



# **Quarterly Operational Review**

## **1<sup>st</sup> July to 30<sup>th</sup> Sep 2019**

## 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 partnerships

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
1.1.1.1	Application for RADF funding and the assessment and allocation of funding applications during the year from community groups.	Number of programs delivered equals the funding program amount.	\$20,000 has been allocated to RADF for 2019-2020 from Arts Qld. Council is to put \$2500 to it.	50%	Community Services Manager

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
1.1.2.1	Support not-for-profit community groups with grant information opportunities and grant development.	All relevant grant information provided to groups via email.	Ongoing support offered when asked for.	50%	Community Services Manager

**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	What Output	How Activity	Work Completed	% Completed	Officer
1.1.3.1	Community celebrations are able to be held in the Shire Hall or Aquatic Centre.	All special commemorative days and events supported.	Community events continue to be facilitated in Council venues. A Pitta Pitta meeting held in November. A Christmas party will be held in the hall in December.	50%	Community Services Manager

**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	What Output	How Activity	Work Completed	% Completed	Officer
1.2.1.1	Preservation of historic information within the shire with locations documented identified on a plan available to the general public.	Documentary work completed with maintenance action plan in place.	A mud map flyer is still handed to visitors, new machinery information signs have been added to the items on display.	50%	Community Services Manager

### 1.2.2: To maintain, preserve, develop and provide access to our region's history

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
1.2.2.1	Continue the operation of the Boulia Heritage Complex as a tourist attraction which showcases the heritage and history of Boulia.	Boulia Heritage Complex open to the public with adequately trained staff in the delivery of historic information.	The complex continues to attract great comments on its preservation and display of artefacts and historical material. A new film screening room will be soon completed to open in the 2020 tourist season.	50%	Community Services Manager

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
1.2.3.1	Provide information days focused on the past history of Boulia both indigenous and non-indigenous.	Heritage information days held.	Regular Qld Day, NAIDOC and Heritage week events acknowledged annually. Funding has been applied for for Qld Day 2020.	50%	Community Services Manager

### 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	What Output	How Activity	Work Completed	% Completed	Officer
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.	A new agreement has been signed with the Job Network provider to support 6 participants in this years program.	25%	Chief Executive Officer

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Partnership ongoing with Boulia Community Support Office, QCWA, Historical Society and Boulia Social Club.	50%	Community Services Manager

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
1.3.3.1	The Boulia Aquatic Centre staff are fully trained and the facilities are well maintained and fit for purpose.	All staff have completed relevant training.	Training will occur for staff at end of November and casual positions have been advertised.	50%	Community Services Manager

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
1.3.3.2	The Council bus to be available for sporting activities when required.	The bus is ready to be used by community when required, registered and road worthy and clean.	Bouliia continues to support local entities with having the bus available.	25%	Road and Construction Maintenance

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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/repaired and mowed as per levels of service schedule.	Parks and Gardens are being maintained well with flowers planted where appropriate.	25%	Road and Construction Maintenance
1.3.4.2	Community events such as ANZAC Day, NAIDOC, Australia Day are celebrated by the community.	Community events such as ANZAC Day, Australia Day, NAIDOC etc are well organised and promoted.	Held annually by Council in partnership with other organisations, occurs annually.	50%	Community Services Manager
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.	All venues including Halls are on a routine cleaning and maintenance program which includes checklists to be completed prior to a booking and post bookings. This process is reviewed monthly at our Team Meeting.	25%	Finance Manager

### 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	What Output	How Activity	Work Completed	% Completed	Officer
1.3.5.1	Library, swimming pool and WiFi continue to be provided as a free service to encourage educational advantage, physical advantage and social advantage.	Opening hours reflective of community demand and budgetary constraints.	The community is able to attend swimming pool free and there is free public WiFi for community and visitors at Library and tourism centre.	50%	Community Services Manager

## 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.

### Service areas:

Land development, Waste management services, Technical services, Project design and management, Infrastructure services, Depots and workshops operations, Water utilities

### 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	What Output	How Activity	Work Completed	% Completed	Officer
2.1.1.1	Compliant aerodrome facility including lights and markings meet with CASA requirements.	Pass of the audit via Annual inspection by CASA.	Audit completed with new manual passed by CASA. 6 minor issues where identified which are all rectified a part from ponding in one small area near the fuel which poses little risk.	25%	Road and Construction Maintenance
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.	2019 March flood damage has been captured through Recover software, utilised Virb camera to capture the photos of the road network. In Field Assessment (IFA) will be conducted in Boulia on September 17 to 19, 2019.	25%	Director Works and Operations



Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Pave and seal project commenced at 111.1-116.5 (Georgina Approaches) 80% side-track completed. 4 lots sub-grade been tested. Awaiting on the result.  Bituminous and Aggregate tender has been released.  Gravel commenced 223-238,6 (Ridges).	30%	Director Works and Operations
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.	Projects identified need to be added on the portal.	25%	Director Works and Operations
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.	All Shire roads are open to all traffic. Donohue Hwy from green tanks loose surface formed. Urandangi North Road and Donohue striped bitumen has been fixed.	25%	Director Works and Operations

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Smooth drum roller tender has been issued to purchase new roller. Light vehicle, Skidsteer tenders will be issued soon.  We have been supplying concrete to the DTMR works and clinic.	25%	Director Works and Operations

