </ul>	5750	VICC	<ul style="list-style-type: none"> <li>Business plan developed</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Include social media communication as a requirement in staff position description and organisation values.</li> </ul>	5750	All Managers/ VICC/HR	<ul style="list-style-type: none"> <li>100% complete</li> </ul>	Q2
Grow tourism and visitation numbers by 10% per annum from 2018 - 2020	<ul style="list-style-type: none"> <li>Implement the Tourism and Marketing Strategy Year 1</li> </ul>	4820	VICC	<ul style="list-style-type: none"> <li>100% delivery</li> <li>Increase visitors by 10%</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Vic to assist with the promotion of local events and business houses on Councils tourism website and Facebook page</li> </ul>	4820	VICC	<ul style="list-style-type: none"> <li>Number of events promoted recorded</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Provide secretariat support of a Tourism Progress Association</li> <li>Co-ordinate Agendas and Minutes for the Bulloo Progress Assoc.</li> <li>Forward Minutes to Council for their consideration</li> </ul>	4820	VICC	<ul style="list-style-type: none"> <li>4 meetings coordinated</li> </ul>	Q1, Q2,Q3,Q 4



Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>Continue to support and participate in the Adventure Way Tourism Initiative</li> </ul>	4820	VICC	<ul style="list-style-type: none"> <li>3 meetings attended</li> </ul>	Q1, Q2, Q4
VIC to develop a community program of events that signifies the Bulloo Region as an authentic outback destination	<ul style="list-style-type: none"> <li>Review Brand</li> <li>Review duplication</li> <li>Identify gaps</li> </ul>		VICC	<ul style="list-style-type: none"> <li>Brand reviewed</li> </ul>	Q1, Q2, Q4
	<ul style="list-style-type: none"> <li>Enhance tourism promotion by delivering contact with market through attending regional events, i.e. Hungerford Field Day, Music in the Mulga.</li> </ul>	4820	VICC	<ul style="list-style-type: none"> <li>3 attended</li> </ul>	Q1, Q2, Q4
Provide opportunities for tourism stakeholders for customer service knowledge and skill development training to stay abreast of customer needs.	<ul style="list-style-type: none"> <li>Develop Customer service surveys, collated and reported to Progress Association and tourism stakeholders.</li> <li>Customer service training courses have been provided (subject to funding)</li> <li>Certification and standards have been developed for all tourism stakeholders.</li> </ul>			<ul style="list-style-type: none"> <li>Survey complete</li> </ul>	Qrtly
				<ul style="list-style-type: none"> <li>Training complete</li> </ul>	Q1
				<ul style="list-style-type: none"> <li>Standards developed</li> </ul>	Q4
Grow demand from International Visitors	<ul style="list-style-type: none"> <li>Develop Natural Sciences Loop Package &amp; itinerary</li> </ul>		VICC	<ul style="list-style-type: none"> <li>1 package developed</li> </ul>	Q2
Continue development and completion of existing tourism assets to provide the base for tourism activities.	<ul style="list-style-type: none"> <li>Maintain and expand existing resource base for tourism</li> <li>Develop a tourism asset maintenance and upgrade schedule to ensure consistent, quality product and incorporate into Council's Corporate Plan.</li> </ul>	4830	VICC	<ul style="list-style-type: none"> <li>\$ Budget expended</li> </ul>	Q2
				<ul style="list-style-type: none"> <li>1 schedule developed</li> </ul>	Q3
Consolidate & Review Tourism Signage to create a positive first impression	<ul style="list-style-type: none"> <li>Undertake audit of tourism signage</li> <li>Design and install entrance signs to our Shire consistent with branding IAW Marketing Strategy.</li> </ul>	4830	VICC	<ul style="list-style-type: none"> <li>Funding application submitted</li> <li>Signs designed</li> <li>Signs installed</li> </ul>	Q2
Investigate the development of new infrastructure using investment strategies for tourism.	<ul style="list-style-type: none"> <li>Gather statistics and data to ensure investment into new infrastructure supports a longer stay and increased visitor numbers.</li> </ul>		VICC	<ul style="list-style-type: none"> <li>Mthly data collected</li> </ul>	Q1, Q4

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>Data is collected and calculated to recognise potential on investment return on expenditure.</li> </ul>				
Assess future needs and develop business plans on the development of new infrastructure based on customer interest and captured data expenditure from local businesses.	<ul style="list-style-type: none"> <li>Business plan for potential assets has been developed.</li> </ul>		VICC	<ul style="list-style-type: none"> <li>Business plan developed</li> </ul>	Q4

<b>Key Result Area:</b>	<b>Grow Innovation in all sectors</b>  <b>PART B – Explore Options for Innovation</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Identify and implement local and regional initiatives to capitalise on the environmental and economic potential of the local government	<ul style="list-style-type: none"> <li>Develop an EDS that provides a range on initiatives to capitalise on environment and economic potential in the region.</li> </ul>			<ul style="list-style-type: none"> <li>1 EDS developed</li> </ul>	Q4

<b>Key Result Area:</b>	<b>Grow Population</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Ensure our Planning Scheme supports growth for industry, tourism and population	<ul style="list-style-type: none"> <li>Adopt a new Bulloo Shire Planning Scheme that supports growth, renewables, commercial development and higher population density</li> </ul>		CEO	<ul style="list-style-type: none"> <li>Plan developed</li> <li>Council approved</li> </ul>	Q2 Q2
	<ul style="list-style-type: none"> <li>Develop and implement an Economic Development Strategy that support growth</li> </ul>		CEO	<ul style="list-style-type: none"> <li>Strategy draft received</li> <li>Strategy draft adopted</li> </ul>	Q1 Q2

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>Audit essential infrastructure to determine its capacity to support development.</li> </ul>		MIS	<ul style="list-style-type: none"> <li>Infrastructure audit conducted</li> </ul>	Q2
	<ul style="list-style-type: none"> <li>Effectively manage development assessments and building approvals to manage Das &amp; Building approvals in line with Councils service standards</li> </ul>		MCS	<ul style="list-style-type: none"> <li>No of approvals</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Finalise subdivision of Residential lots – 14 Lots</li> </ul>		MCS	<ul style="list-style-type: none"> <li>Residential lots made available</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Explore opportunities for funding for sewerage extension and completion of heavy and light industrial areas</li> </ul>		MCS	<ul style="list-style-type: none"> <li>blocks surveyed</li> </ul>	Q2
	<ul style="list-style-type: none"> <li>Prepare project management plan including costings for service connections to new industrial precinct in preparation for grant application</li> </ul>		MCS	<ul style="list-style-type: none"> <li>Detailed PMP completed</li> </ul>	Q2
	<ul style="list-style-type: none"> <li>Arrange Native Title clearances and Finalise purchase of 3 lots from DNRM</li> </ul>		MCS	<ul style="list-style-type: none"> <li>clearances finalised</li> <li>Titles transferred</li> </ul>	Q2
	<ul style="list-style-type: none"> <li>Prepare detailed scope of works including costings for the realignment and construction of roads and town boundary fence</li> </ul>		MCS	<ul style="list-style-type: none"> <li>100% complete</li> </ul>	Q2

<b>Key Result Area:</b>	<b>Grow Revenue</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Continue to support local purchasing and investment strategies	<ul style="list-style-type: none"> <li>Develop and co-ordinate bi-ennial pre-qualified tender</li> <li>Annual forum with local business for feedback</li> <li>Collaborate with SWRED &amp; RDA around business opportunities</li> </ul>			<ul style="list-style-type: none"> <li>100% delivered</li> <li>1 Forum delivered</li> <li>1 Meeting held</li> </ul>	Q4

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Facilitate increased training and development for businesses through State Development	<ul style="list-style-type: none"> <li>Promote State Development business program with local community</li> </ul>			<ul style="list-style-type: none"> <li>100% delivered</li> </ul>	Q4

<b>Key Result Area:</b>	<b>Grow Community Partnerships</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Provide financial assistance grants to community organisations to support them in undertaking community events/activities.	<ul style="list-style-type: none"> <li>Advertise financial assistance grant twice annually for community events/activities – March &amp; September</li> <li>Review Community Grants Policy</li> <li>Annual Report to Council in June on total funds acquitted through grants program.</li> </ul>		MCE	<ul style="list-style-type: none"> <li>2 advertisements placed</li> <li>Policy reviewed</li> <li>1 report to Council</li> </ul>	Q2, Q4
Develop partnership arrangements and agreements that support increased collaboration across the community and council	<ul style="list-style-type: none"> <li>Provide secretarial support to the Progress Association               <ul style="list-style-type: none"> <li>Co-ordinate Agendas and Minutes for the Bulloo Progress Assoc.</li> <li>Forward Minutes to Council for Information</li> </ul> </li> </ul>		VICC	<ul style="list-style-type: none"> <li>100% Minutes presented to Council</li> </ul>	Q4 2020
	<ul style="list-style-type: none"> <li>Form a working group with local businesses to develop strategies to promote local events and business houses including utilisation of technology and encourage families to move to the area.</li> </ul>			<ul style="list-style-type: none"> <li>Strategies developed</li> <li>2 meetings held</li> <li>1 family relocated to the town</li> </ul>	Q4

