

# Bouliia Shire Council

## Operational Plan 2020-2021

### Quarterly review Jul to Sep


Not Progressing
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## Key Priority 1: A strong supportive community environment


Our communities are our heartland and boast a unique character. They are places where we demonstrate our diversity and community spirit and provide vital hubs for the services and activities that connect us. We will encourage individual and community responsibility, foster acceptance and reduce disadvantage bringing our communities closer together.

### 1.1: Promotion of community events, services and facilities


#### 1.1.1: Build a strong sense of community, capacity and pride by supporting local groups and organisations

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
1.1.1.1	Yearly application for RADF funding and the promotion, assessment, and allocation of funding applications during the year to community groups and supported activities.	Number of programs delivered equals the funding program amount.	Council did not request any additional funding this financial year as we had a surplus of funds from the 19-20 budget to carry over.	

#### 1.1.2: Liaise and work with community groups and organisations in attracting funding and/or providing support where appropriate


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
1.1.2.1	Support not-for-profit community groups with grant information opportunities and grant development and promotion of Council's 'Grant finder' program	All relevant grant information provided to groups via email.	Support is offered to all community groups as requested.	

### 1.1.3: Maintain a high quality of life by providing facilities and resources that encourage a secure, interactive and progressive community lifestyle


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
1.1.3.1	Promotion and support for community celebrations which are able to be held in Council facilities: Burke Hall, Shire Hall, Racecourse Reserve, Sports Centre.	All special commemorative days and events supported.	All community celebrations and or events are able to be held in Council facilities as and when required if no restrictions in place.	

## 1.2: Respecting our culture and heritage, past, present and future


### 1.2.1: To preserve and promote the heritage and diverse cultures of our community

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
1.2.1.1	Preservation of Boulia's historical past with information researched, documented and saved electronically which is then available to the general public.	Documentary work completed with maintenance action plan in place.	Signage on all display and collections is ongoing and on target.	

### 1.2.2: To maintain, preserve, develop and provide access to our regions history


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
1.2.2.1	Ensure the operation of Boulia's tourist attractions showcasing the heritage, history and mystery of Boulia are functional during tourism season.	Boulia Heritage Complex open to the public with adequately trained staff in the delivery of historic information.	Heritage Complex open three week days this year as the pandemic has decreased visitor numbers travelling through the shire.	

### 1.2.3: To promote the heritage, arts and cultures of our communities


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
1.2.3.1	Encourage local people to be engaged to provide information on the past history of Boulia both indigenous and non-indigenous which can be recorded for posterity.	Heritage information days held.	The Media Officer is progressing the videoing of older generation of community members for future research.	

### 1.3: Boulia Shire to have active inclusive communities


#### 1.3.1: Partner with relevant organisations to support educational opportunities for the shire

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
1.3.1.1	In conjunction with Job Network provider, support the continued opportunity for trainees to work with the Council.	New opportunities identified when grant funding supports this.	<p>We have had successful applicants transition into the workforce through this process. COVID-19 has impacted the process.</p> <p>W4Q COVID project and LRCI funding proven example to keep trades employed.</p>	


### 1.3.2: Recognise volunteers who support events throughout the year



Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
1.3.2.1	Assist local community organisations which deliver community events, to engage volunteers, which support the well being of the community and support continued growth in tourism.	Community events supported with advertising, in kind support etc..	Support always provided.	

### 1.3.3: Facilitate opportunities for learning, social activities, community events


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
1.3.3.1	All Bouliia Shire community services staff are fully trained and the facilities are well maintained and fit for purpose.	All staff have completed relevant training.	New staff at tourism and library will begin training in 2021 as restrictions are lifted on the provision of such training.	

### 1.3.4: Build social capital through provision of accessible community infrastructure and programs

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
1.3.4.1	All parks and open spaces including Robinson Park playground is clean and free from defects and meets WH&S standards.	Parks are free from rubbish, broken equipment replaced/repared and mowed as per levels of service schedule.	Yes, we clean the park every day, replace & repair any broken equipment as per levels of service schedule.	

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
1.3.4.2	Community events such as ANZAC Day, NAIDOC, Australia Day are supported by the Council for celebration by the community. Other events such as the Easter Races, Rodeo and Campdraft and the July Camel Races are supported as required through the community grants program.	Community events such as ANZAC Day, Australia Day, NAIDOC etc are well organised and promoted.	In 2020 all events have been cancelled due to the COVID-19 pandemic.	
1.3.4.3	Community Halls and open spaces are well managed, clean and key system and security deposit taken.	Halls and open spaces available to be booked as required. Checklists are used and damage reported.	Due to COVID-19 changes have been made. All plans and checklists are up to date and reviewed constantly due to COVID-19 changes.	

### 1.3.5: Provide equitable access to and advocate for a range of services, programs and facilities to address disadvantage and foster inclusion




Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
1.3.5.1	Library, swimming pool and WiFi continue to be promoted to encourage educational advantage, physical advantage and social advantage.	Opening hours reflective of community demand and budgetary constraints.	The Sports Centre has been closed during winter for extensive renovations. The library has had a facelift to encourage attendance.	




## Key Priority 2: Building and maintaining quality infrastructure

Infrastructure creates the building blocks for our future. Our access to clean water, reliable energy supplies, communication technology and public infrastructure is paramount to our standard of living. We will keep pace with demand by planning for the future. We will create green spaces and social infrastructure, manage expansion and provide essential services.


### 2.1: Well connected - buildings and infrastructure

#### 2.1.1: Develop, manage and maintain Council controlled roads and airport infrastructure to sustain and improve connectivity and safety


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.1.1.1	Inspections completed meet requirements for compliance with CASA. Aerodrome facility including runway surface, lights, furniture and markings meet with CASA requirements.	Pass of the audit via Annual inspection by CASA.	JASKO has not yet issued the completed report for the 2020 Airport Technical Inspections. This report will highlight any new and old defects present at the airport.	
2.1.1.2	Disaster Recovery Funding Arrangements (DRFA) Flood events are identified and managed with 'value for money' principles.	Road information is collected and processed in line with program requirements. Flood work is completed within budget.	Though Recover software, flood damage collected and obtained DRFA approval for 2019 and 2020.  2018 Flood damage completed within the budget. Program in acquittal stage.	
2.1.1.3	Outback Way sealing program is being completed in line with budget allocation and works program.	Work has been completed to the agreed standard, within timelines and budget allocation.	Donohue Hwy total sealed road 60% and unsealed 40%. Another 7kms will be sealed before December 2020.  All other Council roads are safe to travel.	

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.1.1.4	Roads to Recovery projects are identified, recorded and completed within guidelines to improve the road network, footpaths and special projects etc.	Reporting to Roads to Recovery body is approved and audited by external auditors.	Project funding allocated according to the guidelines, Reseal and Footpath renewal.	
2.1.1.5	Shire roads are maintained within budget allocation and annual works program. Projects identified to reduce ongoing maintenance in the future.	Shire roads maintenance program including maintenance grading is completed each year.	Wherever flood damage not approved, we are utilising maintenance money as a complementary funding to fill the gaps and keep the roads safe. All the shire roads in reasonably good condition.	
2.1.1.6	Council manages extraneous Council equipment to obtain value for money and generate private works income where possible.	External work is completed at a competitive rate with all costs to Council covered.	Proven example of supplying concrete to DTMR and locals. Purchased new Skidsteer with stabiliser, track loader has been purchased and mini street sweeper also purchased. Roller tender in progress for purchase.	


### 2.1.2: Deliver quality roadwork on non-Council roads within quality assurance guidelines


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.1.2.2	Transport and Main Roads RMPC roadworks are completed and maintained within budget.	Reports to Council are completed monthly with quarterly update to Council meeting on progress against plan.	RMPC are completed within budget.	



Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.1.2.3	Roads maintenance on RMPC contracts (TMR roads) are completed within the specifications by TMR with data recorded by REFLECT. These are within budget and submitted within approved time frames. Updated outstanding items reported to Council monthly.	All TMR contracts are completed and reports submitted to confirm work completed.	RMPC Contracts for TMR Roads, with data recorded by REFLECT, are submitted within approved time frames.	



**2.1.3: Lobby for appropriate State and Federal government funding to upgrade the quality of major access roads within the shire and also accessing the region**




Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.1.3.1	Continue to lobby for the progressive sealing of 'Australia's Longest Shortcut' - the Outback Way. Representation to State Government to have the Donohue Highway declared a State road.	Funding to complete roadworks on the Outback Way is received and value for money outcomes are achieved.	Ongoing interaction between the Outback Highway Development Committee, Transport and Main Roads and Council keep this important issue in the front of mind. This is a very important issue for Council going forward as the future sealing of the road will increase the liability in future years for the re-sealing programs.	

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.1.3.2	Lobby for the continued widening between Winton and Boulia and Boulia to Mt Isa.	Continued representations are made to ORRTG, TMR with attendance at monthly and quarterly meetings.	Council has delivered supporting funding to enhance the road program between Winton and Boulia with the road being increased in width from 4m to 6m. Discussions with TMR have highlighted the importance of the upgrading of the Mt Isa road due to increased HV traffic.	

## 2.2: Well serviced - buildings and infrastructure






### 2.2.1: Provide sustainable and environmentally sound water, sewerage and waste services for the communities within the Shire






Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.2.1.1	Regular collection of residential and commercial waste as per policy with annual review on collections completed.	All collection dates are completed within timeframe.	All collection dates are completed three days a week.	
2.2.1.2	Environmental Protection Agency guidelines are adhered to and actions are attended to within time frames.	Reports from Water board free from errors.	As per WQMP all the samples collected and tested. SWIM data submitted. WQMP under review, it will be submitted to the regulator. New water tanks installed for Urandangi town water supply. Water softener purchased, yet to be installed.	