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
2.1.2.1	Reflect system to be utilised to record and then to action defects on TMR roads within program and budget.	System used effectively and informative reports to Council in monthly reports provided.	This system is being used effectively and reported on each month to Council. Defects are listed to enable TMR to ascertain how much money is required to keep the roads in good condition.	25%	Road and Construction Maintenance
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.	The Reflect system is enabling a good management program to be completed and tracked.	25%	Road and Construction Maintenance
2.1.2.3	TMR Roads and maintenance contracts are prepared, reviewed and submitted within approved time frames.	All TMR contracts are completed and reports submitted to confirm work completed.	Contracts have been reviewed and signed by senior staff to enable progress.	25%	Road and Construction Maintenance

### 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	What Output	How Activity	Work Completed	% Completed	Officer
2.1.3.1	Continue to support the progressive sealing of 'Australia's Longest Shortcut' - the Outback Way with representation to State and Federal Governments in conjunction with Councillors and Mayor.	Funding to complete roadworks on the Outback Way is received and value for money outcomes are achieved.	A further 10 klms to be sealed with remote camps for employees set up to enable value for money outcomes.	25%	Chief Executive Officer
2.1.3.2	Road safety and widening between Winton and Boulia and Boulia to Mt Isa is a priority.	Continued representations are made to ORRTG, TMR with attendance at monthly and quarterly meetings.	The widening on the road to Winton is being completed now with Beef Road funding and is being completed by RoadTek. The section is at the Winton border section back towards Boulia.	25%	Chief Executive Officer

## 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	What Output	How Activity	Work Completed	% Completed	Officer
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.	Annual review is yet to be completed but services are provided each week.	25%	Road and Construction Maintenance

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
2.2.1.2	Regular scheduled water sampling conducted and variations reported to Water Board and the CEO.	Reports from Water board free from errors.	As per WQMP all the samples collected and tested.	25%	Director Works and Operations
2.2.1.3	Waste facility managed in line with EPA requirements.	Waste facility is ordered and functional with little 'blow away' waste.	Regular rubbish has been collected. Waste facility has been maintained as per the regulations. Secured funding to install security cameras.  As per EPA audit new temporary fence installed. Budget has been allocated to purchase Drott/Track loader. Met all the EPA requirements.	25%	Director Works and Operations
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.	Water treatment is consistent and within department guidelines.	25%	Road and Construction Maintenance
2.2.1.5	Consumer confidence in water supply for clarity, taste and low turbidity.	Consistently clear non turbid water is provided to consumers.	No complaints received regards to discolour. We are meeting demand supply.  Disinfection system still having issues.	25%	Director Works and Operations

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
2.2.2.1	Buildings and all Council facilities meet regulatory requirements and also meet WH&S standards. Annual inspections of power boxes and RCD's are completed.	Inspections by regulatory bodies and WH&S officers meet pass rate.	Test and Tagging in-progress.  RCD testing will commence end of September 2019.	25%	Director Works and Operations
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.	Bi-Monthly inspections are done of the venues by the Manager of Corporate & Financial Services or delegate as requested. On a monthly basis the revenue is reconciled against the bookings made.	25%	Finance Manager
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.	Grounds, fencing and buildings are maintained to meet racing requirements.	25%	Road and Construction Maintenance
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.	Regular maintenance has been carried out.	25%	Director Works and Operations

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
2.2.2.5	RSL Building renovations including a ramp, renovated kitchen and an internal toilet to be installed.	Identified work to be carried out in line with budget amount.	Renovation completed. Outside painting to be done.  New Kitchen, new wheel chair accessible toilet and ramp, new electrical light, fans and air-conditioner, new plumbing.  Extended roof line.	95%	Director Works and Operations
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.	Library continues to follow State Library procedures. It offers free WiFi access and an excellent well equipped playroom for children.	50%	Community Services Manager
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.	The Boulia Cemetery has been maintained to standards required.	25%	Road and Construction Maintenance
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.	The Urandangi Cemetery has been maintained to standards required.	25%	Road and Construction Maintenance
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.	The bus is currently registered, insured and kept up to date on regular services so it can be utilised by the community.	25%	Road and Construction Maintenance

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Parks and Gardens staff continue to maintain all green areas and housing tenants are sent regular notices re yards.	50%	Community Services Manager
2.2.2.11	Concept completed for the redesign and plan for an incorporated Council administration building.	Concept design developed for building by architect.	The Regional Community Hub building incorporating the Council office has now been to public consultation and designs completed by Griffith University. These designs have now been used as a base to obtain architectural estimates and this has been put to tender for this work to be completed.	25%	Chief Executive Officer
2.2.2.12	Council housing stock is managed in a clear and accountable manner with allocation of housing stock to applicants completed via the Housing Committee.	Housing stock is utilised for the best purpose with all applications progressing through Housing Committee.	Housing is still managed by the CEO and Housing Committee.	50%	Community Services Manager

## 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	What Output	How Activity	Work Completed	% Completed	Officer
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 expenditure is identified in the Asset Management Plans and will provide input into the annual budget.	Final Asset Management Plans competed for all major asset classes.	Asset Management Course through IPWEA has been completed by the CEO and she has delivered an Asset Management Plan for Footpaths and Walkways. Roads and Bridges Asset Management Plan is currently being developed by an external party. This project will provide a solid base for Council decision making in respect to community assets both as a management tool and disposal tool.	25%	Chief Executive Officer
2.3.1.2	NAMS PLUS Asset Management Plan course completed by CEO to enable Asset Management Plans to be completed for all classes of assets.	Course completed by CEO.	Course completed and Certificate received from IPWEA.	100%	Chief Executive Officer



Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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 to be completed in conjunction with all Asset Management Plans. Levels of Service parameters for Footpaths have been completed.	25%	Chief Executive Officer
2.3.1.4	Asset Management Plans are reviewed annually prior to the development of the annual budget.	All Asset Management Plans for major and minor classes are reviewed before the annual budget.	Road data has been collected through RACAS system. AMP commenced.	10%	Director Works and Operations