### 3. Community Spirit and Well-being

*We want residents to take pride in working together to build distinctive communities and create places which bring people together, places where neighbours know each other and help new residents embrace our country lifestyle. We want to engage young people in healthy habits and provide options that support the lifecycle. Our communities include Thargomindah, Cameron's Corner, Noccundra and Hungerford.*

<b>Key Result Area:</b>	<b>Strong Communities</b>				
Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Foster the unique sense of community that defines Bulloo Shire for both residents and visitors	<ul style="list-style-type: none"> <li>Continue publication and distribution of Community newsletter and consolidate different aspects businesses and landholders</li> </ul>	5000	CEO	<ul style="list-style-type: none"> <li>Number of newsletters published</li> <li>Distribute electronically</li> </ul>	Min 10
	<ul style="list-style-type: none"> <li>Continue to produce and host video content that promotes the community</li> </ul>	5000	CEO/MCES	<ul style="list-style-type: none"> <li>Update existing videos and add to as required</li> </ul>	Q2
	<ul style="list-style-type: none"> <li>Support the 'Stay on Track Outback' campaign</li> </ul>	5000	CEO/MCES	<ul style="list-style-type: none"> <li>Council to approve budget</li> </ul>	Q1
	<ul style="list-style-type: none"> <li>Develop and Implement a Strategic Communications Strategy to support a range of objectives</li> </ul>	5000	CEO/MCES	<ul style="list-style-type: none"> <li>Strategy developed</li> </ul>	Q2
	<ul style="list-style-type: none"> <li>Support community and businesses with value and activities</li> <li>Facilitate/deliver movie nights in conjunction with Blue Light Association &amp; local Qld Police</li> <li>Facilitate movie nights in the ECP caravan park</li> <li>Promote availability of jumping castle for local events</li> </ul>	5000	SRC/VICC	<ul style="list-style-type: none"> <li>12 per annum – SRC deliver 1 movie per week over Easter, June, September school holidays min of 3 over December Holidays. Assist VICC as required</li> </ul>	Q1, Q2, Q3, Q4

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
				<ul style="list-style-type: none"> <li>Number of requests</li> </ul>	
Provide equitable access and avenues for all residents to participate and contribute to decisions made in their community	<ul style="list-style-type: none"> <li>Annual consultations are conducted communities and businesses within the identified localities – Hungerford, Noccundra, and Cameron Corner</li> </ul>	2000	CEO/MW	<ul style="list-style-type: none"> <li>100% delivered</li> </ul>	Q4
Options support a diverse range of opportunities and activities for residents to participate in local community activities and foster common citizenship.	<ul style="list-style-type: none"> <li>Deliver celebratory events               <ul style="list-style-type: none"> <li>Australia Day Awards</li> <li>Anzac Day</li> <li>Seniors Week</li> <li>Qld Week</li> <li>Guest speaker breakfasts</li> <li>Hungerford Remembrance Day (Support)</li> <li></li> </ul> </li> </ul>	4430	VICC	<ul style="list-style-type: none"> <li>100% delivered</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Informative and motivational breakfasts delivered</li> </ul>	4430	VICC	<ul style="list-style-type: none"> <li>3 breakfasts held</li> </ul>	Q2
	<ul style="list-style-type: none"> <li>Visit each community at least once per year</li> </ul>	2000	CEO/MCS MSP/MIS	<ul style="list-style-type: none"> <li></li> </ul>	
	<ul style="list-style-type: none"> <li>Develop village plans for each remote community</li> </ul>	2000	CEO/MCS	<ul style="list-style-type: none"> <li>4x Village plans completed</li> </ul>	Q4
Ways to connect are fostered and supported through a range of strategies including community grants for events	<ul style="list-style-type: none"> <li>Continue to liaise with organisations holding events within the shire about community grants and inkind support</li> </ul>	4430	VICC	<ul style="list-style-type: none"> <li>100% delivered</li> </ul>	Q4

<b>Key Result Area:</b>	<b>A Safe Community</b>
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<b>Initiative Description</b>	<b>Actions</b>	<b>Program No</b>	<b>Responsible Officer</b>	<b>Measure</b>	<b>Target</b>
Develop and maintain preparedness and response capabilities to ensure the community is able to withstand a wide variety of disasters that may affect the region	<ul style="list-style-type: none"> <li>Review Disaster Management Plan annually</li> </ul>	4500	MCS	<ul style="list-style-type: none"> <li>Updated plan endorsed by LDMG</li> </ul>	Q2
	<ul style="list-style-type: none"> <li>Support and coordinate the LDMG</li> </ul>	4500	CEO	<ul style="list-style-type: none"> <li>LDMG meet min twice a year</li> </ul>	Q4
Continue to deliver and support services that support health and safety across the region e.g. pest management, animal management, disaster preparedness	<ul style="list-style-type: none"> <li>Deliver Public Health Program</li> <li>Deliver Animal Control Management program</li> <li>Deliver Pest Management Program</li> </ul>	4500	MCES	<ul style="list-style-type: none"> <li>100% delivered</li> </ul>	Q4
	<p>Animal related nuisance is minimised through proactive control measures</p> <ul style="list-style-type: none"> <li>Deliver annual animal inspection program</li> <li>Review bylaws and fees for animal registrations</li> <li>Facilitate a vet to deliver a microchipping program</li> </ul>	4310	RLO/ Dalena	<ul style="list-style-type: none"> <li>100% Delivered</li> <li>Local Law reviewed</li> <li>Fees reviewed</li> <li>1 program delivered</li> </ul>	Q3
	<p>The impact of periodic mosquito infestations are mitigated through appropriate vector control measures</p> <ul style="list-style-type: none"> <li>Deliver mosquito spraying program as required</li> </ul>	4320	RLO	<ul style="list-style-type: none"> <li>Spraying locations recorded (seasonal)</li> </ul>	Q3
Community Environmental health is secured through ensuring compliance standards are maintained.	<ul style="list-style-type: none"> <li>Deliver annual EHO inspection program</li> </ul>	4210	Dalena	<ul style="list-style-type: none"> <li>100%</li> </ul>	Q3

<b>Key Result Area:</b>	<b>Healthy Community</b>
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<b>Initiative Description</b>	<b>Actions</b>	<b>Program No</b>	<b>Responsible Officer</b>	<b>Measure</b>	<b>Target</b>
Residents have access to a range of quality health and emergency services in accordance with community expectations.	<ul style="list-style-type: none"> <li>Continue to liaise and brief government and other Health organisations in order to improve service delivery to Bulloo shire residents.</li> </ul>	4100	MCES	<ul style="list-style-type: none"> <li>2 briefings a year</li> </ul>	Q2, Q4
	<ul style="list-style-type: none"> <li>Continue to support additional clinic in conjunction with the Dept. of Health</li> </ul>	4100	MCES	<ul style="list-style-type: none"> <li>\$ Budget expended</li> </ul>	Q4
Promote healthy lifestyles that include keeping fit and active and involved in physical activities such as walking, cycling and organised sporting activities	<ul style="list-style-type: none"> <li>Deliver and actively market programs and activities that encourage healthy lifestyles i.e. Netball, Squash, Bowls, Tennis, Walking Group, Punch Fit, Exercise group, water aerobics, Aqua Group. Learn to swim program</li> </ul>	4100	SRC	<ul style="list-style-type: none"> <li>6 programs initiated</li> <li>100% complete</li> </ul>	Q1, Q2, Q3, Q4
Provide the community with linkages to Primary Health Care Services	<ul style="list-style-type: none"> <li>Deliver Schedule 1 of WQPCC Healthy Ageing Funding Agreement</li> </ul>		MCES	100% delivered	Q4
Provide support & advocacy for community members accessing Aged Care in home services	<ul style="list-style-type: none"> <li>Liaise with Thargomindah Outpatients Centre in relation to community need and service delivery gaps</li> </ul>		MCES	<ul style="list-style-type: none"> <li>Quarterly</li> </ul>	Q1, Q2, Q3, Q4



## 4. Infrastructure and Services

*A community with access to a range of services and infrastructure that supports lifecycle needs, health and safety. These services and infrastructure are supported by all levels of government and community organisations.*