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.2.1.3	EPA requirements are met for all Council utilities - waste, water and sewerage.	Waste facility is ordered and functional with little blow away waste.	Regular rubbish is collected and reduction in some services due to COVID-19 has been scheduled. Waste facility has been maintained as per the regulations and we have obtained funding to install security cameras and construct earth bunding. Track loader has been purchased to maintain the landfill.	
2.2.1.4	Water treatment and conditioning is consistent and remains within department guidelines. Bore system functions to above ground tanks work and supply is constant.	No water outages.	Treatment remains within department guidelines and constant.	
2.2.1.5	Consumer confidence in water supply for clarity, taste and low turbidity.	Consistently clear non turbid water is provided to consumers.	Air Scouring & Pigging will be completed by end of October 2020. Two new water reservoirs installed for Urandangi town. Water softener purchased and received, installation pending.	

**2.2.2: Provide and maintain well planned community assets to meet the needs of our community**

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.2.2.1	Buildings and all Council facilities meet regulatory requirements and also meet WH&S standards. Inspections of power boxes and RCD's are completed along with test and tag.	Inspections by regulatory bodies and WH&S Officers meet pass rate.	Test and Tag completed in all facilities. RCD's commenced testing in Sep.	
2.2.2.2	Building facilities are well maintained with building use monitored by the venue booking forms, income is generated where possible.	Regular inspections conducted by supervisors meet level of service requirements.	Scheduled inspections are conducted regularly.	
2.2.2.3	Maintain the buildings, grounds, fencing and buildings in existence at the Racecourse Reserve to meet racing requirements.	All facilities are maintained with limited interruptions to planned events.	All facilities are maintained with limited interruptions to planned events and meet racing requirements. Fencing will be installed as required for race days.	
2.2.2.4	Urandangi Hall Facilities meet regulatory requirements and also meet WH&S standards.	Continual maintenance upgrades in accordance with funding from Dr Don.	Visit to be organised before Dec - no issues reported.	
2.2.2.6	Library facilities and programs are delivered to meet the needs of the community as well as meet regulatory requirements and WH&S standards.	Library programs developed and delivered for all patrons.	The library will soon facilitate the First Five Forever programs to encourage early literacy and social interaction.	


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.2.2.7	Boulia Cemetery facilities are well maintained and grounds are aesthetically appealing.	No dead trees, fencing is of good standard, watering system functions.	Boulia Cemetery is well maintained, waiting on funding for new fencing, we are planting more trees to beautify the Entrance.	
2.2.2.8	Urandangi Cemetery facilities are well maintained and grounds are aesthetically appealing.	Regular inspections conducted by supervisors meet level of service requirements.	Regular inspections conducted by supervisors every month to meet level of service requirements.	
2.2.2.9	That the bus is registered and well maintained to be able to be utilised for community functions and events.	Bus is able to be used when required.	Bus is well maintained and is able to be used for functions and events	
2.2.2.10	All Council owned buildings are clean and well managed to ensure a good first impression to our town and that the building meets regulatory requirements and WH&S standards.	Inspections by regulatory bodies and WH&S Officers meet pass rate. Regular inspections conducted by supervisors meet level of service requirements.	Boulia is well managed by Council staff. i.e. contract cleaners and parks and gardens.	
2.2.2.11	Continued work in the development of the Regional Community Hub Concept completed for the final plans of the new building and subsequent funding when successful.	Concept design developed for building by architect.	The final schematic designs have been completed and this finalises the initial funding grant received to complete this project. Until further funding can be obtained this project will remain as a shovel ready project. The design can be viewed at the Council office.	

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.2.2.12	Council housing is managed in accordance with tenancy requirements. Allocation of housing stock to applicants completed via the Housing Committee. Housing maintenance needs are lodged through Council's EDM system.	Housing stock is utilised for the best purpose with all applications progressing through Housing Committee.	Council housing policy has been reviewed and approved. Vacant homes and units are designated for new employees first.	

## 2.3: Well planned - buildings and infrastructure



### 2.3.1: Develop and implement a robust asset management plan to support effective long-term asset management

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.3.1.1	Asset Management Plans completed for all major asset classes which will consider both the future anticipated income projections, and the future expenditure requirements to sustain services. The plan to consider the expenditures identified in the Asset Management Plans, and will provide input into the annual budget.	Final Asset Management Plans completed for all major asset classes.	Asset Management Plans completed for Roads, Airport, Bridges, Footpaths and a revised buildings AMP. The next stage will be the complete set of plans for all infrastructure assets held by Council and this will support Council's long term financial plans. APV completed valuations for Water & Sewerage Infrastructure in March 2020.	





Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.3.1.3	Develop the LEVELS OF SERVICE information data base to improve the relationship between the service level and cost so that future community consultation will be well informed of the options and associated cost.	Levels of Service developed of each asset class improving with maturity each year.	Levels of service for all AMP's has been developed by Shepard Services. All data collected by using virtual RACAS system. Budget forecast developed for the roads, footpaths, K&C and Airports. As per AMP budget allocation for the renewal for the footpath and K&C.	

### 2.3.2: Identified projects to be approved by Council and shelf ready projects created ready for future funding

Projects over \$100k must use the QTC PDF program.

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.3.2.2	Progress the development of the Residential Subdivision (Stage 1) by having survey plans prepared and a shelf ready project to enable the application for funding when available.	Survey plans completed ready for implementation if funding becomes available.	The design of the residential subdivision has been completed for Stage one only and an application for funding has been submitted under the 'Building Acceleration Fund'. This will see 11 blocks available to the general public to commence building.	
2.3.2.3	All identified future projects to have shelf ready funding applications ready for funding opportunities.	All potential projects have shelf ready funding applications completed.	Several projects are shelf ready, waiting for funding opportunities.	



### 2.3.3: Plan open spaces and recreational facilities and streetscapes to improve civic pride and aesthetic appeal

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.3.3.1	All street lights functional enabling the safe traversing of streets and the use of recreational facilities after dark.	Audit on street lights conducted with reports to Ergon on faulty lights.	Reports to Ergon on faulty lights.	
2.3.3.2	Town entrances, all parks and recreational areas are managed in a sustainable manner with mowing and slashing completed regularly. Trees and shrubs pruned or removed if dead or dangerous.	Visible appearance of town, parks and open spaces is well maintained. No dead trees on Council land. Positive comments from visitors and community.	Town entrances and parks and recreational areas are mowed and slashed regularly.	
2.3.3.3	New seasonal plantings of shrubs and annuals in identified gardens completed. Centre median strip shrubs trimmed and 'flag' signage repaired/replaced.	All gardens are weed free and plantings have been done to peak during tourist season.	All gardens and plantings have been done, median strips and shrubs are well maintained, new flags are now in use, signage is repaired or replaced.	
2.3.3.4	Cemeteries to have site information recorded in the new IT Vision system and new sections allocated according to plan.	All existing information loaded into the system and new additions recorded.	Recording of cemetery data is being recorded into the IT Vision system.	


### 2.3.4: Facilitate land and infrastructure development that meets the needs of the community and fits with the financial constraints of Council, key stakeholders including State and Federal governments

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights





Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.3.4.1	Survey plans for land titles held by Council to be reviewed and updated if necessary to enable future development.	All Council identified land for development has survey plans and shelf ready project costing ready to be implemented.	Plans for the industrial estate due to be released in December have been reviewed and land will be available for sale after December 2020.	
2.3.4.2	All projects over \$100k are to consider ongoing ownership costs of new capital works proposals in budget deliberation. This to be achieved by identifying the renewal and capital grade expansion components of all capital works projects, and providing for the ongoing operational and maintenance requirements.	All projects to be approved by Council using the QTC Project Decision Framework tools.	Prior to approval the whole of life costing is taken into consideration and reviewed by Council. Continued review of this expenditure on the projects and also adding QLeave extra element, if the project cost is more then \$150K.	

**2.3.5: Ensure Town Planning Scheme accommodates appropriate land/zonings for future commercial/industrial establishment and growth.**

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.3.5.1	Town Planning Scheme is adopted and reviewed by Council annually with the budget.	Town Planning Scheme is approved by the Minister and adopted by Council.	The Town Planning Scheme which has been under development for 18 months was adopted by Council in August 2020. This sets the theme for the town for the next 20 years.	

**2.3.6: Facilitate land and infrastructure planning and development that meets the needs of the community**


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
2.3.6.1	All building applications are completed in a timely manner with the correct fees charged.	Applications processed with minimum delays.	All building development applications are recorded and fees charged accordingly. All new/relocated structures are certified by Building inspector. ABS data up-to-date.	
2.3.6.2	Capital Exp: Development of the Boulia Industrial Estate to encourage new business within the town precinct.	Land Planning issues proceed as needed with the proper process followed.	New industrial estate is nearing completion (Dec 2020) with several parties showing interest in moving to the estate.	

## Key Priority 3: Economic development - a sustainable local economy

Economic prosperity creates opportunity. Our economic strength fuels growth across our region and is responsive to opportunities, particularly in the tourism and the agricultural market. We will advocate for local businesses and work to diversify the local economy to include mining and exploration and take full advantage of the resources available to us.