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
2.3.2.1	QTC Project Decision Framework system to be used for all projects over \$100K.	Every capital project over \$100k uses the PDF review.	Recent funding applications have been submitted using the QTC model.	25%	Director Works and Operations
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.	i.e - Generator Initial Council plans have been reviewed but changes to be made to incorporate larger blocks.	25%	Chief Executive Officer

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
2.3.2.3	All identified future projects to have a shelf ready funding application ready for funding opportunities.	All potential projects have shelf ready funding applications completed.	All small funding opportunities are shelf ready. Several for 2020 have been applied for.	50%	Community Services Manager

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Adequate street lighting has been maintained.	25%	Road and Construction Maintenance
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 have been well maintained.	25%	Road and Construction Maintenance
2.3.3.3	New seasonal plantings of shrubs and annuals in identified gardens completed.	All gardens are weed free and plantings have been done to peak during tourist season.	New plants and shrubs have been planted to suit seasonal weather for Boulia.	25%	Road and Construction Maintenance
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.	This work is still in progress, November 2019 hoping to see some progress.	10%	Finance Manager

**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	What Output	How Activity	Work Completed	% Completed	Officer
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.	This term the focus is on the Regional Community Hub. Land has been purchased and title received.	25%	Chief Executive Officer
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.	Monthly review of budget allocation with new projects and correctly allocated.	25%	Director Works and Operations

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
2.3.5.1	2019-2029 Town Planning scheme to be reviewed with community consultation and adopted.	Community consultation held for the review of the next 2019-2029 Town Planning Scheme.	Awaiting Department of Local Gov to finalise the Town Planning Scheme document ready for community review.	10%	Chief Executive Officer

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
2.3.6.1	All building applications are completed in a timely manner with the correct fees charged.	Applications processed with minimum delays.	ABS data up to date.  All new Council structures have been certified.	25%	Director Works and Operations
2.3.6.2	Native Title/Cultural Heritage requests are dealt with as they eventuate.	Land Planning issues proceed as needed with the proper process followed.	Staff training is completed annually. Cultural heritage locations are monitored and recorded in Council EDMS.	25%	Chief Executive Officer

## 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.

### Service areas:

Regional development, Tourism development, Agribusiness development

### 3.1: Facilitate employment and investment opportunities

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	New rates notices provided by our System this year. Information bulletin sent out with each notice advising ratepayers of the concessions available.	25%	Chief Executive Officer

#### 3.1.2: Council owned housing is managed, is affordable and which is suitable to meet demands

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
3.1.2.1	All houses and units owned by Council are rented out with applications submitted through the Housing Committee for approval.	Housing applications reviewed by committee and occupancy rate achieved.	Houses managed by CEO and Housing Committee.	100%	Community Services Manager

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
3.1.3.1	Facilitation of meetings between government agencies which may assist local business.	Meetings arranged as required. Council email blast, flyers, Facebook.	Meetings convened with LGAQ, RAPAD, OHDC, QFES, IGEM, SES.	25%	Chief Executive Officer

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

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
3.2.1.1	Continuance of television and other media advertising of the shire including our website.	All advertising and TV ads reviewed and renewed as necessary for value for money outcomes.	New television advertisement being shown on Channel Seven network. New promotional video being constructed for social media when staff are available. Website and social media continue to enjoy good reviews.	50%	Community Services Manager

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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Action Code	What Output	How Activity	Work Completed	% Completed	Officer
3.2.2.1	Outback Regional Road Group (ORRTG) represents the importance of our shire roads, roads of regional significance so we receive our fair share of funding from TMR.	Savings for Council achieved through involvement in this group.	Actively participating in the group and heavily involved in joint procurement. TIDS funding receiving fair share.	25%	Director Works and Operations
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.	Involved in joint purchasing Smart water meter and water mains.	25%	Director Works and Operations
3.2.2.3	Collaboration with Outback Queensland Tourism Association (OQTA) to improve the exposure for Bouli's Tourist product - Min Min Encounter, Bouli's Heritage Complex and our 100 million year old marine fossil exhibit.	Improved exposure to Bouli's tourism product.	All contacts within the tourism industry are maintained.	50%	Community Services Manager

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Regular quarterly meetings attended with a \$1000 per annum stipend contributed by all Councils involved with the group.	25%	Chief Executive Officer
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.	Submissions lodged for both WQLGA and LGAQ to lobby for a 1% increase to Financial Assistance Grants (FAGs). Submission lodged for the Work for Queensland Grants (W4Q) to continue with thanks to the State Government and a challenge for the Commonwealth to match it.	100%	Chief Executive Officer



Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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 meeting conducted in May and another due in Nov. Annual review of Disaster Management Plan completed as well as updating contact lists. In Nov – a desk top exercise to be conducted. Regular reports completed and sent to the District DDMG.	50%	Chief Executive Officer

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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 February report - \$294 million over four years to address the most urgent safety and productivity pinch points on the network (this complements the \$106 million of commitments on IQRNS priorities noted in the 2018/19 QTRIP). An indicative commitment to \$1.887 billion over 2023/24-2028/29 to address the next highest priorities. Completion of works on corridors prioritised under the Northern Australia programs. The IQRNS to be used as a planning tool to support future road investment programs.	25%	Chief Executive Officer