Key Result Area:	Community Infrastructure				
Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Maintain and upgrade the current infrastructure in accordance with the needs of the community	<ul style="list-style-type: none"> <li>• Update valuations in 2018.19</li> <li>• Review condition assessments and finalise review of Asset Management Plans to ensure maintenance and renewal allocations are adequate</li> <li>• Investigate feasibility of updating Manual Signage to Digital for Community &amp; Roads</li> </ul>		MI	<ul style="list-style-type: none"> <li>• Valuations completed</li> <li>• Plans updated and adopted by Council</li> <li>• Report to Council</li> </ul>	Q4
Provide well maintained and liveable staff housing as part of Employer of Choice options to retain key staff	<ul style="list-style-type: none"> <li>• Review Councils overall tenancy management program to maximise efficiencies and savings</li> <li>• Deliver Councils Tenancy Management program in line with Councils policy and agreements</li> <li>• Ensure that a Tenancy maintenance schedule is in place</li> <li>• Ensure that tenancy agreements are up to date and are registered</li> <li>• Manage arrears and notifications for all Council employee tenants to ensure that tenancies are being managed in line with policy and procedures</li> <li>• 10 yr Maintenance schedule completed as part of councils long term planning</li> <li>• Position Paper to CEO regarding efficiencies and Savings</li> </ul>	4120	Dalena	<ul style="list-style-type: none"> <li>• 1 position paper to CEO</li> <li>• 100% program delivered</li> <li>• 100% agreements executed</li> <li>• 90% of arrears resolved</li> <li>• Number of notifications</li> <li>• 10 Year Plan Endorsed</li> </ul>	Q4

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Provision of community housing to allow residents to have access to affordable housing	<ul style="list-style-type: none"> <li>Maintain tenancies in line with Councils Housing policy</li> <li>Ensure all tenancies have relevant agreements and are up to date.</li> </ul>	4130	Dalena	<ul style="list-style-type: none"> <li>100% agreements executed</li> <li>90% of all arrears resolved</li> </ul>	Q4
Maintain the cemetery reserve in line with community needs and expectations	<ul style="list-style-type: none"> <li>Research and determine adequate and sustainable service levels for the Thargo cemetery</li> <li>Deliver maintenance level in line with Councils budget and agreed service level</li> </ul>		MIS	<ul style="list-style-type: none"> <li>Number of service requests completed</li> <li>Service level determined</li> <li>Annual Cost Review</li> </ul>	Q4
Maintain good amenity for Thargomindah Main Street including streets, footpath and nature strip including streetscape	<ul style="list-style-type: none"> <li>Develop and deliver Councils annual footpath program</li> <li>Footpaths and nature strips regularly maintained and kept clean and tidy;</li> <li>Deliver maintenance level in line with Councils budget and agreed service level</li> <li>Monthly visual inspection of town streets, footpaths and nature strips within the towns of Thargomindah and Hungerford</li> </ul>		MIS	<ul style="list-style-type: none"> <li>Footpath program implemented</li> <li>12 inspections completed</li> <li>Service level determined</li> </ul>	Q1,Q2,Q3 Q4
Maintain Infrastructure for Hungerford in a manner which reflects community priorities and standards	<ul style="list-style-type: none"> <li>Liaise with DNRM on outstanding land matters in the Hungerford Township</li> <li>❖ Aerodrome <ul style="list-style-type: none"> <li>Make application to resurvey the fenced area of the aerodrome and transfer Reserve Purpose from Racecourse Reserve to Aerodrome Reserve</li> </ul> </li> <li>❖ Showgrounds <ul style="list-style-type: none"> <li>Make application to survey and excise area from Lot 13 H2346 Camping, Water and Stock Route Reserve to Showground Reserve</li> </ul> </li> </ul>		MCG  MCG  MCG	<ul style="list-style-type: none"> <li>Application lodged</li> <li>Application lodged</li> </ul>	Q4  Q4  Q4

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>❖ Cemetery <ul style="list-style-type: none"> <li>○ Make application to survey Cemetery located on Lot 1 H2344 USL and transfer to a Cemetery Reserve</li> </ul> </li> <li>❖ Road Opening <ul style="list-style-type: none"> <li>○ Road to Showgrounds and Aerodrome to be surveyed on existing alignment and application made to have road opened</li> </ul> </li> <li>❖ Refuse Tip <ul style="list-style-type: none"> <li>○ Survey area to be excised from Reserve Lot 13 H2346</li> <li>○ Survey the existing road assessing the site</li> <li>○ Make application to purchase the area as freehold for the Refuse Tip</li> <li>○ Make application for Road Opening</li> </ul> </li> </ul>		MCG	<ul style="list-style-type: none"> <li>• Application lodged</li> </ul>	Q4
			MCG	<ul style="list-style-type: none"> <li>• Application lodged</li> </ul>	Q4
			MCG	<ul style="list-style-type: none"> <li>• Application lodged</li> </ul>	Q4
Annual inspection of playground equipment within the Shire, to ensure compliance with WH&S and public safety	<ul style="list-style-type: none"> <li>• Carry out an annual inspection/audit on playground equipment to ensure compliance and will include: <ul style="list-style-type: none"> <li>○ Condition rating</li> <li>○ Defect</li> <li>○ Soft fall compliance.</li> <li>○ Shade structures</li> <li>○ Update Asset management plans</li> </ul> </li> </ul>		MIS & SIS	<ul style="list-style-type: none"> <li>• Audit completed including photographs.</li> <li>• Asset management files completed</li> </ul>	Q3
	<ul style="list-style-type: none"> <li>• Visual inspection carried out on equipment during normal park maintenance with inspections noted and all defects noted along with maintenance requirements</li> </ul>		MIS & SIS	<ul style="list-style-type: none"> <li>• Weekly inspections completed</li> </ul>	Q4
Community hall facilities meet the needs of the community	<ul style="list-style-type: none"> <li>• Hall hire encouraged through media advertising</li> <li>• Set schedule of fees as part of budgeting process</li> </ul>	2310	Dalena	<ul style="list-style-type: none"> <li>• 100%</li> <li>• Fees adopted</li> </ul>	Q2

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>Review asset condition and maintenance requirements between 2018 - 2020 as part of asset management and provide a report to council for decision making in relation to impairment</li> </ul>			<ul style="list-style-type: none"> <li>Asset condition report completed</li> </ul>	
Provide sustainable and well maintained facilities that meet committee needs in line with councils budget	<ul style="list-style-type: none"> <li>Review Councils cleaning service in conjunction with Mgr of Corporate and Governance delivery to obtain savings and maximise a sustainable and efficient service for all of its facilities</li> <li>Deliver cleaning services to support the needs of facilities in line with their utilisation</li> <li>Develop and implement an annual Maintenance schedule for relevant facility maintenance as part of the annual budget process</li> </ul>	2320	Dalena	<ul style="list-style-type: none"> <li>100%</li> </ul>	Q1, Q2,Q3,Q4
	<ul style="list-style-type: none"> <li>Support community group funding applications for facilities and equipment</li> </ul>			<ul style="list-style-type: none"> <li>100%</li> </ul>	Q1, Q2,Q3,Q4
Grow library services and programs to ensure that the library is a well utilised community hub	<ul style="list-style-type: none"> <li>Delivery a library service as per state library agreement and in line with Councils budget</li> </ul>	4410	Librarian	<ul style="list-style-type: none"> <li>Reporting submitted on time</li> </ul>	Q1, Q2,Q3,Q4
	<ul style="list-style-type: none"> <li>Grow library patronage and usage by 10 per cent</li> </ul>	4410	Librarian	<ul style="list-style-type: none"> <li>Percentage increase (min 10%)</li> <li>Percentage Book borrowings (min up by 10%)</li> <li>Number of new books ordered</li> </ul>	
	<ul style="list-style-type: none"> <li>Grow library programming by 10 per cent</li> </ul>	4410	Librarian	<ul style="list-style-type: none"> <li>Number of people attending programs</li> <li>Percentage of repeat attendance</li> <li>Percentage increase of visitor numbers</li> </ul>	

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>Grow collaboration with Primary and Middle School</li> </ul>			<ul style="list-style-type: none"> <li>Number of programs delivered</li> </ul>	
	<ul style="list-style-type: none"> <li>Continue subscription services</li> </ul>	4410	Librarian	<ul style="list-style-type: none"> <li>100% renewals</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Playgroup supported</li> </ul>	4410	Librarian	<ul style="list-style-type: none"> <li>Number of playgroup sessions held</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Deliver School Holiday Programs</li> </ul>	4410	Librarian	<ul style="list-style-type: none"> <li>Number of Holiday programs run</li> </ul>	Q2,Q4
The Riverwalk is promoted and effectively utilised	<ul style="list-style-type: none"> <li>Walking Groups, activities are promoted</li> <li>Guided river walk is developed</li> </ul>	4710	VICC	<ul style="list-style-type: none"> <li>Guided River walks in Visitor Season</li> <li>Number of programs delivered</li> </ul>	Q4

<b>Key Result Area:</b>	<b>Social Services</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Maximise educational outcomes for school children in Thargomindah	<ul style="list-style-type: none"> <li>School has appropriate staff resources to provide education services in line with community expectations</li> <li>Provide financial support for 2<sup>nd</sup> Teacher at Thargomindah State School</li> </ul>	2000	BSC	<ul style="list-style-type: none"> <li>\$ Budget expended</li> </ul>	Q2, Q4
	<ul style="list-style-type: none"> <li>Provide financial support for distance education teacher and facility</li> </ul>	2000	BSC	<ul style="list-style-type: none"> <li>\$ Budget expended</li> <li>Teachers aide in place</li> </ul>	Q2, Q4