### 3.1: Facilitate employment and investment opportunities

#### 3.1.1: Encourage a diverse supply of housing affordability and choices


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
3.1.1.1	Advertise the rates concession for new and renovated buildings within the shire.	Notices placed in CCC, provided in rates notices, advertised in regional newspapers.	Communication through the quarterly newsletter, notices in with Rate notices that are issued in September. Advertising continuing through newspapers and community notice boards including electronic.	

#### 3.1.2: Council housing is sustainable and is suitable to meet demands

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
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
Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
3.1.2.1	Housing inspections are completed on an annual basis or as required. Budget allocation is sufficient to meet 10 yr housing forecast.	Housing stock meets Council demands.	Council housing inspections are completed and tenants are responsible for any non-wear and tear issues. The housing stock in general is in a fair condition but is starting to show signs of general fatigue as the houses are old. Council is looking to the new residential estate as an opportunity to improve the housing stock and potentially allow home ownership for the existing houses.	

### 3.1.3: Facilitate networks and partnerships between local business, industry groups and government



Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
3.1.3.1	Facilitation of meetings between regional organisations including RAPAD which may assist local business.	Meetings arranged as required. Council email blast, flyers, Facebook.	Council has supported and encouraged Remote Area Planning and Development Board (RAPAD) to deliver programs within Boulia for the local business. Part of the program was the COVID-19 support programs training delivered in June.	




### 3.2: Support local business and advocate for the region


#### 3.2.1: Support opportunities for new and existing businesses

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
3.2.1.1	Continued use of television and other media advertising of the shire including our website to support Council tourist attractions.	All advertising and TV ads reviewed and renewed as necessary for value for money outcomes.	Collaboration with neighboring shires in the future for television advertising will add a different dimension to our previous advertising strategy.	


#### 3.2.2: Actively support networks and partnerships between local businesses, industry groups, relevant organisations and State and Federal government

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
3.2.2.1	Achievement from the active engagement in Outback Regional Road Group (ORRTG) representing the importance of our shire roads and roads of regional significance.	Savings for Council achieved through involvement in this group.	Regular monthly teleconferences attended with quarterly face to face meetings attended. Actively participating in the group and heavily involved in joint procurement.	
3.2.2.2	Work with RAPADWSA (Water Strategic Alliance) in joint procurement for major infrastructure water projects to enable the best utilisation of funding to achieve sound outcomes for infrastructure and therefore service delivery for water.	Improved water infrastructure.	Actively participating in the group and heavily involved in joint procurement. This year will see joint procurement in water mains and smart water meters and projects which will see Council save many thousands of dollars as joint procurement proceeds. Currently in progress a joint procurement project for Air Scouring & Pigging.	

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
3.2.2.4	Central West Regional Pest Management Group (CWRPMG) - Development of a strong regional group who guide the implementation of the adopted Regional Bio-Security Plan which will seek opportunities to eradicate, control and manage pest and weed issues.	Group is functional and has had success in the development of a workable plan.	Due to COVID-19 and other work commitments there have been no meetings or plans being made to do combined weed spraying for this year.	
3.2.2.5	Prepare submissions to Western Queensland Local Government Association and Australian Local Government Association to lobby State and/or Federal Governments for strategic changes to Acts and regulations where warranted.	Successful outcomes from motions developed by Council presented to WQLGA.	WQLGA - cancelled due to COVID-19 restrictions - no submissions were delivered this year.	
3.2.2.6	Ensure that the Local Disaster Management Group (LDMG) is functional and operates well in emergency situations. Bi-annual meetings and exercises are conducted as required.	Activations are well executed and documented. Reports to the LDMG are completed. Field and desk top exercises are completed.	Bi-annual meetings have been held with restricted conditions due to COVID-19.	

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
3.2.2.7	Inland Queensland Road Action Plan (IQRAP) - Development of a concise road network plan with a view to improve productivity for existing industries and businesses along supply chains, enhance competitiveness of exporters, support new private sector investment and improve resilience and connectivity for the delivery of goods and services to communities.	This group is gathering momentum. We are only one of 33 local governments who are members. The focus is to increase the quality and accessibility of the road network to maximise the economic prosperity of inland Qld.	The Mayor - Rick Britton continues to support this group as the Chair.	


### 3.2.3: Advocate and support the development of the Outback Highway

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
3.2.3.1	Outback Way Development Corporation - continuation of the joint representation for the future development of the Donohue Highway forming part of the Outback Way - Australia's Longest Shortcut.	Monthly teleconference updates.	This groups continues to be a strong cohesive group who has achieved a solid performance outcome for the ongoing sealing of the Outback Way.	


## 3.3: Innovate and explore opportunities

### 3.3.1: Identify economic opportunities and enablers for the Shire


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
3.3.1.1	Attendance at the Remote Area Planning and Development Board (RAPAD) meetings - Facilitate the growth and development of the Central West and wider Outback region.	Evidenced based outcomes resulting from the membership of the regional group.	<p>Zoom meetings are held due to COVID-19, attended 12th June, 26th June (COWS), 3rd July, 30th July.</p> <p>Face to Face meeting held in Barcardine 3-5th August. These meetings covered items such as rural water and waste water, participation in Qld Industry Recovery Alliance, the Outback Aerodrone reference group, RAPAD Skilling (employment and training), CW Digital Connectivity project, Head Yakka - mental health.</p>	

### 3.3.2: Enhance digital connectivity opportunities for the Shire

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
3.3.2.1	Maintenance and renewal of FM transmission sites ensures continued operation.	All sites operational.	FM transmissions are operational.	




Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
3.3.2.2	Increased digital connectivity throughout the shire by the use of modern technology which improves communication and connectivity.	Review completed on how digital exposure can benefit Bouliia (RAPAD).	<p>Always interested, investigated and invested in new technologies, recent additions in technology:</p> <p>Purchase Drone (Robotic)</p> <p>i-Auditor for safety issues reporting and investigating</p> <p>Tablets for collecting defects on the road</p> <p>Camp internet and WiFi</p> <p>Security cameras</p> <p>Water monitoring system</p> <p>Flood monitoring cameras and new upgrades with latest equipment</p> <p>Navman, Spot technology tracking and tracing</p> <p>Recover, Reflect, Radar, Zoom, AutoCad, Facebook Pulse and various GPS technology etc.</p>	

### 3.3.3: Grants, commercial and regulatory functions and other revenue sources increases



Coordinate and facilitate the submission of appropriate, complete and timely applications for grant funding across the Organisation.

Monitor and manage income generation from Min Min Encounter, Stonehouse and aquatic center.


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
3.3.3.2	Grant application register is kept on applications approved, pending, unsuccessful.	Grant applications register is presented to Council monthly.	The Grants Register is updated on a regular basis as new information is received and applications/projects progress. All pending and approved grants noted on the register are presented monthly at the Ordinary Meeting of Council.	

### 3.4: Promote tourism as an economic driver for the shire

#### 3.4.1: All opportunities used to increase the shires exposure to the tourism market

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
3.4.1.1	Signage which recognises Traditional Owner (T/O) groups within the shire by including signage on T/O area boundaries.	Consultation with T/O groups on wording and location of signage. Installation of signs completed.		
3.4.1.5	Promote the attractions in Boulia to increase the number of visitors to Boulia through partnerships with other regional tourism providers. ie caravan and camping shows.	Attendance of staff to trade shows and training opportunities.	Trade shows to resume in 2021.	

**3.4.2: Support Council operated businesses which are associated with tourists and benefit the wider community**

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
3.4.2.1	Maintain and improve the experience of tourism attractions by regular maintenance and updating of facilities and new programs when required.	Upgrading of existing infrastructure completed with program review to be completed when funding available.	Updating of the audio/visual aspects of the Min Min show to be implemented soon.	

## Key Priority 4: Caring for the environment


We are the guardians of our environment. Our shire is home to diverse, pristine and culturally sensitive environments. We have a duty of care to preserve and protect our shared environment so it continues to underpin our history, lifestyle and economy. We will encourage sustainable practices including green energy solutions and the responsible land management.

Service areas:


Town planning, Development assessment, Strategic land use planning, Building and plumbing services, RLPO services, Environmental health, Disaster management, Emergency services, Flood mitigation project

### 4.1: Well managed environmental resources which supports our future growth




#### 4.1.1: Employ efficient development planning processes and practices

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
4.1.1.1	Cultural heritage clearances are sought during the planning process for construction activities.	All cultural heritage clearances have been completed prior to any work done.	Part of the project scope to obtain Cultural Heritage clearances for any new sites or projects. Report will be added to the Job Management Plan.	

#### 4.1.2: Facilitate land and infrastructure planning and development that meets the needs of the community


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
4.1.2.1	Development applications and building approvals are actioned within a timely manner.	All approvals are actioned within the timeframe.	All the development applications and building approvals are completed within the legislative timeframe. No pending application.	

### 4.1.3: Provide a safe and pleasant environment for families to live and work


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
4.1.3.1	Fogging activities completed in times of flood.	Fogging notification to residents. Fogging completed to the most effective schedule for reduction in pests.	Fogging activities will commence after a rain event or flood event that brings out pests around town.	
4.1.3.2	Manage stray domestic animals within the township to reduce incidence of nuisance behavior.	Reports of stray domestic animals actioned within 4 hours.	Council will be doing Systematic Inspections till the end of October 2020 to ensure that all residents that have dogs and cats registered.	
4.1.3.3	The set of policies and local laws are reviewed annually to ensure that all residents are able to enjoy Boulia without impediment.	Policies and Local Laws are up to date and relevant.	All policies falling due for renewal are flagged for review by the policy's responsible officer and presented to Council for adoption.	

