

Corporate Plan

August 24

2011

Shire of Natural Resources

Bulloo Shire
Council

Strategic Priorities

Bulloo Shire Council will focus on the following strategic priority areas over the life of the corporate plan:

Community

1. Natural Environment
2. Growth Management
3. A Strong Diverse Economy
4. Community Spirit and Well-being
5. Infrastructure and Services

Customers

6. Excellence in Customer Service

Organisational Capability and Sustainability

7. Strong Business Practices
8. Our Workforce
9. Asset Management
10. Governance and Financial Management

The first six priority areas relate to the community vision articulated in Bulloo Shire Community Plan. The seventh priority area relates to Council's ongoing commitment to deliver excellence in the provision of its products and services to its constituents. The remaining priority areas focus on ensuring Council has a strong organisational and financial capacity, both now and in the longer-term, to be able to delivery on the Community Plan and its programs and services.

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.

OBJECTIVES	
1. Raised understanding and appreciation within the community of the environmental assets as well as the importance of managing and protecting these assets. 2. Educated the public and supported the effort of interest groups in protecting environmental assets	
KEY RESULT AREA	STRATEGIES
Ecological Sustainability	1.1 Making the environment more sustainable through better/more efficient use of resources 1.2 Support initiatives that encourage the use of renewable energy technologies.
Natural Resources and Landscape	1.3 Partner with other local governments and NRM groups to develop a regional approach to pest management 1.4 Develop public awareness programs and strategies for pest and weeds
Conservation and Heritage	1.5 Partner with government bodies and conservation and heritage groups to preserve the cultural and build heritage of the Bulloo Shire.

2. Growth Management

Our community is known as a desirable place to live, where permanent residency is supported and private house and land ownership is encouraged.

OBJECTIVES	
1. Private house and land ownership will be encouraged, supporting permanent residents	
KEY RESULT AREA	STRATEGIES
Housing	2.1 Provide a range of housing to satisfy a household needs 2.2 Promote an increase in local home ownership

3. A Strong Diverse Economy

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

OBJECTIVES	
1. A wider range of affordable goods and services are available locally 2. Existing business is expanded and new enterprises are established.	
KEY RESULT AREA	STRATEGIES
A strong and Stable Economy	3.1 Partner with local businesses/industry and other local governments to form a business development group
Innovative and Creative	3.2 Identify and implement local and regional initiatives to capitalise on the environmental and economic potential of the local government area.
Tourism and Marketing	3.3 Partner with other local governments and industry bodies to develop a sustainable tourism industry

4. 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.

OBJECTIVES	
1. A united and diverse Bulloo Shire that encourages and supports all community activities. 2. The Council and community will maintain open communication to share ideas, information and feedback, creating a cooperative future where all decisions are understood 3. Communities are a safe place for both visitors and residents to live, work and play 4. Bulloo Shire is home to a vibrant and healthy community	
KEY RESULT AREA	STRATEGIES
Strong Communities.	4.1 Foster the unique sense of community that defines Bulloo Shire for both residents and visitors 4.2 Residents are valued and active in informing and participating in local decision making processes that shape and improve the quality of life 4.3 Promote a diverse range of opportunities for residents to participate in local community activities and foster common citizenship. 4.4 Provide equitable access and avenues for all residents to participate and contribute to decisions made in their community.
A Safe Community	4.5 Undertake the design, management and maintenance of public places, parks, and open spaces with community safety as a priority 4.6 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.
Healthy Community	4.7 Residents have access to a range of quality health and emergency services in accordance with community expectations. 4.8 Promote healthy lifestyles that include keeping fit and active and involved in physical activities such as walking, cycling and organised sporting activities. 4.9 Members of the community have access to a wide range of active recreational services and facilities which reflect the diversity and interest of the community.

5. Infrastructure and Services

A community with access to a range of services and infrastructure, and which is supported by all levels of government and community organisations.

OBJECTIVES	
1. The Community have improved services and infrastructure supported by all levels of government and community organisations 2. The community services provided by Council are accessible, delivered in a co-ordinated manner and cater for an array of social issues that occur in the community 3. Provide acceptable quantity and quantity of water to meet the needs of the community and industry 4. Minimise the use of water 5. Waste facilities that support sustainability and comply with environmental standards 6. An integrated network of facilities and open spaces that contribute to the attractiveness of the local government area and cater for the recreation needs of the community. 7. The region will have a variety of transport options available to the community, including a road network with greater immunity to flooding 8. The transport system and related investment decisions have been developed as a result of the collaborative efforts of a range of stakeholders	
KEY RESULT AREA	STRATEGIES
Community Infrastructure	5.1 Infrastructure is delivered in accordance with strategic plans and in a manner that reflects community priorities and standards 5.2 Maintain and upgrade the current infrastructure in accordance with the needs of the community 5.3 Undertake strategic infrastructure planning and periodically review the provision of infrastructure and services
Social Services	5.4 Residents have access to a range of quality education facilities and child care services. 5.5 Residents have access to appropriate telecommunications technologies in accordance with community needs.
Water Supply	5.6 Provide infrastructure required to supply water to urban and rural residents, industry and business in accordance with community needs 5.7 Implement water conservation measures including community, industry and business education campaigns to minimise demand
Managing Waste	5.8 Identify and implement waste management initiatives that mitigate environmental harm.
Recreational Facilities and Open Space	5.9 Provide and promote a range of facilities that can accommodate a diverse range of sport and recreational activities. 5.10 Maximise the use of recreational services provided.
Transport	5.11 Maintain an efficient and safe networks of roads 5.12 Provide and maintain aerodrome facilities that accommodate community, business and industry needs 5.13 All stakeholders responsible for the delivery of transport infrastructure work in partnership to plan for and construct an integrated network. 5.14 Encourage local residents to participate in the decision-making processes regarding the planning and delivery of the transport network and system.