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>Distance Education Facility has appropriate resources to provide education services in line with community expectations</li> </ul>				
Primary and lower secondary education is supported through the Thargomindah school	<ul style="list-style-type: none"> <li>Continue to support secondary and primary education outcomes through the library such as homework club</li> <li>Innovation partnership (coding workshops) with library and school is in place and active</li> </ul>	4140	MCES	<ul style="list-style-type: none"> <li>Number of partnership programs delivered</li> <li>Number Coding workshops delivered</li> </ul>	Q4
Lobby and advocate for appropriate child care in line with rural remote community needs	<ul style="list-style-type: none"> <li>Continue to lobby government for remote appropriate childcare services</li> <li>Develop a remote childcare model to advance to government</li> <li>Facilitate a residential property for venue based child care, crèche and playgroup</li> <li>Continue to operate the Thargomindah Early Education and Care Committee to investigate sustainable, integrated service delivery model of early childhood education and care in Thargomindah.</li> </ul>	2000	MCES	<ul style="list-style-type: none"> <li>Proposal developed</li> <li>Venue options paper provided to council</li> </ul>	Q3
Support community capacity building, social inclusion and connection through the delivery of Councils community grants program	<ul style="list-style-type: none"> <li>Deliver Councils community grants program and advertise and coordinate twice yearly in line with</li> </ul>	4110	MCES	<ul style="list-style-type: none"> <li>100% allocated</li> </ul>	Q4
Equitable access to appropriate telecommunications technologies in accordance with community needs	<ul style="list-style-type: none"> <li>Advocacy for improved coverage put forward twice a year as part of intergovernmental briefings</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Number of briefings</li> <li>Grant submissions lodged for mobile blackspot program</li> </ul>	Q2, Q4
	<ul style="list-style-type: none"> <li>Explore options for increased radio coverage especially for flood gauge network as part of Disaster Management data capture</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Grant submissions for radio coverage lodged</li> </ul>	Q1

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>Continue to support radio service infrastructure services</li> <li>Continue to investigate options for re-broadcasting of free to air television.</li> </ul>	2330	MCS	<ul style="list-style-type: none"> <li>100%</li> <li>Update report to Council</li> </ul>	Q4

<b>Key Result Area:</b>	<b>Essential Services – Water &amp; Waste</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Ensure all required testing necessary for compliance with State Legislative requirements.	<ul style="list-style-type: none"> <li>Testing is carried out in accordance with approved Drinking Water Quality (DWQMP)</li> <li>Complete and lodge with relevant departments all necessary departments' associated collected data.</li> </ul>	6100	MIS	<ul style="list-style-type: none"> <li>DWQMP</li> <li>Amendments to DWQMP Plan</li> <li>Drinking Water Quality Management Plan (DWQMP) Review and Audit</li> <li>DWQMP Report for 2016-2017</li> <li>SWIM data</li> </ul>	01/08/2018  01/10/2018  01/12/2018  01/11/2018
Provide infrastructure required to supply water to urban and rural residents, industry and business in accordance with community needs	<ul style="list-style-type: none"> <li>Upgrade urban water supply: <ul style="list-style-type: none"> <li>Connection of bore 2 into town reticulation;</li> <li>Upgrade Cooling pond manifolds to reduce water temperature;</li> </ul> </li> </ul>	6100	MIS	<ul style="list-style-type: none"> <li>Connection of second bore – Thargomindah;</li> <li>Renewal and upgrade of cooling pond manifolds - Thargomindah</li> </ul>	Q3
	<ul style="list-style-type: none"> <li>Upgrade Hungerford water supply to ensure adequate pressure and supply by:</li> </ul>	6100	MIS	<ul style="list-style-type: none"> <li>Review of existing reticulation and installation of new reticulation – Hungerford</li> </ul>	Q2

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>○ Carry out investigation and design of layout and sizing of required reticulation mains necessary for town supply;</li> <li>○ Installation of dual booster pump set to ensure adequate supply pressure throughout town;</li> </ul>			<ul style="list-style-type: none"> <li>• Installation of town booster pump set - Hungerford</li> </ul>	
Implement water conservation measures including community, industry and business education campaigns to minimise demand	<ul style="list-style-type: none"> <li>• Develop and maintain water management plans for town supplies for Thargomindah and Hungerford to ensure town water consumption is within State allocation by: <ul style="list-style-type: none"> <li>○ Analysis of existing data to ascertain current property consumption.</li> <li>○ Installation of smart meters through Thargomindah with continual collection of data throughout 2017 and 2018</li> </ul> </li> </ul>	6100	MIS	<ul style="list-style-type: none"> <li>• Areas of reference for water supply consumption and data collection <ul style="list-style-type: none"> <li>○ Residential</li> <li>○ Commercial</li> <li>○ Industrial</li> <li>○ Parks and Gardens</li> <li>○ Reserves</li> </ul> </li> </ul>	Q3 Q2
Maintain and upgrade the current infrastructure associated with the wastewater collection, pumping, treatment and disposal.	<ul style="list-style-type: none"> <li>• Review existing policies and procedure and existing</li> </ul>	6100	MIS	<ul style="list-style-type: none"> <li>• Monthly inspections</li> </ul>	Q4
Improve drainage in line with Thargomindah Master Plan	<ul style="list-style-type: none"> <li>• Implement 3 stages of development. Stage 1 and 2 completed. Stage 3 requires funding and is design ready.</li> </ul>	6100		<ul style="list-style-type: none"> <li>• Stage 3 funding submission lodged for 2018 – 2020.</li> </ul>	
Carry out design and documentation for upgrade to sewerage system to maximise operational efficiency and meet future development needs.	<ul style="list-style-type: none"> <li>• Develop documentation and design of sewerage mains, pumping and treatment process for future residential and industrial development</li> <li>• Design developed for sewerage extension to heavy and light industrial</li> </ul>	6100	MIS	<ul style="list-style-type: none"> <li>• Sams St sewerage completed</li> <li>• Designs developed for industrial precincts</li> </ul>	Q2
Carry out service level reviews maximise operational efficiency and cost recovery.	<ul style="list-style-type: none"> <li>• Carry out review on service levels, Cost effectiveness and deliver a business case. <ul style="list-style-type: none"> <li>❖ Thargomindah Airport</li> <li>❖ Water &amp; Sewerage</li> </ul> </li> </ul>	6100	MIS	<ul style="list-style-type: none"> <li>• Reviews Completed</li> <li>• Business Case completed</li> </ul>	Q4



Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>❖ Parks &amp; Gardens</li> <li>❖ Airport Fuelling</li> <li>❖ Waste &amp; Landfill</li> <li>❖ Workshop</li> <li>❖ Stores</li> </ul>				

<b>Key Result Area:</b>	<b>Waste Management</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Provide waste management facilities that meet EPA standards	<ul style="list-style-type: none"> <li>• Maintain Waste transfer and landfill to EPA standard</li> </ul>	4330	MIS	<ul style="list-style-type: none"> <li>• 90% Compliance with EPA standards</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>• Ensure licensing requirements are met including reporting and inspection schedule</li> </ul>	4330	Dalena	<ul style="list-style-type: none"> <li>• 2 Reports Complete</li> <li>• 6 monthly inspections (1 with EHO)</li> </ul>	Q4
Review waste management program and facilities to ensure that they meet EPA standards and needs of the community.	<ul style="list-style-type: none"> <li>• Ensure current licence in place</li> <li>• Ensure maintenance and operation and transfer of waste are compliant with EPA license requirements.</li> <li>• Incidents are notified to the regulator and remediated in line with their advice</li> </ul>	4330	MIS	<ul style="list-style-type: none"> <li>• Licence renewed</li> <li>• Monthly inspection of landfill and recycling area within the landfill area</li> <li>• EPA incidents notified</li> </ul>	Q1,Q2, Q3,Q4
Develop a Strategic Plan for Waste for the long term	<ul style="list-style-type: none"> <li>• Develop a long term Strategic Waste Management Plan 2019 – 2029 to ensure that long term options are in place including adequate management practices and resourcing</li> <li>• Develop a resourcing strategy including cost benefit analysis to support the above.</li> </ul>	4330	MIS	<ul style="list-style-type: none"> <li>• Strategic review completed</li> <li>• Waste Management Policy/Plan developed</li> <li>• Resourcing Strategy developed in line with Strategic Waste Management Plan</li> </ul>	Q3