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
3.2.3.1	Continued lobbying to State and Federal government through the Outback Way for the sealing of the Donohue Highway.	Further allocation of funding to seal sections of the Donohue Hwy.	Outback Highway Development Corporation continue to lobby on our behalf during their visits to Canberra with regard to the 20% contribution Boulia Shire Council has to make when funding is provided via ORRTG through Transport and Main Roads.	25%	Chief Executive Officer
3.2.3.2	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.	Teleconferences are held monthly which are scheduled across three time zones. They average 4 hours and cover progress from each of the areas and the current road conditions.	25%	Chief Executive Officer

### 3.2.4: Advocate for the future development of the road network to strengthen tourism and transport within the shire

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
3.2.4.1	Development of good relationships with TMR and QRA.	Quarterly meetings held to review progress.	No issues have been raised with DTMR or QRA. We have been working closely with DTMR reps and QRA RLO.	25%	Director Works and Operations

### 3.3: Innovate and explore opportunities

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
3.3.1.1	Remote Area Planning and Development Board (RAPAD) - Facilitate the growth and development of the Central West and wider Outback region.	Evidenced based outcomes resulting from the membership of the regional group.	Meetings both face to face and via teleconference. Discussions this quarter included QRA - Flood warning systems, AgForce - unconventional mining activity, Lake Eyre Basin Task Force briefing, Rural Financial Counselling Service NQ updates, QRA Resilience strategy, advancing digital technology, Outback jobs opportunities map, Western Queensland Public Health.	25%	Chief Executive Officer

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
3.3.2.1	Continued operation of FM transmission sites.	All sites operational.	FM transmission site has been maintained.	25%	Road and Construction Maintenance
3.3.2.2	Increased digital connectivity throughout the shire by the use of modern technology which improves communication and allow tourism data to be collected.	Review completed on how digital exposure can benefit Boulia (RAPAD).	Council looking into booking online for the Min Min Encounter and new apps showcasing heritage complex.	50%	Community Services Manager

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
3.3.3.1	Grant applications developed for shelf projects.	Successful grant applications.	As per 2.3.2.3, small grants being submitted annually.	100%	Community Services Manager
3.3.3.2	Grant application register is kept on applications approved, pending, unsuccessful.	Grant applications register is presented to Council monthly.	The Grant application register has been kept up to date throughout the quarter with outcomes noted on approved and unsuccessful grant applications and pending grants awaiting submission results.	25%	Executive Assistant

### 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	What Output	How Activity	Work Completed	% Completed	Officer
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.		50%	Community Services Manager
3.4.1.2	Increase visitor numbers by utilisation of electronic media to promote Boulia and surrounding attractions.	TV advertising continues. Customer surveys conducted, web page, Facebook, TV etc	Electronic media continues to attract a wide variety of comments. New television advert being shown.	50%	Community Services Manager
3.4.1.3	Support local tourism in Urandangi by the improvement of facilities in the parks with the addition of more infrastructure.	Replacement of infrastructure completed - toilet, BBQ, playground as budget allows.	Library resources sent to Urandangi for the local small library.	50%	Community Services Manager
3.4.1.4	Review digital media, brochure and television advertising annually to ensure content is relevant and is aimed at the target market.	Increase in income as a percentage of expenditure for sales. Record visitor numbers and sales in monthly report to Council.	A revised Boulia travel guide has been printed ready for the season in 2020.	50%	Community Services Manager
3.4.1.5	Promote the attractions in Boulia to increase the number of visitors to Boulia through partnerships with other regional tourism providers, i.e. caravan and camping shows.	Attendance of staff to trade shows and training opportunities.	Trade shows still attended by tourism staff. Interaction with regional tourism centres.	50%	Community Services Manager

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
3.4.2.1	The Min Min attraction is the major draw card for Boulia. Maintain and improve the experience by regular maintenance and updating program software when required.	Upgrading of existing infrastructure completed with program review to be completed when funding available.	A partnership with a new production company is being looked at to work with the current designer for maintenance and upgrades.	50%	Community Services Manager
3.4.2.2	Boulia Heritage Complex: New cinema area to be developed as funding permits to showcase influence of agriculture over the past 100 years.	Archived material collected and developed to form a mini 'show'.	New cinema area is being completed at complex which will facilitate historical stories of Boulia to the public.	50%	Community Services Manager
3.4.2.3	Boulia Heritage Complex to be developed further to showcase the past history.	New signage for machinery and articles completed.	Research into an app and audio visual content for the Heritage Complex is being looked into.	50%	Community Services Manager

### 3.4.3: Support local groups in the development of tourism activities which will benefit the wider community

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
3.4.3.1	Council to provide in kind support and assistance with grant funding applications if necessary.	Council to provide budget amount each year to support the provision of community activities and tourism.	Annually adjusted in Council budget.	50%	Community Services Manager

### 3.4.4: Promote Bouliā Shire and the RAPAD Region as a region for tourism and development opportunities

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
3.4.4.1	Attendance at all meetings of RAPAD engaging in regional tourism projects.	Attendance at meetings with feedback to Council.	All RAPAD meetings are attended either by the Mayor and CEO or the DWO and Mayor or his representative.	25%	Chief Executive Officer



## 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

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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 plan to obtain CH clearances for any new sites or projects.  New bores and Donohue projects have been CH cleared before commencing the work. Reports have been saved in IX.	25%	Director Works and Operations

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
4.1.2.1	Complete community consultation meeting for the review of the 2019-2029 Town Plan.	Community meeting held.	The Department will be visiting Bouliia in late Nov to complete this project.	0%	Chief Executive Officer