6. Excellence in Customer Service

A high level of products and services that meet customers' needs and provide value for money.

OBJECTIVES	
1. Maximised value to our customers in the choice and delivery of products and services 2. Supported customer service culture that has delivered consistently high levels of service	
KEY RESULT AREA	STRATEGIES
Product and Service Delivery	6.1 Provide efficient and effective product and service delivery 6.2 Exploit functionality of Council's hardware and IT network to provide "e" products, services and information electronically to customers
Customer Service Culture	6.3 Implement a Customer Service Charter to assist customers build a level of service expectation in line with Council's deliverables

7. Strong Business Practices

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

OBJECTIVES	
1. Improved product and service offerings and improved efficiency through the usage of new systems and technology 2. Information management meets regulatory and business requirements 3. Council has maximised value and minimised costs through its procurement activities 4. Service delivery and organisational structure is efficient and effective 5. Ongoing focus on the management and delivery of Bulloo 2020 6. Continue to provide strong advocacy by developing relationships with key stakeholder groups to achieve strategic outcomes for the local government area and region	
KEY RESULT AREA	STRATEGIES
Information Technology (IT) Systems and Processes	7.1 Implement effective information management strategies in order to tie together information requirements and tools and frameworks to control information flow and to manage regulatory requirements 7.2 Upgrade Council's hardware and IT network
Procurement	7.3 Implement a strategic procurement framework including the ability to leverage with other government organisations
Service Delivery and Organisational Structure	7.4 Evaluate and implement opportunities to optimise service delivery with other local (government) organisations
Bulloo 2020	7.5 Develop and implement an ongoing community engagement plan to ensure that the community's ongoing needs are understood and met and to make amendments to the plan should community needs change
Advocacy	7.6 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

8. Our Workforce

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

OBJECTIVES	
1. Council has attracted and retained quality personal 2. Developed and enhanced the capabilities of our people 3. Council has provided a healthy and safe working environment 4. Implemented programs to strengthen management and leadership skills 5. Improved HR systems and practices 6. Enhanced governance processes to support accountability and performance	
KEY RESULT AREA	STRATEGIES
A Capable, Flexible, Productive and Committed Workforce	8.1 Review Human Resource (HR) policies and working conditions to ensure that they remain contemporary to meet the external environment and Council's future needs 8.2 Develop and implement flexible work options to meet the needs of staff and Council 8.3 Develop a framework for encouragement of innovation, creativity and continuous improvement 8.4 Develop a culture based on trust, teamwork and personal accountability
Learning and Development	8.5 Enhance opportunities for people to learn and develop new skills 8.6 Provide access to quality professional development initiatives for Council staff at all levels
Workplace Health and Safety	8.7 Continue to monitor and enhance workplace health and safety practices and programs and benchmark against external organisations and best practice
Leadership and Management	8.8 Implement and support effective leadership and management programs 8.9 Enhance leadership capability through improved relationship behaviour
HR Systems and Practices	8.10 Develop HR processes and practices to support effective delivery of HR Services 8.11 Review and monitor HR practices to ensure alignment with corporate and business planning outcomes
Accountability and Performance	8.12 Roles, accountabilities and decision-making processes are to be clear to enhance organisational efficiency 8.13 Enact knowledge retention and management strategies to retain critical knowledge arising from resignations and retirements 8.14 Align people, processes and systems to meet current and future business needs.

9. Asset Management

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

OBJECTIVES	
1. Maximise utilisation and economic value of all Council assets over their life cycles	
KEY RESULT AREA	STRATEGIES
Effective Asset Management	9.1 Develop strategic asset management plans covering all nominated asset types

10. Governance and Financial Management

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

OBJECTIVES	
1. Enhanced Corporate Governance framework. 2. Maintained the level of borrowings within agreed limits to ensure long-term sustainability 3. Council has provided sufficient capital expenditure funds to support achievement of Council's corporate goals 4. Implemented integrated strategic and business planning framework	
KEY RESULT AREA	STRATEGIES
Corporate Governance	10.1 Strengthen Council's existing corporate governance framework, focusing on such areas as internal controls, risk management and business continuity
Financial Management	10.2 Ensure that the level of capital expenditure and borrowings will result in a financial position that demonstrates financial sustainability over the period 2011-2021 10.3 Undertake long-term financial planning and modelling to ensure long-term financial sustainability
Business Planning Framework	10.4 Develop a strategic and business planning framework that integrates corporate and departmental short-term and long-term plans 10.5 Review Council's measurement and reporting framework to focus the organisation towards achievement of the corporate goals and objectives 10.6 Routinely review performance against the goals and objectives