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Ensure that services and levels are sustainable	<ul style="list-style-type: none"> <li>Review current waste collection and street sweeping program and procedures to ensure operational efficiency of existing program and the future needs of the community.</li> <li>Areas of review to include but not limited to the following: <ul style="list-style-type: none"> <li>green waste recycling;</li> <li>white goods, scrap metal recycling;</li> <li>hours of operation;</li> <li>land fill site security;</li> <li>commercial &amp; industrial waste dumping;</li> <li>disposal of used tyres.</li> </ul> </li> </ul>	4330		<ul style="list-style-type: none"> <li>Business case/position papers developed in relation to Cost associated with disposal of commercial and industrial waste including the cost to council for the removal from site of the following: <ul style="list-style-type: none"> <li>glass</li> <li>whitegoods</li> <li>tyres</li> </ul> </li> <li>car bodies and scrap steel</li> </ul>	Q3
	<ul style="list-style-type: none"> <li>Develop and adopt a Local Law for Waste by July 2018 to meet regulatory changes.</li> </ul>			<ul style="list-style-type: none"> <li>Local Law Adopted</li> </ul>	Q4

<b>Key Result Area:</b>	<b>Recreational Facilities</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Maximise recreational services utilisation	<ul style="list-style-type: none"> <li>Participate in Regional recreational services planning activities in conjunction with Dept. of S &amp; R</li> <li>Capture data in relation to recreational services utilisation across facilities</li> <li>Liaise with local and regional sporting groups to identify &amp; promote events &amp; activities. <ul style="list-style-type: none"> <li>Participate in inter-town competitions</li> </ul> </li> </ul>	5500	MCES	<ul style="list-style-type: none"> <li>3 engagements</li> <li>1 licence fee</li> <li>2 inter-town competitions promoted</li> </ul>	Q1, Q2, Q3, Q4

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>Maintain annual licence for Magical Park for the sportsground</li> <li>Identify and develop health and recreation opportunities that encourage inter-town competitions</li> </ul>				
Sport and Rec program meets the needs of local residents and visitors	<ul style="list-style-type: none"> <li>Deliver Summer &amp; winter sport and recreation programs</li> <li>Timetables implemented to provide maximum access for the community</li> </ul>	4910	SRC	<ul style="list-style-type: none"> <li>100% delivered</li> <li>2 Seasonal timetables developed ( additional Holiday Timetables)</li> <li>Number of users recorded daily</li> </ul>	Q4
Maximise utilisation of recreation facilities	<ul style="list-style-type: none"> <li>Development of management plan in consultation with local sporting clubs and community organisations to identify improvements and upgrades to recreational facilities</li> <li>Explore feasibility of a 24hr Gym</li> </ul>	4950	SRC	<ul style="list-style-type: none"> <li>1 plan delivered</li> <li>Report completed.</li> </ul>	Q1, Q2,Q3
Carry out service level reviews maximise operational efficiency and cost recovery.	<ul style="list-style-type: none"> <li>Carry out review on service levels, cost effectiveness and deliver a business case.               <ul style="list-style-type: none"> <li>❖ Sport &amp; Recreation</li> <li>❖ Event Support</li> <li>❖ Pest / RLO</li> </ul> </li> </ul>	6100	MIS	<ul style="list-style-type: none"> <li>Reviews Completed</li> <li>Business Case completed</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Facilitate working group with council and committees/clubs and other stakeholders to ensure sporting and recreational facilities are delivered in a cost effective manner</li> </ul>			<ul style="list-style-type: none"> <li>Working Group formed</li> <li>No of meetings held</li> </ul>	
Provide a sustainable level of recreational infrastructure that meets the needs of the community and is safe.	<ul style="list-style-type: none"> <li>Develop sustainable service levels for parks and gardens across the Shire. Including service levels for lawn mowing, garden maintenance.</li> </ul>		MIS & SIS	<ul style="list-style-type: none"> <li>Service levels adopted</li> </ul>	Q1,Q2,Q3Q4

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Deliver annual pool season and supervision as part of sport and rec summer program in line with community needs	<ul style="list-style-type: none"> <li>Deliver annual pool program</li> <li>Staff are adequately qualified to deliver programs</li> <li>Programs are delivered in line with community need</li> <li>Support the school with pool activities</li> <li>Swim &amp; Survive Program delivered</li> </ul>	4920	SRC	<ul style="list-style-type: none"> <li>100% Pool Program delivered</li> <li>Annual training undertaken</li> <li>Number of programs delivered</li> <li>Number of school activities</li> <li>Swim and survive program 100% delivered</li> </ul>	Q3

<b>Key Result Area:</b>	<b>Transport</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Maintain an efficient and safe networks of roads	<ul style="list-style-type: none"> <li>Deliver Councils annual maintenance program</li> <li>Delivery Councils annual civil works program</li> <li>Deliver R2R program</li> <li>Update the ten year road strategy and Roads Link Strategy</li> </ul>	5300 5300 3100	OM	<ul style="list-style-type: none"> <li>Programs delivered 100%</li> </ul>	Q1
Support State Roads Network maintenance. (TMR, TIDS, RMPC, WRUP)	<ul style="list-style-type: none"> <li>Deliver the program to TMR requirements</li> </ul>	5200 5210	OM	<ul style="list-style-type: none"> <li>100% delivery</li> <li>95% conformance</li> </ul>	Q4
Ensure road network recovers from flood events	<ul style="list-style-type: none"> <li>Deliver approved activated flood program as per NDRRA contract</li> </ul>	5230	OM & GHD	<ul style="list-style-type: none"> <li>100% delivery</li> </ul>	Q4
All stakeholders responsible for the delivery of transport infrastructure work in partnership to plan for and construct an integrated network	<ul style="list-style-type: none"> <li>Continue to support SWRRTG</li> <li>Participate in Regional transport planning initiatives</li> </ul>	3100	OM	<ul style="list-style-type: none"> <li>Number of meeting attended</li> </ul>	> 80%

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Provide and maintain aerodrome facilities that accommodate community, business and industry needs	<ul style="list-style-type: none"> <li>• Increase fuel storage capacity</li> <li>• Source funding for airport reseals in 2019</li> <li>• Source funding for airport fencing upgrade in 2019-20</li> </ul>	3100	MIS & AO	<ul style="list-style-type: none"> <li>• Federal Grant submitted</li> <li>• Annual budget program adopted</li> </ul>	Q2
Ensure compliance with CASA requirements	<ul style="list-style-type: none"> <li>• Carry out the inspections of runway prior to arrival and departure of all commercial and RFDS flights.</li> <li>• Conduct a technical inspection annually</li> <li>• Review Councils Airport Manual to ensure compliance requirements are met</li> </ul>	3100	MIS & AO	<ul style="list-style-type: none"> <li>• Drive airport runway inspecting for defects and wildlife</li> <li>• Annual inspection delivered</li> <li>• Manual reviewed</li> </ul>	>900  Q3

## 5. Excellence in Customer Service

*A committed and responsive customer services focus that delivers a high level of products and services that meet customers' needs and provide value for money.*

Key Result Area:	Product & Service Delivery
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Exploit functionality of Council's hardware and IT network to provide "e" products, services and information electronically to customers	<ul style="list-style-type: none"> <li>Continue to provide direct debit service for payment rates and general debt</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Utilisation rate</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Maintain an active Social media (Facebook) in accordance with Councils <i>Website and Social Media Policy (1.07.1)</i> for delivery of information.</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Number of social media updates</li> <li>Increase followers by 15%</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Upgrade Websites to new Jadu Platform in conjunction with LGAQ.</li> <li>Ensure Website it maintained and up to date.</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Website upgrade completed</li> <li>Number of updates conducted</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Investigate Digitalisation Infrastructure to improve business processes.</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Proposal developed</li> </ul>	Q2
Develop and implement strategies that are responsive to our community and establish a customer focused organisational culture.	<ul style="list-style-type: none"> <li>Develop an online environment which facilitates the creation, sharing and exchange of information and ideas in virtual communities and networks.</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>100%</li> </ul>	Q4

<b>Key Result Area:</b>	<b>Customer Service Culture</b>
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<b>Initiative Description</b>	<b>Actions</b>	<b>Program No</b>	<b>Responsible Officer</b>	<b>Measure</b>	<b>Target</b>
Review the Customer Service Charter and associated policies to assist customers build a level of service expectation in line with Council's deliverables	<ul style="list-style-type: none"> <li>• Provide high quality customer service</li> <li>• Resolute all complaints in accordance with customer service charter and customer service policy</li> <li>❖ Level of customer service satisfaction measured by annual survey and number of complaints</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>• 1 survey conducted</li> <li>• 90% complaints resolved</li> </ul>	Q1, Q2, Q3, Q4
	<ul style="list-style-type: none"> <li>• Enhance the use of information and communication technologies and social media to inform and engage the community about Council services.</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>• 1 post per week</li> </ul>	Q1, Q2, Q3, Q4
	<ul style="list-style-type: none"> <li>• Maintain customer service charter and standards to ensure responsive</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>• Standards reviewed annually</li> <li>• No of complaints</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>• Ensure customer service policy (including complaints) is in place</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>• Annual review of policy conducted</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>• Review administrative action complaints policy annually</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>• Annual review of policy conducted</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>• Develop flowcharts and procedures for different of complaints and their treatment</li> </ul>			<ul style="list-style-type: none"> <li>• Flow charts and procedures developed and on the website</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>• All new administrative staff have customer service induction</li> <li>• Mandatory customer service training every 3yrs</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>• Number of staff trained annually</li> <li>• 100% of new staff inducted</li> <li>• 70% of existing staff updated as part of training programs</li> </ul>	Q4