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	With the flooding we had earlier in the year, fogging was completed to suitable standards.	25%	Road and Construction Maintenance
4.1.3.2	Manage stray domestic animals within the township to reduce incidences of nuisance behaviour.	Reports of stray domestic animals actioned within 4 hours.	From the 01/07/2019 on going 6 feral kittens were handed in and humanely put down and one dog was handed over and humanely put down.	85%	Rural Lands Protection Officer
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.	Policies due for renewal have been flagged with the relevant Departments to ensure they are reviewed at the needed time.	25%	Executive Assistant

#### 4.1.4: To be aware of significant cultural heritage listed areas and to engage with Traditional Owners for the management and future identification of culturally sensitive areas

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
4.1.4.1	Regular communication with Traditional Owners to review significant sites and cultural areas noted.	Locations of places of interest known to Council for future construction activities.	No new construction activities during this period.	100%	Chief Executive Officer

## 4.2.: Resilient

### 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	What Output	How Activity	Work Completed	% Completed	Officer
4.2.1.1	Local Disaster Management Group meets on a six monthly basis to review action plans.	Plans updated/reviewed and field or desktop exercises completed.	Action Plans reviewed in May - desktop exercise due in Nov 2019.	50%	Chief Executive Officer
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.	New controller to be appointed with Council taking the lead on the administration tasks.	25%	Chief Executive Officer

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
4.2.2.1	Regular activities including field exercises are conducted.	Field exercises conducted in May and/or Nov.	Field exercises due in May - desktop exercises due Nov.	25%	Chief Executive Officer

## 4.3.: Sustainable

### 4.3.1: Ensure the region's sustainability through integrated weed and pest management practices

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
4.3.1.1	Support the local land-care groups to achieve pest and weed control.	Meetings and assistance provided.	Invitation to attend local meetings extended when occurring. Link with Councils RLPO.	25%	Chief Executive Officer

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
4.3.2.1	All facilities over which we are required to hold a licence meet the Qld standards and licence renewal is achieved.	Visitation and audit by Environmental Health Officer to review all of Council operated facilities and business operating in Boulia.	All the licences have been paid and are up to date.	25%	Director Works and Operations
4.3.2.2	Leases over the Butcher Paddock and Coridgee 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.	Leasee is working with Council to do their maintenance of all water facilities in both lease paddock's.	85%	Rural Lands Protection Officer

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
4.3.3.1	Watering of Council's parks and median strips is managed to use the best water source.	Watering through drought periods is scheduled.	Watering has been kept up to the required standards.	25%	Road and Construction Maintenance

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Pest weeds are sprayed when found and the burrow pits along main and shire roads that have Parkinsonia bushes growing in them are being treated with Graslan pellets.	90%	Rural Lands Protection Officer

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	With the dry weather and with so many of the pest weeds and plants being under stress spraying only happens after some rain as most plants and pest weeds won't die if sprayed when they are stressed.	65%	Rural Lands Protection Officer

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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>From the 01/07/2019 there have been 84 pig snouts handed in with a total of \$420.00 being paid in bounties.</p> <p>From the 01/07/2019 81 dog scalps were handed in with a total of \$2,430.00 being paid in bounties.</p> <p>From the 01/07/2019 there have been no feral cat tails handed in. With it being so dry and landholders being kept busy feeding stock the number of properties baiting in the first round of 1080 baiting has been low.</p> <p>Four properties have carried out 1080 baiting from the 01/07/2019 with 1900kg of meat treated and two properties buying 400 De-K9 baits each.</p>	70%	Rural Lands Protection Officer

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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>A common muster was carried out on the 03/08/2019 with 28 head of cattle and 9 horses mustered that did not belong on the common.</p> <p>There are at this time 109 head of cattle and 11 horses being paid to run on the common.</p> <p>With the numbers of cattle that don't belong on the common not getting any less, Council might have to have a talk to the properties that share a boundary with the Town Common and ask them to up grade the boundary fences in the near future.</p>	85%	Rural Lands Protection Officer

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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>Funding for maintenance to stock route bore/water facilities are being allotted to those Stock Routes that have drovers using them all of the time and not to the Stock Routes that have one drover every 5 to 10 years using them.</p> <p>The Stock Routes that are not being used are last in line for any Capital Works funding that is left over once the others have gotten theirs.</p> <p>Council does have some money that can be used to maintain the Stock Route bores in a working condition.</p> <p>When any pest weeds are found on the Stock Routes they are sprayed ASAP.</p>	70%	Rural Lands Protection Officer



## 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 behaviours which are supported by the Local Government Act 2009 to provide confidence to funding providers.

### Service areas:

Gravel pits, Boulia and Urandangi Airports, Land development, Corporate Communications, Information Services, Financial Services, Governance, Procurement, Records management, Asset management, Risk management, Safety

### 5.1: Confidence and Compliance

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
5.1.1.1	Review of Boulia Certified Agreement due 2024. Ensure agreement options are enacted from the agreement 2019-2024.	Regular reviews of conditions being paid to staff.	Meetings planned for the progression/finalisation of the Enterprise Bargaining Agreement are being held up due to Unions not providing input e.g. meeting arranged on 15 August 2019.	0%	Human Resources

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.	All new staff, staff who have taken new and/or additional roles within Council's Workforce are given letters of offer which clearly sets out their employment entitlements in relation to their role. In addition they are given introduction to Council e.g. Corporate Structure.	25%	Human Resources
			During the Enterprise Bargaining discussions, Staff who have participated have become aware of their applicable Award and its associated conditions and where this information can be accessed. They are familiar with their entitlements also because of content of the new Enterprise Bargaining Agreement in comparison with the non-certified but implemented 2006 Enterprise Bargaining Agreement's conditions of employment. Staff also contact the Payroll/Human Resources Administration Officer		