## 4.2: Resilient management plans which support the community in times of crisis

### 4.2.1: Implement initiatives for flood mitigation and to plan, prepare, respond, recover and build resilience from disasters for the communities of our region

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
4.2.1.2	Local SES group is supported by Council. Compliance with the state requirements to have a State Emergency Service (SES) group.	SES Group is supported during and after events by the use of Council equipment and staff if required. SES Management Plans are up to date.	The Council continues to provide executive support and assistance with grant funding applications of which the SES received 2 x Milwaukee LED True view Stand Light M18 SAL-O (including Kit) this quarter. Council have completed the rural addressing system which completes the process for all properties within the immediate town vicinity.	

#### 4.2.2: Establish and maintain a disaster management response capability to meet community needs when required

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
4.2.2.1	Meetings held with all agencies at least twice per year or as required for disaster events. Activities including field exercises are conducted as required.	Field exercises conducted in May and/or Nov.	LDMG meetings this year have consisted of the updates for COVID-19 of which there were weekly meetings for several months as the group went to 'Stand UP'. The group has reviewed also the Local Disaster Management Plan and Natural Disaster Risk Management Strategy.	


#### 4.2.3: Plans of management are established for our Parks, Sportsgrounds, reserves and open spaces

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
4.2.3.1	Consultation forms part of the development of plans of management which includes affected groups and interested persons.		Parks, Sportsgrounds, reserves and open spaces management plan established.	



#### 4.3: Sustainable practises are in place to be a good caretaker of our natural resources

##### 4.3.1: Ensure the regions sustainability through integrated weed and pest management practices

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
4.3.1.1	Support the local landcare groups to achieve pest and weed control.	Meetings and assistance provided.	Attended Landcare meeting where it was agreed that a field day be held at Stockport Station, group is just waiting for landholder to set a date.	

#### 4.3.2: Ensure all activities conducted by Council meet with environmental guidelines and are sustainable



Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
4.3.2.1	All facilities over which we are required to hold a license meet the Qld standards and license renewal is achieved.	Visitation and audit by Environmental Health Officer to review all of Council operated facilities and business operating in Boulia.	All the licenses are up-to-date to comply with EPA guidelines.  Environmental Health Officer carries out regular audits on licenses, landfill management and food licenses.	
4.3.2.2	Leases over the Butcher Paddock and Cooridgee Laneway are managed in accordance with our lease requirements for stock holdings.	Leases are sub-leased with income generated to cover lease fees to Qld Gov and managed in accordance with those requirements - reviewed annually.	There are signs that the feed in both paddocks will need to have a close eye kept on it as we start heading in to the warmer months.	

#### 4.3.3: Apply practical water conservation practices that ensure that the town retains a green look and feel



Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
4.3.3.1	Watering of Council's parks and median strips is managed to suit the best water source.	Watering through drought periods is scheduled.	We will be looking to utilise automatic sprinkling system now that the water is demineralised.	

#### 4.3.4: Caretake environmental impact areas of pests, weeds, water resources, disasters and natural resources

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
4.3.4.1	Identification and management of pest animal and weed issues within the shire in accordance with the Bio-security Plan adopted by Council with reporting to be done back to CWRPMG quarterly.	Pest animal baiting occurs. Weed identification and notification process occurs. CWRPMG meetings are attended by RLPO.	Baiting and weed spraying is being done when needed.  Waiting for some rain to give pest weeds a boost so weed spraying can start again.	
4.3.4.2	Noxious pest weed control on Council managed land and Council road reserves is maintained, monitored and reported quarterly to Council but subject to grant funding.	Limited incursions with action taken for invasive species.	Weed control on hold till we get some good rain as the weeds are under stress and it would be a waste of time on Herbicide to spray at this time.  Before putting weed spraying on hold, finished all but the Donohue Highway and Coorabulka Rd.	



Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
4.3.4.3	Reduction in the number of pest animals by paying of bounties for wild dog and cat scalps and pig snouts with a complete register of numbers reported and amounts paid by Council for the bounty.	Take up of baiting program offers by the landholders. Bounty payments continue. Education information available on pest animals on the website/face to face.	<p>The second round of baiting has taken place and there was only 4 Properties that baited with a total of 2497.5kg of meat treated with pig strength 1080 poison and 880kg treated with dog strength 1080 poison.</p> <p>There has been a total of 15 dog scalps brought in and a total of 274 pig snouts brought from the 1st of July 2020.</p>	
4.3.4.4	Town Common is managed within the limits set and stock holders are encouraged to participate in any muster arranged by Council. Weed control and stock levels monitored and reported to Council quarterly.	Town Common Committee meets at least once per year. Members fees are paid promptly. Stock which is not registered with a member will be impounded. Town Common muster is completed half yearly.	<p>Numbers have remained steady and no muster has been carried out so far this year due to COVID-19, will be looking at holding a muster soon before it gets too hot.</p> <p>Feed on the Town Common is holding up as the numbers have been down on other years.</p>	


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
4.3.4.5	Primary stock route bores are maintained as appropriate with funding applied for as needed. Other bores are maintained as funding allows.	Stock route bores are maintained in accordance with funding received.	<p>Had a visit from the two Senior Lands Officers from DNRME and we went and paid a visit to some of the properties to help them understand what their requirements were when watering their stock at Stock Route water facilities.</p> <p>Capital Works Funding was applied for and have just put in the final quotes and now the waiting starts to see if we get the money or not.</p> <p>It was to move the poly tank from Nisbet Bore to Herbert Downs Bore and replace the poly tank that has split.</p>	


## Key Priority 5: Robust Governance

The decisions made by local government and community organisations change our lives. Decisions made by State and Federal Government affect how we operate. We want a greater say in the process and in the allocation of resources, especially in our local communities. We will ensure we have effective process, procedures and policies to positively change behaviors which are supported by the Local Government Act 2009 to provide confidence to funding providers.

### 5.1: Confidence in Council systems and procedures to meet legislative and compliance requirements



#### 5.1.1: Manage Council's operations in an effective manner by clearly defining the functions, services, roles and responsibilities of Council

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.1.1.1	Boulia Certified Agreement options are enacted within payroll from the agreement 2019-2023.	Regular reviews of conditions being paid to staff.	Existing Staff Members at the time of the implementation of the EBA were informed of all their payroll benefits. New Staff Members during the on-boarding process are given a copy of the EBA. Staff have been and are also informed of the relevant Stream of the Award for their role as the EBA is aligned with the Local Government Industry Award - State 2017.	

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.1.1.2	Administration - HR Policies and procedures in place to ensure staff have clear guidelines in relation to working for the Council.	Policies are reviewed and made available to staff.	<p>Notices of updated policies in relation to adopted policies by Council are sent out to Staff by email after the Council Meetings.</p> <p>During the on-boarding process, staff are informed of the website location of these policies; and are given a copy of the EBA.</p> <p>Work Health and Safety Officer conducts induction sessions with all new staff members, and regular toolbox talks with external staff or as required with all staff.</p>	

#### 5.1.2: Effective internal and external communication and records management


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.1.2.1	Be proactive in providing information to staff on issues which may affect them.	Information delivered via email, payslip notice or meetings.	Council has progressed to the electronic delivery of payslips for those who prefer this method. Email is still the preferred method of communication due to the record and speed in which it is delivered. Staff meetings and toolbox talks are delivered weekly and in conjunction with training.	
5.1.2.2	Provision of an accurate and comprehensive Records Management service for the Organisation as required under the State Records Act 1998.	Council's system is up to date with current upgrades and staff are trained in the use of the system.	A constant review is done on how we can better manage and store Council's business information ensuring it is easily understood.	


### 5.1.3: Adopt an integrated risk management approach

Risk Management Group meets at least six (6) times per annum. Completion of all actions of the Risk Management Group Action Plan designated for finalisation in this financial year.

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights





Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.1.3.1	Review existing Enterprise Risk Management Framework and ensure that Operational, Financial, Reputational and Corporate Risks are identified and reported on through the Audit Committee.	Risk Management Framework is reviewed and developed further.	The Audit Committee last met in May where the Council's Risk Management Framework was reviewed. This framework is now held as a permanent record which can be reviewed for progress against targets. The next full meeting of the committee will be in Sept/ early October to review the financial reports for 2019-2020.	
5.1.3.2	Provision of reports to Workers Comp in relation to workplace injuries and other RTW matters.	Reports completed as required.	Good result - nothing to report to Workers comp or RTW.	




**5.1.4: Third party contractor licenses, tickets, certificates and qualifications are held and maintained reflective of the current contract arrangements, checked to ensure they are current**

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.1.4.1	All items are checked annually at start up prior to work commencing and spot checked during the year.	Annual check completed with three spot checks completed during the year.  With contractors stood down pending delivery to the organisation of the necessary qualifications for re-instatement.	Items to be checked at start up 2021. Current tickets in place.	





### 5.1.5: Workplace Health and Safety focus






The implementation and integration of workplace health and safety across the entire Boulia Shire workforce.




Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.1.5.1	To implement the 'Boulia Safe' - Workplace Health and Safety Management system across the Boulia Shire Council workforce.	Continuous improvement evident in the implementation. Quarterly action plans completed.	Has been rolled out and staff have been actively involved in developing ideas and solutions.	
5.1.5.2	Completion of all Quarterly action activities for WH&S by all sections of the workforce.	Close out all items within 30 days on notification from Management.	WHS review weekly and no outstanding issues currently.	
5.1.5.3	Completion of Hazard Inspections as outlined in the I-Auditor Schedule.	Completion of hazard inspections.	Hazards inspections have been reported and actioned by Council staff as required.	
5.1.5.4	Monitor and report to supervisors on completion of all WH&S action activities by staff.	Rectifications action plans completed.	Council uses i-Auditor for hazard assessment, plant/equipment/property damage, near misses and theft.  Council also use this software for property/facility rental services.	





Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.1.5.5	All staff have completed WH&S training requirements.	WH&S training by staff is completed.	<p>All new staff undergo BSC induction process.</p> <p>Toolbox presentations and education are conducted weekly.</p> <p>Industry alerts and updates are provided to staff as they become available.</p>	
5.1.5.6	Attendance at all WH&S meetings including ManEx meetings as appropriate.	WH&S meeting attendance.	<p>Attend and provide a report detailing outstanding iAuditor issues.</p> <p>Provide an update on relevant training that has been done.</p> <p>Provide updates on process improvements. eg. online inductions.</p>	
5.1.5.7	Provision of Lost time Injury and incident trends and suggested rectification plans.	Report completed and presented to Council on an annual basis.	With the implementation of the WHS procedures and the acceptance to change by the staff, pleased to report no loss time injuries.	
















Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.1.5.8	Complete checklist/hazards inspections as per I-Auditor scheduling.	All inspections are completed as per I-Auditor scheduling.	<p>Inspections and facility checks are being carried out through the iAuditor system.</p> <p>Staff have been very receptive and forthcoming with suggestions for improvements going forward.</p> <p>Staff are now using the ipad/tablets both for inside and outside actions.</p>	
5.1.5.9	Escalate uncompleted recommendations from hazard inspections that require a budget allocation into Pulse.	Budget allocation is recorded for escalated actions or a reason why it is not.	Nothing to report.	
5.1.5.10	WH&S Departmental reports as generated through PULSE and I-Auditor are communicated quarterly to ManEx.	Four quarterly reports are received and reviewed by ManEx.	Reports/updates are tabled weekly at ManEx meetings.	
5.1.5.11	WH&S to prepare 'Boulia BUZZ' newsletter to be distributed to staff.	Quarterly newsletter detailing achievements are delivered to staff.		




Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.1.5.12	Review all flagged policies, procedures, work instructions, forms, safe operating procedures (SOP) and training tools.	Staff who have allocated responsibility for specific actions review associated documents to ensure they are up to date.	<p>Policies and procedures are reviewed as required.</p> <p>Safe Work Method Statements (SWMS) are reviewed and discussed by workers and supervisors prior to commencing of job.</p>	
5.1.5.13	Upload all reviewed documents under appropriate element numbers onto the Council's Safety Management System (including Infoxpert) as endorsed documents.	All endorsed documents are correctly loaded in Boulia Safe and hyper-links are active and working.	All SWMS documents have been updated and verified in InfoXpert.	
5.1.5.14	Work groups to be consulted on the review outcomes and have the opportunity to raise any concerns with any reviewed documents prior to rollout.	At least two consultation group meetings held each year to review forms.	Staff continually engaged in the review and the development of documents.	
5.1.5.15	On completion of the review, upload all reviewed documents and place them into Council's Safety Management System (including Infoxpert). This provides document protection and version control.	Documents can be located easily in Infoxpert.	All documents have been reviewed, uploaded and hyperlinked to InfoXpert.	
5.1.5.16	Develop a system to track training identified and completed for staff and contractors including verification of competency training.	A system is in place and is being used to effectively assist with the tracking of training and competencies.	The implementation of Synergy Soft HR module will improve this manual process.	

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.1.5.17	WH&S statistics to be presented to ManEx on the first meeting of the month to review 30 day actions not completed.	Twelve monthly reports received by ManEx.	Updated reports are presented to MANEX each week from the I-Auditor results and from meetings with staff at toolbox meetings.	
5.1.5.18	WH&S budget to be reviewed quarterly against targets.	Achievements against targets are within budget.	WH&S reporting is in full swing against the audit set by LWG Insurance to meet TMR accreditation in March 2021. Council is now using I-Auditor and Chem-watch as a stable format to review requirements to keep our staff and contractors safe and for Council to meet onerous benchmarks for safety and compliance. Staff are now using iPad's to record data on the job.	
5.1.5.19	Review all emergency plans and signage is in place for all areas.	Emergency plans have been reviewed, are up to date and signage is complete in all areas of Council.	Plans are currently being reviewed against changes to regulations. New signage is being prepared as required ready for the audit review.	

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.1.5.20	WH&S to communicate any changes to documentation to staff members for action.	Email blast combined with internal notices and tool box talks are used to disseminate information to staff.	Information is provided to staff via flyers and toolbox talks which also contain PowerPoint presentations which can be used for new staff.	
5.1.5.21	Review the following procedure against requirements in preparation for consultation: high risk work method statements, Risk/Hazard Management, compliance control, incident reporting and investigation.	All reviews are completed within agreed timeframe.	All documents have now been loaded into Infoxpert after being reviewed by the account owner and WH&S staff member including ManEx.	
5.1.5.22	Review the following procedure against the legal requirement in preparation for consultation: WSH design, machine guarding, hire equipment, thermal radiation, pressure safety, confined spaces, excavation and trenching.	All reviews are completed within agreed timeframes.	All documents reviewed by WH&S Officer, staff and recorded into InfoXpert.	
5.1.5.23	Review all SDS folders to ensure all SDS are dated within a 5 year of issue date. This can be completed through Chemwatch.	All areas of Council have been checked and none are out of date.	New folders have been created where required and updated with correct information. In some areas the number of folders have been decreased to ensure consistency across the organisation.	


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.1.5.24	Ensure training has been completed for all staff who are in control of hazard substances that they are aware of segregation requirements and compatibility with chemicals and placarding requirements.	Training has been completed for all relevant staff.	Staff training in this area is complete.	
5.1.5.25	Draft new WH&S Plan for July 2022 to June 2024.	Draft document has been developed by staff and has had sufficient time to be reviewed for comment prior to adoption.	This action will commence in July 2021.	
5.1.5.26	90% Completion of all tasks and actions in PULSE.		Hazards risks have now been loaded into PULSE ready for release to managers.	
5.1.5.27	90% Completion of Hazard Inspections as outlined in I-Auditor schedule.		Good compliance from staff on the completion of risks in I-Auditor.	
5.1.5.28	90% Completion of all rectification actions as outlined in I-Auditor from their proposed completion date.		Good progress in the use and actioning of tasks in I-Auditor.	
5.1.5.29	90% Completion of WHS Training in accordance with key requirements as identified within the position description and training needs analysis from performance review and recorded in the HR module against individuals records.		This will be completed once the HR module is in place.	




Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.1.5.30	80% attendance at all ManEx Meetings.		WH&S attends the weekly meeting of ManEx to update senior staff on progress against targets for WH&S.	
5.1.5.31	90% Provide statistics on lost time injurys and any incident trends weekly to ManEx and recorded in ManEx minutes.		No lost time injury to report.	
5.1.5.32	Annual reporting of lost time injury claims which should be less than 55% of all claims.		No lost time injury to report.	
5.1.5.33	Annual reporting of injuries - No increase in recorded injuries from the previous year.	No increase from previous year.	No increase in injuries from last years results.	
5.1.5.34	Reportable incidents are reported within the required timeframes.	100% of reportable items are actioned correctly.	Pleased to report that Council staff are now reporting 'near miss' as they eventuate.	
5.1.5.35	100% Completion of all Incident Reports including investigations and implementation of any actions identified in the Investigation Report (include personal, members of the general public and plant incident reports).		Reports are completed and actioned within the required timeframes.	
5.1.5.36	Undertake an Internal Audit at the completion of the WHS Plan.	Annual review of plan and changes recorded on PULSE.		

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.1.5.37	To achieve 80% Compliance with the National Audit tool for Self-Insurers.		An interim review on progress will take place at the end of Oct to ensure we meet targets set.	
5.1.5.38	Organisational Target for uncompleted action Items - Close out all items within 30 days on Notification from Management.	Review of uncompleted actions - NIL expected.	Close out on action items is within guidelines.	
5.1.5.39	Continual improvement of the hazard risk register through identification of new hazards/risks and control measures.	Number of improvements made to the register.	A comprehensive risk register is in place and being monitored via the PULSE system.	




## ***5.2: Accountability is clearly evident in how Council does business***

### **5.2.1: Ensure Council's financial activities are monitored and managed well**


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.2.1.1	Long Term Financial Plan to be updated to QTC model to a stage where it gives Council a good indication of the impact of financial decisions made by them on future decisions.	Long Term Financial Plan developed in line with QTC format.	Finances are reported to Council and QTC in a timely manner.	


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.2.1.2	A business solution (IT) which covers the needs of Council at present and into the future is supported by each layer of the organisation and training is available to achieve best practice.	Partnership with the RAPAD group to identify future solutions for Boulia in line with the region progressed.	Synergy Soft business system has 80% of its modules rolled out with the balance to be completed this year. Staff have access to online training and telephone support when required. Council has taken up several new programs to ensure we are working smarter not harder. All of these programs deliver a comprehensive data base to Council to review actions against targets, can be followed up and monitored.	
5.2.1.3	Council funds are invested in accordance with legislative provisions and the Organisation's adopted Investment Policy. This is reported monthly to Council.	Investments made in accordance with Investment Policy.	Council investment opportunities are reviewed monthly and budgets are amended accordingly.	
5.2.1.4	Raise and recover Rates, Charges and other debtors on behalf of the functions of the Organisation and report on a monthly basis to Council.	Rates and Annual Charges Levied by due date, user charges and other debtors raised and recovered effectively.	A number of outstanding accounts have been referred to our Debt Collection Agency and the remainder are being handled in house.	




Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.2.1.5	Monthly reporting to Council for accurate and correct costing of expenditure (including Accounts Payable, Stores and Assets) on behalf of the functions of the Organisation.	Accounts payable paid within required timeframe, all stores issued at correct value and correctly costed to functions, all assets accounted for accurately.	Monthly reports are written and reported to Council.	
5.2.1.6	The Operational Plan to be linked in the Annual Budget which will be reflected in the actions included in the plan.	Operational Plan (including Budget) adopted by 30 June each year.	In the quarterly budget review the operational plan is also reviewed.	
5.2.1.7	Manage Council's insurance portfolio.	100% of insurances reviewed and maintained annually.	Insurance portfolio is updated throughout the year as changes occur. A review is scheduled for October 2020 in preparedness for 21/22 portfolio.	

### 5.2.2: Maintain high standards of Corporate Governance through effective audits



Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.2.2.1	Audit Committee - Regular meetings are held in line with requirements to review and monitor audit comments and ensure Council is performing in accordance with the Local Government regulations.	Audit Committee meetings are held twice per year to review Audit Plans, Draft Financial Statements, previous audit management responses and actions.	Audit meeting being arranged for end of October 2020.	





Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.2.2.2	Internal Audit Plan to be reviewed quarterly and actioned to achieve goals.	Internal audit to be recorded on Pulse software for updating and permanent record.	Quarterly reviews are done on the Audit Plan to ensure we will and can achieve our goals, changes are made and put to Audit Committee for approval if required.	

### 5.2.3: Decisions on new or enhanced community assets or facilities are viewed with the future financial impact on Council

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.2.3.1	All projects submitted to Council for review must include 'whole of life costings'.	All projects submitted have included whole of life costs, with QTC program used on projects over \$100K.	QTC whole life costing model used for projects above \$100k.	

### 5.2.4: Ensure transparency and accountability through management reporting






Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.2.4.1	Provision of key financial information to ManEx and Council.	Provision of budget information to staff.	Conducted fortnightly with the ManEx group.	
5.2.4.2	Preparation and collation of the Annual Report document in conjunction with senior managers to ensure the important legislative requirements are met and the report is a sound representation of the Council's achievement during the year.	Annual report prepared with input from all senior managers and submitted to Council within timeframes.	Collation of the 2019/2020 Annual Report is underway. Information and data to be included in annual report is also noted throughout the year.	

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.2.4.3	Discharge Council's statutory financial reporting obligations.	Statements submitted to the Office of Local Government by 31 October each year. Unqualified audit report.	Financial reporting is ongoing, the current draft statements are under review.	
5.2.4.4	Undertake a review of policies and procedures register to identify policies due for review.	Policy owners are to be advised of policy reviews due and timeframe for these to be adopted by Council.	The policy register is reviewed as needed to ensure all policies due for review are captured and the policy's responsible officer notified of the pending review date.	
5.2.4.5	Council has a clear picture of the overall financial position and performance against adopted budget.	Monthly Financial reporting to Council includes snapshot of current performance against budget figures.	Budget workshops are completed prior to budget adoption then quarterly discussions and reviews are held with management and Council.	
5.2.4.6	Monthly financial reporting is completed and presented to Council of which Council is clear and Councillors are able to review costs against budget.	Delivery of Quarterly Budget Review to Council.	Report is completed monthly and again quarterly, both submitted to Council.	

### ***5.3: Stability - a safe secure working environment***

#### **5.3.1: Provide a working environment for all in which risk is managed and monitored in all Council areas and facilities**



Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.3.1.2	Identify key risk areas in Council operations to be reviewed as part of the internal audit.	Undertake two (2) internal audit reviews per annum.	Review of internal audit plan to ensure we cover any areas of concern.	
5.3.1.3	Implementation of actions set out in the Internal Audit Committee Action Plan.	Completion of all actions of the Internal Audit Committee Action Plan designated for completion in this financial year.	All actions are added to the audit and risk register and reviewed at each meeting of the Audit Committee.	
5.3.1.4	Support training and monitoring of use of Council's WH&S and I-Auditor programs. Complete annual audit of all Council work sites.	No breaches of WHS regulatory requirements.  Hearing assessments for employees working in noisy environments completed.  At least 80% compliance with the National audit tool.	Reviews of contractor and Council work sites have been conducted which also included noise level monitoring.	
5.3.1.5	Ensure compliance with the Organisation's Drug and Alcohol policy and ongoing best practice. Record of testing completed and results to be reported to Council.	Reports provided to Council and ManEx in relation to the testing conducted.	Drug and alcohol testing equipment has been sent for re-calibration and two staff will undergo training in November.	
5.3.1.6	Attend a planning meeting to authorise the WH&S plan			


#### **5.4: Sustainability - our focus on value for money outcomes across the organisation**



##### **5.4.1: Council's offices, depots and business enterprises are operated under value for money principles**

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights



Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.4.1.1	Fees and charges reflect the industry norm and mark-up on goods is reflective of costs.	Costs to visit our exhibition is reflective of other tourist attractions and minimal stock write off.	Fees still in line with other regional tourism attractions. Quality products to sell are being sourced.	
5.4.1.3	Depot workshop, Council plant and equipment is fully operational at all times.	Limited downtime and minimal lost productivity.	Regular maintenance carried out on Council fleet and well maintained. Weekly and fortnightly check on the plant revenue. Major services are planned around the Council break to avoid down time of the machine. 20 years plant replacement program developed.	


#### 5.4.2: Optimise performance of Council business units using available technology

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.4.2.1	Maintain compliant Closed Circuit Television network operations in the Shire.	No breach of regulatory requirements in relation to operation of CCTV Operations.	Council developed a policy for CCTV. Secured funding to upgrade CCTV system for: Admin building, Landfill facility, Sports Centre, Library, Heritage Complex.	



Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.4.2.2	Maintain Servers and Facilities with adequate license.  Renewals for current software.	All current software renewed on schedule.	This is ongoing, Servers have just been replaced and installed.	
5.4.2.3	Monitor and manage telephone and Ergon accounts for electricity and telecommunication equipment and services to ensure we are not paying for unnecessary services.	Accounts paid, nil outages and plans are cost effective for Council.	Monthly reviews of phone accounts and quarterly reviews of Ergon accounts are conducted as normal practice.	

#### 5.4.3: Ensure the long-term financial sustainability of the Council through prudent financial management and budgeting

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.4.3.1	Council is in receipt of the annual budget documentation ready to be adopted each year.	Budget preparation is timely and involves Executive team and department heads with bids for funding received from departments for consideration by Council.	Workshops are held with draft paperwork prior to budget meeting, finalised papers are issued to Councillors and management.	
5.4.3.2	Council is able to monitor the budget and determine the progress of projects and work completed in line with budget projections.	Quarterly budget reviews completed and presented to Council with comments on variations to budget.	Reports are given to Council every month at the Council meeting.	

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.4.3.3	Monthly and quarterly financial reports to Council deliver information on variations to budget and enable decisions on long term financial impacts to be reviewed.	Work to complete budget commenced in Jan and two workshops held.	Reports are put to Council monthly and quarterly.	


#### 5.4.4: Implement good practice in managing and maintaining our assets

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.4.4.1	The Plant Committee to complete reviews on plant usage making suggestion on turn over, purchase and replacement to achieve maximum value for money outcomes. This is to include risk assessments.	Plant purchases are within budget and plant is maintained within specified parameters to enable sound operations of the Council.	Plant Committee will meet whenever required to review the plant purchases and performances. 20 years plant replacement strategy developed. Plant and equipment purchased within the budget.	
5.4.4.3	Tourism attractions are managed and are sustainable with future enhancements progressed as budget permits.	Business plan and management manuals completed by Greg Tuckwell (consultant).	Future expansion ideas for the Min Min Encounter are on the drawing board and ready for funding opportunities.	


#### 5.5: Advocacy - punching well above our weight

##### 5.5.1: Advocate for improved services and infrastructure

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.5.1.1	Advocate for increased coverage for internet in remote locations.	Number of black spot internet locations achieved.	Internet access in Urandangi is again held up with Federal Government funding with an extension granted for the development approval signed in June. Council is partnering with Winton Shire to install mobile coverage at Middleton.	

#### 5.5.2: To have Councillor representation and actively be involved in regional forums

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
5.5.2.1	Councillors report via the monthly Council meetings on meetings they attend as per the committees they have been nominated for.	All external meetings attended by Councillors or senior staff are to have a written report completed and submitted to Council at the following meeting.	Mayor Rick Britton attends all RAPAD, RDA, I-QRAP, CWRPMG, RAPADWSA, ORRTG meetings - both face to face and via Zoom meetings. Cllr Sam Beauchamp has attended RAPAD Water and Sewerage meeting, Drone Symposium meetings and Cllr Jack Neilson has attended Outback Highway meetings and Cllr Jan Norton attends Heath meetings as they arise.	