## 6. Strong Business Practices

*Streamlined business processes, underpinned by the strategic use of technology, and internal structures that match customer and service delivery needs.*

<b>Key Result Area:</b>	<b>Information Technology (IT) Systems and Processes</b>				
Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
ICT systems are contemporary and are maintained and supported to deliver efficient and responsive business needs.	<ul style="list-style-type: none"> <li>Develop ICT strategy to support internet connection &amp; associated hardware</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Draft strategy endorsed by council</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Review ICT Systems and Processes</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Review Complete</li> </ul>	
	Implement <i>Strategic Recordkeeping Implementation Plan January 2017</i> <ul style="list-style-type: none"> <li>Deliver in house hands on practical training for MAGIQ:-               <ul style="list-style-type: none"> <li>Basic Training to all administrative staff</li> <li>Advanced Training for all nominated staff</li> <li>Basic training to be included in induction</li> </ul> </li> </ul>	2000	Records Officer	<ul style="list-style-type: none"> <li>Training delivered to 100% of nominated staff members</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>Investigate options for Virtual Server for remote backup of MAGIQ</li> <li>Purchase a cloud system for MAGIQ backup</li> </ul>	2000	MCS/Records Officer	<ul style="list-style-type: none"> <li>System procured</li> </ul>	Q2
	<ul style="list-style-type: none"> <li>Develop annual Archiving procedure</li> </ul>	2000	MCS Records Officer	<ul style="list-style-type: none"> <li>Annual procedure developed</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Archive storage facilities and Boardroom storage room in Administration building to be made fireproof</li> </ul>	2000	MIS	<ul style="list-style-type: none"> <li>Project completed</li> </ul>	Q2
	<ul style="list-style-type: none"> <li>Coordinate migration H &amp; L Drive to Record Keeping System</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>% Migration complete</li> </ul>	Q1,2,3,4



Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>Staff engagement and support for migration</li> </ul>		Records Officer	<ul style="list-style-type: none"> <li>No of information sessions held</li> </ul>	
	<ul style="list-style-type: none"> <li>Ensure Work depot is functional, compliant with WHS standard and meets the needs of users               <ul style="list-style-type: none"> <li>Implement the Mead Perry Change management plan</li> <li>Maintain annual WHS work program</li> <li>Maintain data as part of DeltaS</li> <li>Review software systems that support the depot</li> </ul> </li> </ul>	6100	DM	<ul style="list-style-type: none"> <li>Actions completed</li> <li>Monthly Action plans completed</li> <li>Report to council</li> <li>Software review complete</li> </ul>	Qrtly
	<ul style="list-style-type: none"> <li>Review the potential for automated work flows and redesign mapping</li> </ul>	6100	DM	<ul style="list-style-type: none"> <li>Mapping completed</li> </ul>	Q4
	Ensure Plant operations are compliant and efficient and plant activity meets productivity targets				
	<ul style="list-style-type: none"> <li>Deliver budgeted plant schedule</li> </ul>	2000	OM	<ul style="list-style-type: none"> <li>100% delivery</li> </ul>	Qrtly
	<ul style="list-style-type: none"> <li>Renew 10 yr plan annually</li> </ul>	2000	OM	<ul style="list-style-type: none"> <li>program updated</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>'Ensure plant is serviced in line with Councils capital works schedule</li> </ul>	2000	OM	<ul style="list-style-type: none"> <li>100% complete</li> </ul>	Qrtly
	<ul style="list-style-type: none"> <li>Monitor productivity and utilisation returns monthly</li> </ul>	2000	OM	<ul style="list-style-type: none"> <li>Review rates</li> </ul>	Qrtly
	<ul style="list-style-type: none"> <li>Investigate NHVR Options</li> </ul>	2000	OM	<ul style="list-style-type: none"> <li>100% delivery</li> </ul>	Q1
Upgrade Council's hardware and IT network	<ul style="list-style-type: none"> <li>Maintain hardware and IT networks to meet business needs</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Replace 10x PCs</li> </ul>	Q1
	<ul style="list-style-type: none"> <li>Investigate options to decommission Optic Fibre connection from old admin office</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Proposal presented</li> </ul>	Q2
	<ul style="list-style-type: none"> <li>Replace 3x Printers at VIC, Depot and Admin Centre</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Printers Replaced</li> </ul>	Q3

<b>Key Result Area:</b>	<b>Procurement</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Ensure Councils procurement policy is able to meets council objectives in relation to local stimulus and transparency requirements	<ul style="list-style-type: none"> <li>Continue to deliver procurement activities in accordance with Councils (buy local policy) And Promote Council procurement opportunities to local businesses</li> <li>Review Procurement Policy and Procedure</li> </ul>	3500	FIN	<ul style="list-style-type: none"> <li>1x community session held</li> <li>Reviewed Policy adopted</li> </ul>	Q4
Ensure that a robust local economy is supported through Pre-qualified procurement and local purchasing wherever possible and in line with VFM.	<ul style="list-style-type: none"> <li>Review Councils Pre-qualified procurement panel by tender</li> </ul>	3500	FIN	<ul style="list-style-type: none"> <li>Tender advertised</li> </ul>	Q2
	<ul style="list-style-type: none"> <li>Review Councils Procurement contracts up for renewal and renew cycle of contacts for effectiveness &amp; VFM.</li> </ul>	3500	FIN	<ul style="list-style-type: none"> <li>Tender advertised</li> <li>2 yr tender endorsed</li> </ul>	Q2

<b>Key Result Area:</b>	<b>Service Delivery &amp; Organisational Structure</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Support continuing evaluation of organisational structure in line with BSC Strategic Plan.	<ul style="list-style-type: none"> <li>Annual renew organisation structure in line with budget</li> <li>All positions reviewed as they become vacant.</li> </ul>		HR	<ul style="list-style-type: none"> <li>Organisation structure adopted.</li> </ul>	Q4
Optimise service delivery through increased collaboration with other local Council organisations	<ul style="list-style-type: none"> <li>Explore the potential of shared resources for hard to fill positions e.g. engineer</li> <li>Develop an establishment list (i.e. permanent employees) for the organisation</li> </ul>		HR	<ul style="list-style-type: none"> <li>1 consultation with neighbouring councils</li> </ul>	Q4

<b>Key Result Area:</b>	<b>Bulloo 2022</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Review and endorse Councils community Engagement Policy in line with the updating of the 2016 – 2021 Corporate Plan.	<ul style="list-style-type: none"> <li>Annual Review of community engagement as part of Councils annual consultation processes</li> </ul>		MCS	<ul style="list-style-type: none"> <li>Review complete</li> </ul>	Q4
Develop and implement an ongoing community engagement plan with councillors and key staff to ensure that the community's ongoing needs are understood and met and to make amendments to the plan should community needs change	<ul style="list-style-type: none"> <li>Review the Corporate Plan and budget in conjunction with community</li> </ul>		MCS	<ul style="list-style-type: none"> <li>1 plan delivered</li> </ul>	Q4

<b>Key Result Area:</b>	<b>Advocacy</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Develop a five year advocacy plan to support a strategic and focused approach for advocacy.	<ul style="list-style-type: none"> <li>Review and follow the LGAQ advocacy plan</li> </ul>		MCS	<ul style="list-style-type: none"> <li>1 plan developed</li> </ul>	Q4
Foster relations with key stakeholder groups, that develop opportunities to partner with outside bodies to deliver benefits and services to the region and maximises government and private sector investment in the region	<ul style="list-style-type: none"> <li>SWLGA membership maintained</li> </ul>		MCS	<ul style="list-style-type: none"> <li>2 meetings attended</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Meetings with ministers &amp; VIPs wherever possible to advance cases.</li> </ul>		MCS	<ul style="list-style-type: none"> <li>2 meetings a year</li> </ul>	Q4

## 7. Our Workforce

*A skilled and valued workforce that is motivated to consistently deliver high levels of service in a safe and efficient manner.*

<b>Key Result Area:</b>	<b>A Capable, Flexible, Productive and Committed Workforce</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Review Corporate values to develop a culture based on trust, teamwork and personal accountability	<ul style="list-style-type: none"> <li>Promote Corporate Value Awareness as part of HR Breakfast and Team Manager meetings</li> <li>Include as part of Annual Performance Review</li> </ul>		HR	<ul style="list-style-type: none"> <li>Annual Survey</li> <li>% of employees with awareness</li> </ul>	Q4
Establish and implement HR strategies to become an employer of choice that promotes a culture of unification, pride, satisfaction, well-being amongst its workforce.	<ul style="list-style-type: none"> <li>Continue staff BBQs</li> <li>Deliver on team building and staff recognition</li> <li>Quarterly Awards</li> <li>Deliver Team Leader meetings</li> </ul>		HR	<ul style="list-style-type: none"> <li>Sessions delivered</li> <li>4 award sessions</li> <li>4 team leader meetings</li> </ul>	Q4