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
5.1.1.3	Human Resource plan is developed to identify potential needs in the future (succession planning).	Workforce Plan to be completed to assist future workforce needs.	<p>regarding any queries in relation to their pay and employment entitlements.</p> <p>Succession planning will move forward once the Enterprise Bargaining process is finalised and Council has certified Enterprise Bargaining Agreement outcomes implemented. During this process the vacancies have been identified and the new Corporate Structure was adopted in Council in the July 2019 meeting.</p> <p>The LGAQ workforce census indicates some succession needs particularly as 44 per cent of the Council Workforce is over 55 years of age.</p>	10%	Human Resources

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Information disseminated via email, payslip and in the case of the new Certified Agreement, in person.	25%	Chief Executive Officer
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.	All correspondence in and out of the organisation is being recorded as well as some older information from earlier years. A review of the records is done quarterly with the Records Officer and the Manager of Corporate & Financial Services. Training has been scheduled for 2 new users at the Works Depot.	25%	Finance Manager

### 5.1.3: Adopt an integrated risk management approach

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
5.1.3.1	Review existing Enterprise Risk Management Framework and ensure that Operational, Financial, Reputational and Corporate Risks are identified.	Risk Management Framework is reviewed and developed further.	Risk Plan actioned to be updated during the 2019-2020 year.	25%	Chief Executive Officer

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
5.1.3.2	Provision of reports to Workers Comp in relation to workplace injuries and other RTW matters.	Reports completed as required.	<p>Reports have been submitted to JLTA as needed. Council works closely with JLTA to ensure compliance with Work Health and Safety requirements.</p> <p>All new staff are given introductions to Work Health and Safety to enhance Council's "Safe" workplace culture. Training is provided to all staff when a need is identified such as changes in compliance with new legislation.</p>	100%	Human Resources

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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-reinstatement.		0%	Workplace Health and Safety

## 5.2: Accountability

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	This is scheduled to be updated in October 2019 on completion of the Audited Financial Statements.	0%	Finance Manager
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.	IT Vision Synergy Soft has been implemented.	75%	Chief Executive Officer
5.2.1.3	Council funds are invested in accordance with legislative provisions and the Organisation's adopted Investment Policy.	Investments made in accordance with Investment Policy.	Council's funds are reviewed on a daily basis as part of the Bank Reconciliation program. Funds are only invested as per Council's policy. Due to the current economic climate all funds are currently held in QTC and CBA. Council's general bank account is swept of any large amounts on a daily basis.	25%	Finance Manager

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
5.2.1.4	Raise and recover Rates, Charges and other debtors on behalf of the functions of the Organisation.	Rates and Annual Charges levied by due date, user charges and other debtors raised and recovered effectively.	End of each month a review is done on all outstanding funds to Council. Action is taken as per our Debt Collection Policy. Work is being done on a regular basis for collection of debt.	25%	Finance Manager
5.2.1.5	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 time-frame, all stores issued at correct value and correctly costed to functions, all assets accounted for accurately.	Reconciliations are done on a monthly cycle for all major general ledger accounts. Any discrepancies are dealt with at the time of issue. Reconciliations are then verified by the Area Manager.	25%	Finance Manager
5.2.1.6	Review Annual Budget for inclusion in the Operational Plan.	Operational Plan (including Budget) adopted by 30 June each year.	Quarterly Budget reviews are conducted. 30th September 2019 is the end of our first quarter, the budget review will be conducted during October and reported to Council and Managers.	15%	Finance Manager

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
5.2.1.7	Manage Council's insurance portfolio.	100% of insurances reviewed and maintained annually.	Insurance portfolio is reviewed quarterly in conjunction with the Budget review. LGMS will be doing a site visit on the 24th October 2019 to discuss current and future insurance.	25%	Finance Manager

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	The August meeting for the Audit & Risk Management meeting has been delayed to October 2019.	15%	Finance Manager
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.	Tony Walsh is currently working on the Audit Plan and will be onsite from the 23rd October 2019.	15%	Finance Manager



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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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 PDF program used on projects over \$100K.	At the grant submission stage we have been submitting the QTC model.	25%	Director Works and Operations

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
5.2.4.1	Provision of key financial information to ManEx and Council.	Provision of budget information to staff.	Financial information is shared at the ManEx meetings regarding Council's current projects that work is being done on or about to start. This also includes funding programs and milestone reporting. End of Sept quarter the Budget review will be tabled at the next ManEx meeting.	10%	Finance Manager
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 time frames.	The framework for the Annual Report has been put together ready for finalisation.	45%	Executive Assistant

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
5.2.4.3	Discharge Council's statutory financial reporting obligations.	Unqualified audit report.  Statements submitted to the Office of Local Government by 31st October each year.	Currently working on the audit report with the External Auditor.	25%	Finance Manager
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 time-frame for these to be adopted by Council.	Policies due for renewal have been identified and the relevant Departments notified.	25%	Executive Assistant
5.2.4.5	Council has a clear picture of the overall financial position and performance.	Monthly Financial reporting to Council includes snapshot of current performance against budget figures.	It is reported to each Council meeting where Council stand financially and how performance is running against the current adopted budget.	25%	Finance Manager
5.2.4.6	Council is able to review costs against budget.	Delivery of Quarterly Budget Review to Council.	Monthly reports are given to Council as an overview of costs/ revenue against the budget. Quarterly there is a formal review given to Council, line by line.	20%	Finance Manager
5.2.4.7	Council understands our current cash position.	Delivery of monthly cash and investment reports to Council.	Reported to Council at each monthly meeting and discussed.	25%	Finance Manager