## Key Priority 6: Supporting local services and facilities


Active, healthy lifestyles drive our success as a Shire. Health and wellbeing are building blocks for fulfilling lives. We will support smart lifestyle decisions to reduce the toll of preventable disease and increase our life spans. We understand the importance of open green spaces for recreation and social cohesion and support a work-life balance to remain connected with our colleagues, family and community.

### 6.1: Facilitate opportunities

#### 6.1.1: Facilitate health and medical service provision for Boulia and Urandangi

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
6.1.1.1	Involvement in regional health programs to improve the live-ability of Boulia and Urandangi.	All meetings attended with reports completed back to Council.	Limited involvement at present due to COVID-19 and the completion of the Well being Center.	



#### 6.1.2: Provide community services through government funded programs for the benefit of disadvantage members of the community

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
6.1.2.1	Support 'free to attend' functions and facilities where possible to encourage community engagement.	Council supports 'free to attend' functions where possible.	Support given to all RADF functions and events to enable free admission for attendees.	



### 6.2: Support an active healthy community

#### 6.2.2: Maintain a high quality of life by providing facilities and resources that encourage a secure, interactive and progressive community lifestyle

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
6.2.2.1	Continue to oversee the operation of the Boulia Aquatic Centre and sporting fields.	Facilities are open and usable for the public at least 95% of the year.	Boulia Aquatic Centre and sporting complex major refreshments project underway. New astro turf installed for Tennis Courts and new light will be installed shortly, Council secured finding to upgrade the lights.	
6.2.2.2	Continue to provide Australia Post services for as long as this is required to be provided by Council.	Australia Post facility is operational with trained staff who are available.	Ongoing service to the public and visitors of the Shire.	

### 6.2.3: Facilitate health and medical service provision for Boulia and Urandangi




Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
6.2.3.1	Auspiced funding for Royal Flying Doctors Service (RFDS) is managed in accordance with planned activities to upgrade Urandangi Health facility.	Activities completed with quarterly reports submitted.	This funding first obtained by Dr Don Bowley has stretched over a number of years now with the maintenance and inclusion of extra items at the Urandangi clinic provided as requested. Items which have been purchased as requested are a wall mounted hand soap dispenser and pin boards, whiteboard and non cloth chairs.	
6.2.3.2	Local involvement in the support of the clinic and health committee groups for the betterment of health in Boulia and Urandangi.		The Boulia Interagency Group (BIG) supports the health clinic where possible.	




## Key Priority 7: Valuing our greatest asset - people




People are our greatest asset. Unleashing individual potential maximises personal, community and economic outcomes. We will encourage an inclusive community that supports the needs of business people, our staff, the young and the elderly and we will support the least advantaged including Aboriginal and Torres Strait Islander Queenslanders. We will encourage diversity, foster innovation and use the talents of all - we believe that nobody should be left behind.

### 7.1: An innovative culture

#### 7.1.1: Support WH&S practices that develop a motivated and focused workforce

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.1.1.1	Staff understand the importance of WH&S and all are competent in the use of the WH&S system and achieve an audit pass on inspections.	JLTA audit is completed and a pass is achieved by the group.	Toolbox talks have been very successful with engagement from staff evident. Trial with indoor staff to commence in Dec.	
7.1.1.2	Deliver accurate and timely processing of the payroll and associated reporting requirements.	All payments to staff are delivered within timeframes and without error.	Payroll is completed on a fortnightly basis.	
7.1.1.3	Record, preserve and protect employee records for payroll and human resource management.	All employee records are up to date and secured electronically and have a backup paper file.	All employee data is recorded and stored in accordance with regulatory requirements. A move to ensure all records are recorded electronically are being progressed.	

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.1.1.4	Assistance with the recruitment and selection process from advertising to the final letter of offer for new employees.	The recruitment process is completed in a smooth and professional manner with documents provided that are up to date and relevant. All documentation is collected as required and saved electronically.	Continuous improvement towards implementing systems which are less time consuming and more environmentally friendly is practiced by Human Resources. Consequently there is movement towards more electronic document systems and storage of same such as Dropbox for the on boarding of Staff Member's and their associated document requirements. Online inductions are being planned in the near future.	
7.1.1.5	Mayor and or panel to complete annual review of the CEO.		The Annual review of the CEO was completed which also coincided with the expiry of the contract of 3 years (12th June 2020). The review was conducted by the Mayor and Panel with no major issues recorded. The CEO was offered a further three year contract which she accepted.	
7.1.1.6	CEO to complete six (6) monthly performance reviews on senior staff including WH&S compliance.	Performance reviews for the July-December period completed.	All reviews for senior staff and those reporting to the CEO have been completed.	

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.1.1.7	Complete annual performance review of your employees for Works and Operations including WH&S compliance.	Reviews completed on anniversary.	One page performance review developed. Due to commence reviews.	
7.1.1.8	Complete performance reviews for your staff in Community Services including WH&S compliance.	Reviews completed on anniversary.	Performance reviews done periodically in line with Council requirements.	
7.1.1.9	Complete performance reviews for your staff in Finance and Administration including WH&S compliance.	Reviews completed on anniversary.	Review paperwork is currently being created in readiness for reviews to be conducted.	

### 7.1.2: Keeping pace with technological changes in the workplace environment

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights

### 6.2.1

Encourage the staff to utilise the Go1 training package to support staff to further their development in Local Government by the use of progressive programs and resources.

Courses sourced for staff so they are competent in the use of the systems used by Council.

Council has invested in Go1 as a professional development tool for staff. Some Staff have this program available to them to enhance their skills in a universal approach as this library of courses educates on many plateaus.

Work Health and Safety compliance is necessary for the ongoing funding of Department of Main Roads to facilitate the viability of Council. Consequently, Staff are kept up-to-date with Work Health and Safety Standards. Tool Box talks have been enhanced by a library of resources provided by Safety Hub which the Work Health and Safety has to use as a teaching tool.


Professional development opportunities in relation to the day-to-day business systems are provided to staff members to more confidently, efficiently and effectively undertake their roles.

Because of the restrictions of COVID-19, Zoom has become a very reliable and user-friendly method to conduct face to face training.





## 7.2: A great place to work

### 7.2.1: Collaboration with staff and Unions on the content of the workplace agreements

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.2.1.1	Staff Committees are encouraged to be formed in all areas of the Council to ensure employees have input into the group decisions.	Well balanced EBA supporting both staff and the Council sustainability.	Council encourages a consultative approach to all matters which impact staff; and, promotes team building.	

### 7.2.2: Develop and maintain a positive and future focused culture that demonstrates and supports Council's vision and values


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.2.2.1	All staff are aware of how to notify ideas/complaints/suggestions.	Records of suggestions/complaints/issues to be kept. PID training to be part of training regime.	Compliance with regulatory and statutory requirements is promoted with all staff undertaking appropriate training on an annual basis or as changes occur. Within the onboarding procedure, new staff members undertake training in Public Interest Disclosure, Right to Information, Privacy and Confidentiality. Staff are also advised of the Stream of the Local Government Industry Award - State 2017 under which they work so that they can refer to the Grievance Procedure within the Award.	

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.2.2.2	Assist the CEO in the development of a workforce strategy which includes an appropriate staff succession plan including training, attraction and retention.	Workforce Plan developed in conjunction with all staff.	Organisation Structure is reviewed regularly to facilitate where possible, for the development of an appropriately qualified and sustainable workforce. Workforce Planning tool is to be developed in 2020-2021.	





**7.2.3: Provide access to external support networks for emotional assistance**






Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights






Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.2.3.1	Continue to provide the Employee Assistance Program and support the local RFDS visits.	Quarterly reports on access to services received (no personal details) only the volume of access.	<p>Posters are displayed in traffic areas for easy access for Staff regarding the EAP services available to Staff and their families. During these challenging times of COVID-19, Staff have been reminded of this service, and specific COVID-19 posters were distributed to Staff and displayed in the Office areas. With the easing of COVID-19 restrictions, the RFDS Outback Mental Health Team has returned to Boulia. The RFDS Team visits Council's workplaces to let everyone know about the programs and support services available; and, to develop a rapport with the Boulia Shire Council's Staff Members.</p> <p>Aligned with the Boulia Shire Council's Certified Agreement 2019, Council has an officially adopted policy in relation to the Employee Assistance Program.</p>	

#### 7.2.4: Provide a safe, healthy working environment and be proactive in all Work Health Safety matters



Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.2.4.1	Investigate all contractors and workforce to ensure appropriate licenses, tickets, certificates and qualifications are held and maintained in respect to the relevant contract or project.	All reviews completed for contractors and workforce quarterly.	All tickets will be reviewed again at start up, the implementation of the HR system will be advantageous as this will no longer be a manual process.	
7.2.4.2	Develop a Noise register and commence testing of all plant and equipment which includes any noisy work environments.	All plant and equipment is scheduled to be tested at least once per year and recorded in the noise register.	A noise register has been established with base levels measurements taken on a number of machines. Testing has occurred with staff training on the use of noise reduction equipment completed.	
7.2.4.3	Introduce electronic fleet management system.	Fleet management system is used to monitor the productivity of the Council's fleet which is reported to the Plant Committee and ManEx.	Fleet management system is used to monitor the productivity of the Council's fleet which is reported to the works meeting.	
7.2.4.4	Prepare for annual start up by reviewing training needs, booking trainers, complete an assessment sheet on awareness training, prepare PowerPoint delivery of WH&S.	All staff complete refresher inductions, complete necessary training and confirmation of requirements to work for Bouliia Shire such as licenses and tickets.	Training for all aspects of work within Council will be completed in February. PowerPoints, videos and handouts.	