<b>Key Result Area:</b>	<b>Learning &amp; Development</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Enhance opportunities for people to learn and develop new skills	<ul style="list-style-type: none"> <li>Review corporate training matrix to capture training and development as part of annual appraisal system to enhance skill development.</li> <li>Ensure all staff received annual Code of Conduct training</li> <li>Create Succession Plan for Workforce</li> </ul>	2000	HR	<ul style="list-style-type: none"> <li>Training matrix reviewed</li> <li>95% of identified training delivered</li> <li>DITA completed</li> <li>1 plan completed</li> </ul>	Q4

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>Identify new opportunities and funding sources that can expand Councils employee investment resources</li> </ul>	2000	HR	<ul style="list-style-type: none"> <li>Number of partnerships/subsidies</li> </ul>	Q4
Access to quality professional development initiatives for Council staff at all levels	<ul style="list-style-type: none"> <li>Monitor skills matrix to meet needs of workforce and Council initiatives</li> <li>Record training statistics and review against annual workplan requirements and staff satisfaction survey</li> </ul>	2000	HR	<ul style="list-style-type: none"> <li>Annual report presented</li> </ul>	Q2, Q4
Roles, accountabilities and decision-making processes are to be clear to enhance organisational efficiency	<ul style="list-style-type: none"> <li>Annual Review of Position Descriptions aligned to Council's organisational structure (as part of Annual Performance Review)</li> </ul>	2000	CEO/HR	<ul style="list-style-type: none"> <li>100%</li> </ul>	Q2

<b>Key Result Area:</b>	<b>Workplace Health &amp; Safety</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Continue to monitor and enhance workplace health and safety practices and programs and benchmark against external organisations and best practice	<ul style="list-style-type: none"> <li>Support Workplace Health &amp; Safety Committee meetings</li> </ul>	2000	WHSO	<ul style="list-style-type: none"> <li>&gt;8 meetings held</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Senior staff actively participate in the development and implementation of annual workplace safety plan</li> </ul>	2000	WHSO	<ul style="list-style-type: none"> <li>95% of all MAPS complete each quarter</li> </ul>	Q1,Q2, Q3,Q4
	<ul style="list-style-type: none"> <li>BSC safety System maintained at 70% compliance</li> </ul>	2000	WHSO	<ul style="list-style-type: none"> <li>BSC system working well and reaching minimum standard of 70%</li> </ul>	Q4

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>WHS Management System Plan reviewed annually and 5 top WHS risks identified for each 12 month period of the plan.</li> </ul>			<ul style="list-style-type: none"> <li>5 key risks identified</li> </ul>	Q1
	<ul style="list-style-type: none"> <li>Offer WHS traineeship to build capability</li> </ul>			<ul style="list-style-type: none"> <li>Position advertised</li> </ul>	Q4

Key Result Area:	Leadership & Management
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Enhance leadership capability through improved relationship behaviour	<ul style="list-style-type: none"> <li>Continue to support effective leadership and management practices through ongoing professional development opportunities; facilitating, training and coaching.</li> </ul>	2000	CEO	<ul style="list-style-type: none"> <li>4 Leaders workshops conducted</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Leadership development is picked up as part of Managers annual appraisals.</li> </ul>	2000	CEO	<ul style="list-style-type: none"> <li>100% annual appraisal</li> </ul>	Q2
	<ul style="list-style-type: none"> <li>Managers performance is tracked quarterly incorporating leadership and management objectives in line with councils operational and corporate plan</li> </ul>	2000	CEO	<ul style="list-style-type: none"> <li>4 meetings per manager per year</li> </ul>	Q4
Drive and promote Councils Recognition Strategy	<ul style="list-style-type: none"> <li>Implement a corporate recognition strategy</li> </ul>	2000	HR	<ul style="list-style-type: none"> <li>Budget expended</li> </ul>	Q4

<b>Key Result Area:</b>	<b>HR Systems &amp; Practices</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Review and monitor HR practices to ensure alignment with corporate and business planning outcomes	<ul style="list-style-type: none"> <li>Continue to monitor existing policies to comply with employment legislation</li> </ul>	2000	HR	<ul style="list-style-type: none"> <li>All HR policies comply with current workplace legislation</li> </ul>	100%
Develop processes and practices to support effective delivery of HR Services	<ul style="list-style-type: none"> <li>Review and Maintain current workforce plan</li> </ul>	2000	HR	<ul style="list-style-type: none"> <li>Plan adopted</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Implement HR Strategy actions</li> </ul>	2000	HR	<ul style="list-style-type: none"> <li>Number of initiatives</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Oversee WHS delivery and compliance</li> </ul>	2000	HR	<ul style="list-style-type: none"> <li>WHS safe plan in place and at 70%</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Maintain Human Resources Team to               <ul style="list-style-type: none"> <li>act as sounding board</li> <li>be a source of knowledge</li> <li>survey, monitor and measure staff satisfaction</li> </ul> </li> </ul>	2000	HR	<ul style="list-style-type: none"> <li>Develop suite of engagement techniques and tools to 'stay in touch'</li> <li>Annual survey completed</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Identify and adopt technology that supports efficiencies in operations</li> </ul>		HR	<ul style="list-style-type: none"> <li>Annual proposal submitted</li> </ul>	Q4
Develop a framework for encouragement of innovation, creativity and continuous improvement	<ul style="list-style-type: none"> <li>Maintain a performance appraisal and development system that encourages staff participation and performance.</li> </ul>		All managers	<ul style="list-style-type: none"> <li>Performance reviews complete</li> </ul>	Q2

<b>Key Result Area:</b>	<b>Accountability and Performance</b>
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<b>Initiative Description</b>	<b>Actions</b>	<b>Program No</b>	<b>Responsible Officer</b>	<b>Measure</b>	<b>Target</b>
Roles, accountabilities and decision-making processes are to be clear to enhance organisational efficiency as part of position descriptions	<ul style="list-style-type: none"> <li>Councils annual appraisal program is delivered</li> <li>Workforce plan received</li> </ul>	2000	HR	<ul style="list-style-type: none"> <li>100%</li> <li>1 plan received</li> </ul>	100%



## 8. Asset Management

*Maintain strong asset management practices that ensure Council maximises the economic value of its assets over their total life cycle*

Key Result Area:		Efficient Asset Management			
Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Develop strategic asset management plans covering all nominated asset types	<ul style="list-style-type: none"> <li>Finalise all condition reporting as part of asset management plans</li> <li>Source funding to update plans</li> </ul>	2000	MFS	<ul style="list-style-type: none"> <li>Plans updated</li> <li>Grant submissions lodged</li> </ul>	Q4
Implement an integrated asset management system into Council's operational processes	<ul style="list-style-type: none"> <li>Review and Investigate assets in line with new valuation information</li> <li>Position paper developed for restoration, useful lives and impairment</li> </ul>	2000	MFS	<ul style="list-style-type: none"> <li>Position Papers submitted</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Review Asset Disposal Policy</li> <li>Develop an Asset Disposal/Demolition strategy in relation to the consolidation of assets to support long term financial sustainability</li> </ul>	2000	MFS	<ul style="list-style-type: none"> <li>Asset Disposal Policy reviewed</li> <li>Asset disposal strategy drafted</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Review financial position and long term outlook based on updated valuations (asset sustainability ratio)</li> <li>Ensure councils financial system has appropriately recorded valuations for depreciation and balance sheet to maximise compliance</li> </ul>	2000	MFS	<ul style="list-style-type: none"> <li>Long Term Financial Plan updated</li> <li>Asset PCS file updated</li> <li>Asset Sustainability Ratio reviewed</li> </ul>	Q4

## 9. Governance and Financial Management

*Employ strong corporate governance and continue to manage finances in a responsible and sustainable manner.*

Key Result Area:	Corporate Governance				
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Develop and implement an ongoing community engagement plan to ensure that the community's ongoing needs are understood and met	<ul style="list-style-type: none"><li>Review Corporate Plan annually as part of budget process with Councillors and residents</li></ul>	2000	CEO/MCS	<ul style="list-style-type: none"><li>Review completed</li></ul>	Q3
	<ul style="list-style-type: none"><li>Community Engagement is active and consultations are held regularly</li></ul>	2000	CEO/MCS	<ul style="list-style-type: none"><li>Number of consultations held</li></ul>	Q4
Ensure Council decision making represents good Governance	<ul style="list-style-type: none"><li>Elected Members sign all relevant documentation in relation to council meetings</li><li>IPads kept for Council business</li></ul>	2000	CEO/MCS	<ul style="list-style-type: none"><li>100% attendance sheets signed</li><li>Contact details updated annually</li><li>Council email and iPad compliant</li></ul>	Q1 – Q4
	<ul style="list-style-type: none"><li>Elected Members maintain disclosure requirements through electoral donations, register of interest, related party registers and MPI and COI registers.</li></ul>	2000	CEO/MCS	<ul style="list-style-type: none"><li>Registers up to date</li><li>Register of interest declarations received monthly</li><li>MPI and COI recorded as part of minutes</li><li>Related party registers updated annually</li></ul>	Q2 Q4
	<ul style="list-style-type: none"><li>Elected Members undergo regular training as part of their role</li></ul>	2000	CEO/MCS	<ul style="list-style-type: none"><li>\$ expended</li></ul>	Q4