### 5.3: Stability

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
5.3.1.1	Embed our Integrated Work Health Safety Framework.	Regular reporting to ManEx on incidents and prevention activities.	WH&S reviewed each week at ManEx.	25%	Workplace Health and Safety
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.	This is ongoing and done daily. Quarterly a formal review is done by the Manager of Corporate & Financial Services and the CEO to gauge progression. Internal Audit is planned to conduct its first formal audit for 2019-20 on the 23rd October 2019.	0%	Finance Manager
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.	This is reviewed quarterly and documented on what has been achieved and or work in progress. This is then reported at our Risk & Audit Management Committee meetings. Next meeting October 2019.	20%	Finance Manager
5.3.1.4	Complete annual audit of work sites.	No breaches of WHS regulatory requirements.		0%	Workplace Health and Safety

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
		Hearing assessments for employees working in noisy environments completed. At least 90% of all work sites are audited annually.			
5.3.1.5	Ensure compliance with the Organisation's Drug and Alcohol policy and ongoing best practice.	Reports provided to Council and ManEx in relation to the testing conducted.	Random checking completed as necessary.	0%	Workplace Health and Safety

## 5.4: Sustainability

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
5.4.1.1	Min Min expenditure 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 similar attractions. New quality merchandise continually sourced for the centre.	50%	Community Services Manager
5.4.1.2	Stonehouse 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.	In line with similar attractions in the region and shows value for money.	50%	Community Services Manager

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
5.4.1.3	Depot workshop, Council plant and equipment is fully operational at all times.	Limited downtime and minimal lost productivity.	All the Council plant and equipment has been serviced as per manufactures recommendation. Required vehicles tested by TMR inspectors annually.  Lifting chains have been tested. Major maintenance has been carried out on Council days off to eliminate downtime.	25%	Director Works and Operations

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	No breaches to report.	25%	Finance Manager
5.4.2.2	Maintain Servers and Facilities with adequate licence renewals for current software.	All current software renewed on schedule.	This is reviewed each time a licence is ready to expire, do we need it, is it the best for Council. This is an ongoing program.	25%	Finance Manager
5.4.2.3	Manage telephone and Ergon accounts for electricity and telecommunication equipment and services.	Accounts paid, nil outages and plans are cost effective for Council.	Done on a monthly/ quarterly basis, any issues raised are dealt with immediately.	25%	Finance Manager

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
5.4.2.4	Investigate potential utilisation of additional Internet Service Provision capacity for the Shire - cloud technology.	Review of cost/benefit for 'Cloud' technology to be completed.	Will commence Jan 2020.	0%	Chief Executive Officer

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	A draft budget is reviewed by Management prior to any workshops with Councillors to ensure all planned work has been accounted for and any major changes there is sufficient information given to endorse the changes as requested. The main work on this begins in January.	10%	Finance Manager
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.	This is done both monthly as a high overview and quarterly in detail. Sept quarterly review will be reviewed in October 2019.	25%	Finance Manager

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
5.4.3.3	Mayoral budget preparation commences in January with two Councillor workshops before June each year.	Work to complete budget commenced in Jan and two workshops held.	This is planned for January 2020.	0%	Finance Manager

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Plant purchases are within budget and plant is maintained within specified parameters to enable sound operations of the Council.	Plant Committee meeting fairly regularly to discuss plant purchases and progress.	25%	Director Works and Operations
5.4.4.2	Stonehouse Museum Business plan incorporating management guides and sustainability review completed.	Plans completed which identify future sustainability and infrastructure requirements.	Business plan updated August 2019.	100%	Community Services Manager
5.4.4.3	Min Min Encounter Business plan incorporating management guides and sustainability review completed with completed manual for the show held by Council.	Business plan and management manuals completed by Greg Tuckwell (consultant).	Business plan updated October 2019.	50%	Community Services Manager

## 5.5: Advocacy

### 5.5.1: Advocate for improved services and infrastructure

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
5.5.1.1	Advocate for increased coverage for internet in remote locations.	Number of black spot internet locations achieved.	New internet connection earmarked for Urandangi.	25%	Chief Executive Officer

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
5.5.2.1	To have the nominated Councillor to attend and report on meetings they attend.	All external meetings attended by Councillors or senior staff are to have a written report completed and submitted to Council at the following meeting.	Councillor to attend and report back to the following meeting. Mayor reports all meetings held.	25%	Chief Executive Officer



## Key Priority 6: Supporting local services and facilities

Active, healthy lifestyles drive our success as a Shire. Health and well-being 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.

### Service areas:

Boulia Primary Health Centre, Well-being Centre, Urandangi Health Centre

### 6.1: Facilitate opportunities

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Monthly meetings are held on the progress of the Well-being Centre which is almost complete which is promoted as a preventative facility which includes dialysis machines. The clinic at Urandangi upgrade is controlled through Dr Don and as he requests work done it is completed.	25%	Chief Executive Officer

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
6.1.2.1	Provide 'free' to attend functions and facilities where possible to encourage community engagement.	Council supports 'free to attend' functions where possible.	Council continues to hold free entry events such as film screening of Min Min light documentary in October.	50%	Community Services Manager

## 6.2: Support an active healthy community

### 6.2.1: Encourage and promote community well-being, including healthy and active lifestyles

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
6.2.1.1	Support Well-being Centre to completion of building.	Building completed with interior fit-out finished.	Building almost complete with finish date now due in Nov.	95%	Chief Executive Officer

### 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	What Output	How Activity	Work Completed	% Completed	Officer
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.	Facility is well run and now hosts activities by the Police and Community Services.	25%	Chief Executive Officer
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.	Post Office services are provided daily, we have 3 fully trained officers to run the Post Office in Boulia.	25%	Finance Manager