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.2.4.5	Ensure I-Auditor tasks are set for Fire Safety drills for all permanent locations: Min Min Encounter, Library, Council Office, Depot, Sports and Aquatic Centre, Stonehouse.	I-Auditor scheduled tasks have been set up for all areas and reported back to ManEx.	Drills to be completed in all areas in October.	
7.2.4.6	Complete swimming pool audit using WH&S RLSSA Aquatic facility safety checklist annually prior to pool opening.	Audit of the checklist completion is done prior to pool opening/or primary use period.	Pool has been closed due to renovations and will re-open in November after all checks have been completed.	
7.2.4.7	All claims for compensation through LGW must be supported by a prior registered incident report in I-Auditor.	Reporting of incidents through I-Auditor is documented through ManEx via the WH&S Officer.	<p>Consultation with all stakeholders will ensure the appropriate procedure is followed to facilitate the best outcome for all parties.</p> <p>The Work Health and Safety Officer has been conducting toolboxes with staff to ensure they are aware of the importance of adherence to procedures in the event of any incidents in the workplace.</p>	
7.2.4.8	Attend weekly ManEx meetings and also conduct and attend worksite meetings as appropriate.	All meetings attended as required at both ManEx and toolbox meetings.	ManEx, toolbox and office meetings are conducted.	
7.2.4.8	Undertake Fire Warden training with staff using fire extinguishers.	Annual training and demonstrations have been completed.		

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.2.4.9	SWMS - any shortfalls identified to be updated in the risk management template.	All shortfalls recorded in the risk register and reviewed by ManEx.	All SWMS have been reviewed with department owners.	
7.2.4.10	Undertake lighting survey.	Annual lighting survey completed.	To be again reviewed after Dec closedown prior to start up.	
7.2.4.11	Onsite and roadwork signage is correct and ensures safety of workers and the general public.	Signage is in line with the job management plan and TMR requirements.	Inspections of the contractor crews worksite passed all requirements for road signage. A further review to be done on the Donohue in Dec.	

## 7.3: Living our values


### 7.3.1: Be known for our excellent reputation and dedication service delivery

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.3.1.1	Full utilisation of our customer management system to enable confident staff able to attend to all customer enquiries and deal with priority situations.	Annual re-fresher training on customer service as required.	Working on implementation of electronic system.	
7.3.1.2	Provide a range of administrative, customer services and facilities for the continued operation of Council.	Policies, forms and up to date information is available on request.	Council Administration and Finance teams support all of Council areas.	


Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.3.1.3	Workplace Health and Safety - Staff continue to achieve minimum standards and reporting functions to achieve a safe workplace and TMR accreditation.	External audit obtains an above 70% pass mark.	Result on recent audit on the job site more than 90%. Online induction in-progress and all the inductions are current.	

## 7.5: Education


### 7.5.1: Partner with relevant groups to support and deliver Emergency services within the shire

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.5.1.1	Support provided to SES and Rural Fire Service groups to enable them to function in an emergency.	Grant applications submitted for equipment as required.	Council will continue to provide support where required. None requested this quarter. Successful application for grants this quarter was submitted by Nicole Tonkies for stand alone lights.	

### 7.5.2: Partner with relevant agencies and organisations to provide a range of community awareness and educational programs

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.5.2.1	Partner with Bouliia Community Services to provide educational programs in our facilities.	Several planned programs over the school holidays conducted in our facilities.	Partnership continues to facilitate Thursday afternoon sports and holiday activities.	


### 7.5.3: Support further education for all employees relevant to their roles

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.5.3.1	Encourage all staff to take advantage of the Go1 training system and other opportunities as they eventuate with information provided to managers to facilitate this.	All staff reviews to be added to the training file request and training arranged in accordance with the budget.	Go1 was rolled out to all Executive Staff and Administrative Centre Staff so that the benefits of this program can be individualised for each staff member's personal needs, and they can study at their own pace. Once the training facilities are available to staff in the Depot, more roll-outs will occur. It also affords the opportunity for team training on a particular topic, and training can be formally assigned.	

### 7.6: Develop new employment opportunities

#### 7.6.1: Partner with other organisations who can deliver training to improve prospects of future employment roles within Council

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
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

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
7.6.1.1	Liaise with training organisations who can provide trainees with support and encouragement. Research opportunities for training growth within the Council.	All trainee positions offered and filled.	<p>Professional development and training are key elements to staff delivering the required results and timely outputs. The training of staff to confidently undertake their role is a significant step towards reducing workplace stress and creating a happy workplace. Council identifies appropriate training for staff members and encourages staff to attend. There has been training undertaken using Zoom during the challenging times of COVID-19.</p> <p>Council currently employs a successful Administration Trainee within the Administration Centre's Support Staff. It is intended to seek further funding to employ another Trainee within the Centre in 2020-2021.</p>	

## Key Priority 8: Proactive and responsible leadership

Our Shire is well recognised and respected both in Queensland and the Federal arena and this is critical for the future growth of the region. We recognise the challenge population decline brings and will find ways to manage it and do what we can to reverse the trend. We will build on what already makes our shire and the surrounding regions exceptional - people, local enterprise, and natural resources developing our strategic and competitive advantage underpinned by strong regional partnerships.

### 8.1: Genuine community engagement




#### 8.1.1: Develop and implement initiatives to encourage the community to become more informed and involved in issues that may affect them

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
8.1.1.1	Annual community meeting after following the end of year financial results are released.	Meeting held in early December after the final results are released.	Future community meeting topics earmarked as they arise with intended meeting dates to be finalised.	
8.1.1.2	Regular information being released through Channel Country Chatter, Facebook, with the Website content reviewed for accuracy and content twice per year.	Verbal feedback, monitored visits through Facebook.	Social media continues to improve our community engagement with the amount of comments, likes and reviews. The website is constantly updated.	

#### 8.1.2: Manage and govern to ensure transparency and responsiveness to the needs and views of our communities in decision making practices

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights




Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
8.1.2.1	Council agendas are released for review 7 days prior to the meeting and agenda items are placed on the website within 2 business days after the meeting.	Monthly activity is available for viewing by the public on our website within 2 business days.	Council meeting agendas are released and placed on the Council website within the required time frames.	
8.1.2.2	Councillor contact information is available on the internet and is up to date. Provide Councillors with timely information and reports using the new Bigtincan program which allows policies, annual report, corporate plan and all agendas and minutes to be accessible 24 /7.	Business Papers, Minutes, Councillor Correspondence and other Council documents sent within statutory timeframes.	Councillor profiles, inclusive of contact details, are kept up to date on the Council website. The Bigtincan program is updated regularly to ensure Councillors have 24/7 access to relevant documents.	
8.1.2.3	Ensure Council meetings acknowledge the traditional owners and are conducted in accordance with the regulatory provisions eg: Code of Meeting Practice and Code of Conduct and that Conflict of Interest/Register of Interest forms are completed as required by Councillors.	No breaches of Code of Meeting Practice or Code of Conduct.	Acknowledgment to the Traditional Owners are held at the commencement of each Council meeting. Model meetings procedures are followed and all requirements are noted in the minutes of each meeting by the ExAssist.	

### 8.1.3: Communication with the community is aimed to capture the wide range of media


Provide customer service and information on Council's services through the Council office/Facebook/media etc.

At least 95% of initial queries received through the Council office are responded to in accordance with the Customer Service Charter.

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
8.1.3.1	Notifications to customers to be sent via email blast, Facebook, web page, flyers.	All notices sent within 4 hours of receipt.	Notices are distributed via email blast, Facebook, web page and flyers as appropriate and in a timely manner.	


#### 8.1.4: Residents are informed about and involved in Council's decision making


Publication and distribution of information in relation to Council decisions, activities and benefits

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
8.1.4.1	Council meeting dates listed on the website and in the Channel Country Chatter.	Council meeting dates notified and Business agenda and minutes loaded onto website.	Council meeting dates, currently set to December 2020, are available for view on the Council website and notice boards.	


## 8.2: Strong representation

### 8.2.1: To represent and collectively make decisions to benefit the entire community

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
8.2.1.1	Twelve ordinary Council meetings are held each year with two special budget meetings and two planning session days.	All meetings attended by all Councillors.	Ordinary Meetings of Council are held on a monthly basis and Councillor attendance noted.	

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
8.2.1.2	Representation at all elected meeting groups supporting Boulia initiatives.	Reports received from attendees at the meetings presented to Council for information.	Council continue to represent our interests at the RAPAD meetings Outback Way meetings, I-QRAP, RDA, LDMG.	

### 8.2.2: Develop and maintain partnerships with regional organisations

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
8.2.2.1	Active representation in all Council representative bodies including the RAPAD group of Councils.	Attendance at all meetings with success achieved with group projects.	Attendance at all meetings with success achieved with group projects.	

### 8.2.3: Council facilitates the implementation of this Plan to benefit the whole community

Plan what we do and do what we plan. Council acts in a coordinated manner to implement this Plan, Budgets and report upon it in a timely manner.

Action Code	Action Name	Performance Measure	Work Completed	Traffic Lights
8.2.3.1	Council actively reviews the progress of the Operational Plan on a quarterly basis with items listed on the Action List for immediate followup by staff.	Plan implemented with success against budget allocation and planned activities.	The Operational Plan is captured by the PULSE Local Government Solutions System which is a permanent record. The quarterly results against set targets are presented to Council each quarter and displayed on the website for review.	