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>Review Elected Members Code of Conduct in line with legislative changes</li> <li>Develop and adopt an Elected Members meeting policy (re conduct)</li> </ul>	2000	CEO/MCS	<ul style="list-style-type: none"> <li>EM Code of conduct adopted</li> <li>Protocol in place</li> </ul>	Q1
	<ul style="list-style-type: none"> <li>Council agendas meet the publication timeframe</li> <li>Council Ordinary and Special meetings are minuted</li> </ul>	2000	CEO/MCS	<ul style="list-style-type: none"> <li>100% timeframe met</li> <li>12 monthly minutes published</li> </ul>	Q1 – Q4
	<ul style="list-style-type: none"> <li>Annual budget consultation held with public</li> </ul>	2000	CEO/MCS	<ul style="list-style-type: none"> <li>Budget consultation held</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Annual budget workshop and special meeting are held in line with LG Act and regulations</li> </ul>	2000	CEO/MCS	<ul style="list-style-type: none"> <li>Special meeting date</li> </ul>	Q4
Strengthen Council's existing corporate governance framework, focusing on such areas as internal controls, risk management and business continuity	<ul style="list-style-type: none"> <li>Continued review and development of Council's Risk Management Plan and Framework including risk register</li> </ul>	2000	CEO/MCS	<ul style="list-style-type: none"> <li>Risk Management process implemented</li> </ul>	Q1
	<ul style="list-style-type: none"> <li>Finalise all waterpoint agreement with landholders as part of Risk Management</li> </ul>		MCS	<ul style="list-style-type: none"> <li>Complete Project</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Review Business Continuity Plan for changes</li> <li>Develop BCP Sub Procedures/Processes</li> </ul>	2000	CEO/MCS	<ul style="list-style-type: none"> <li>BCP reviewed and adopted</li> </ul>	Q2
	<ul style="list-style-type: none"> <li>Ensure all LGAQ governance checklists are met</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Checklists completed annually in line with all relevant legislation</li> </ul>	Q1 ongoing
	<ul style="list-style-type: none"> <li>Ensure Bulloo Shire Policies and Procedures are reviewed and up to date</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Review Polices</li> <li>Review Procedures</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Updated Model By Laws for Bulloo Shire Council</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>100% completed</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Ensure adequate insurance policies are in place</li> <li>Undertake comprehensive review of asset schedules for insurance values</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>100% delivered</li> <li>Handbook developed</li> </ul>	Q2

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>Develop an Insurance Handbook for employees detailing procedures &amp; processes</li> <li>Develop an Insurance Claims Register</li> </ul>			<ul style="list-style-type: none"> <li>Register developed</li> </ul>	
Develop and implement a fraud and corruption framework	<ul style="list-style-type: none"> <li>Review Fraud Management Policy annually</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Review complete &amp; adopted</li> </ul>	Q1/Q4
	<ul style="list-style-type: none"> <li>Review Fraud &amp; Corruption Control Plan</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Review complete</li> <li>Plan adopted</li> <li>Plan Implemented</li> </ul>	Q1
	<ul style="list-style-type: none"> <li>Implement Fraud Risk Assessment Procedure               <ul style="list-style-type: none"> <li>Policy, Control Plan, Fraud Risk Assessment Procedure available in MAGIQ</li> </ul> </li> <li>Identify key management personnel for mandatory Fraud training</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>100% complete</li> <li>100% training delivered</li> </ul>	Q1
	<ul style="list-style-type: none"> <li>Develop &amp; Maintain Fraud &amp; Corruption / Losses Register</li> </ul>	2000	MCS	<ul style="list-style-type: none"> <li>Register updated</li> </ul>	Ongoing

<b>Key Result Area:</b>	<b>Financial Management</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Council meets its internal revenue source needs through a balanced and equitable approach to the levy of rates and charges	<ul style="list-style-type: none"> <li>Implement annual budgeting processes including forecasting and analysis</li> <li>Carry out a Revenue Audit</li> </ul>	3100	MFS	<ul style="list-style-type: none"> <li>Annual budget delivered</li> <li>Audit Complete</li> </ul>	Q3
Undertake financial planning and modelling to ensure long-term financial sustainability	<ul style="list-style-type: none"> <li>Develop alternative differential rating strategies.</li> <li>Annual public consultation/engagement as part of budget</li> </ul>	3100	MFS	<ul style="list-style-type: none"> <li>Strategy adopted by Council</li> <li>1 public session held</li> </ul>	Q3

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Ensure that the level of capital expenditure and borrowings will result in a financial position that demonstrates long term financial sustainability	<ul style="list-style-type: none"> <li>Maintain long-term financial plan in line with QTC model as part of monthly decision making and budget development process</li> </ul>	3400	MFS	<ul style="list-style-type: none"> <li>Plan reviewed by Council</li> </ul>	Q3
Council maximises external opportunities for external grants which are in line with corporate aims	<ul style="list-style-type: none"> <li>Maintain revenue officer position in grant writing</li> <li>Develop unfunded project and spade ready program schedule</li> <li>Actively submit to relevant grant rounds</li> </ul>	3200	MFS	<ul style="list-style-type: none"> <li>Number of grants submitted</li> </ul>	Q2,Q4
Council maintains borrowing levels in line with its debt policy and maximises its own interest revenue	<ul style="list-style-type: none"> <li>Review debt policy annually</li> <li>Review councils position on debt management quarterly</li> <li>Comply with QTC financial tool requirements</li> <li>Conduct financial sustainability review in November</li> </ul>	3300	MFS	<ul style="list-style-type: none"> <li>Debt Policy reviewed</li> <li>Monthly update on QTC loans and investments</li> <li>1 Fin Review report delivered</li> </ul>	Q4
Manage an efficient and compliant procurement function supporting organisational performance	<ul style="list-style-type: none"> <li>Review procurement policy annually</li> <li>Continue to support local pre-qualified program</li> <li>Conduct random audits and market research</li> </ul>	3500	MFS	<ul style="list-style-type: none"> <li>Procurement policy reviewed</li> <li>Prequalified program in place</li> <li>6 random audits conducted</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Review large scale purchases for compliance</li> <li>Review the tender project plan and review Councils current template procurement process in line with LG regulations</li> </ul>	3500	MFS	<ul style="list-style-type: none"> <li>Tender project plan delivered</li> <li>Procurement template reviewed</li> </ul>	
	<ul style="list-style-type: none"> <li>Review centralised procurement frameworks for efficiency and effectiveness</li> <li>Develop through a staged process to maximum capacity for digitisation of Records into PCS</li> </ul>	3500	All managers	<ul style="list-style-type: none"> <li>Procurement review completed</li> <li>Stage 1 completed</li> <li>Procurement Policy reviewed and re-adopted</li> </ul>	

Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
	<ul style="list-style-type: none"> <li>Conduct related parties test in line with council policy</li> </ul>		MFS	<ul style="list-style-type: none"> <li>Twice yearly test</li> </ul>	
Private works are compliant and meet user requirements	<ul style="list-style-type: none"> <li>Deliver private works as per schedule</li> </ul>	5220	OM	<ul style="list-style-type: none"> <li>100% delivery</li> </ul>	Q4

<b>Key Result Area:</b>	<b>Business Planning Framework</b>
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Initiative Description	Actions	Program No	Responsible Officer	Measure	Target
Council's measurement and reporting framework to achieve the corporate goals and objectives	<ul style="list-style-type: none"> <li>Corporate Plan reviewed annually by Council and senior staff</li> </ul>	2000	CEO	<ul style="list-style-type: none"> <li>Annual workshop</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Quarterly Operational plans reported to Council</li> </ul>	2000	EMT	<ul style="list-style-type: none"> <li>Quarterly reporting</li> </ul>	Q1 – Q4
	<ul style="list-style-type: none"> <li>Quarterly budget revisions to be presented to Council</li> </ul>		MF	<ul style="list-style-type: none"> <li>3 Reviews complete</li> </ul>	Q4
	<ul style="list-style-type: none"> <li>Maintain Council's corporate website with all legislative requirements</li> <li>Conduct annual compliance check</li> </ul>	2000	CEO/MCS	<ul style="list-style-type: none"> <li>Website 100% compliant</li> </ul>	Q1,Q2,Q3,Q4