### 6.2.3: Improve disability access to facilities in each community

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
6.2.3.1	Continue with program of disability access to all Council buildings.	All Council buildings have disability access.	All Council owned buildings now have wheelchair access.	100%	Chief Executive Officer

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
6.2.4.1	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.	Work is completed as requested and reported back to the health department.	25%	Chief Executive Officer
6.2.4.2	Strong relationships built between all levels of government who deliver health services to the people of Boulia.	Improved health and medical facilities for Boulia and Urandangi.	Good working relationships have developed during the implementation of the Well-being Centre.	95%	Chief Executive Officer

## 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.

### Service areas:

Council workplaces (inside and outside), Tourist attractions, Local businesses

### 7.1: An innovative culture

#### 7.1.1: Adopt employment practices that develop and support a motivated and focussed workforce

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
7.1.1.1	All staff are compliant 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.	Audit due in Nov.	50%	Workplace Health and Safety
7.1.1.2	Deliver accurate and timely processing of the payroll and associated reporting requirements.	All payments to staff are delivered within time frames and without error.	Payroll is prepared each fortnight. The Finance and Corporate Services Manager undertakes the checking of the payments to staff.	20%	Human Resources
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.	Privacy Legislation is implemented for the security of all Human Resource and Payroll Records.	50%	Human Resources

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Recruitment is conducted in accordance with Council policies and procedures.	70%	Human Resources
7.1.1.5	Complete annual performance review of the Chief Executive Officer.	Mayor is responsible for the completion of this review - he may opt for a panel.	Review documents have been provided to the Mayor.	50%	Chief Executive Officer
7.1.1.6	CEO to complete six (6) monthly performance reviews on senior staff.	Performance reviews for the July-December period completed.	Quarterly reports are being completed - completed for DWO and Mgr Fin.	25%	Chief Executive Officer
7.1.1.7	Complete annual performance review of your employees for Works and Operations.	Reviews completed on anniversary.	Awaiting on certified agreement to sign off.	25%	Director Works and Operations
7.1.1.8	Complete performance reviews for your staff in Community Services.	Reviews completed on anniversary.	Performance reviews done as required and new staff being currently sourced.	50%	Community Services Manager
7.1.1.9	Complete performance reviews for your staff in Finance and Administration.	Reviews completed on anniversary.	As reviews fall due, reviews are being conducted.	10%	Finance Manager

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
7.1.2.1	Support staff to further their development in Local Government in the use of progressive programs, training and resources.	Courses sourced for staff so they are competent in the use of the systems used by Council.	Staff training needs are identified by staff and supervisors as the Council's core business directions and/or technological requirements change. Council endeavours to maintain a high level of professionalism in delivering services which requires ongoing professional development in the appropriate fields within the workforce. Compliance with government legislation such as Work Health and Safety, Environmental etc also places demands on Council to ensure staff are current with their various certifications.	10%	Human Resources

## 7.2: A great place to work

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
7.2.1.1	EBA Committee - Staff Committees are formed inclusive of all areas of the Council and employees have input into the group decisions.	Well balanced EBA supporting both staff and the Council sustainability.	EBA Consultative Committee has been established.	100%	Human Resources
7.2.1.2	Implement the new Certified Agreement and State Award 2017 in conjunction with the Consultative Committees.	Modern award implement as released with new Certified Agreement in place.	All Human Resources recruitment continuous, improvement and Payroll processing is being structured in preparation for the implementation of the new Certified Enterprise Bargaining Agreement.	10%	Human Resources

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Planning has commenced for this training.	10%	Human Resources

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
7.2.2.2	Develop a workforce strategy which includes an appropriate staff succession plan including training, attraction and retention.	Workforce Plan developed in conjunction with all staff.	<p>All Human Resources Recruiting Strategies are being developed with the view to attraction and retention. Once the Certified EBA is implemented this will enhance the attraction and retention rates for existing staff and future recruitment requirements.</p> <p>Professional development and training is always considered to ensure staff confidence in the delivery of their role's responsibilities.</p>	20%	Human Resources

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Arrangements are in place for the Council's Workforce and family members to access this Employee Assistance Program which facilitates referrals to the RFDS should the need arise.	100%	Human Resources



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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
7.2.4.4	Investigate all contractors and workforce to ensure appropriate licences, tickets, certificates and qualifications are held and maintained in respect to the relevant contract or project.	All reviews completed for contractors and workforce quarterly.	Provided at the beginning of the year.	25%	Chief Executive Officer

### 7.3: Living our values

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
7.3.1.1	Confident staff able to attend to all customer enquiries and deal with difficult situations.	Annual re-fresher training on customer service as required.	Staff are trained and then discussions at team meeting on any areas that require extra training or a change to process. Also liaise with all of Council prior to changes being made to ensure that the change will not impact on their work.	25%	Finance Manager
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.	This is done on a daily basis. No complaints to date.	25%	Finance Manager

## 7.4: Tourism

### 7.4.1: Make Boulia the place on everyone's bucket list

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
7.4.1.1	Present the tourist facilities in Boulia to the best of our ability – everyday.	Utilise TV, brochures, magazines to share our story of Boulia and the Min Min Lights.	Displays monitored for the best effect to the visitor and theme decorating in the month of July featuring camel related items.	50%	Community Services Manager

## 7.5: Education

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Support has been given whenever required to all emergency services.	25%	Road and Construction Maintenance

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
7.5.2.1	Partner with Boulia Community Services to provide educational programs in our facilities.	Several planned programs over the school holidays conducted in our facilities.	Council partners with other organisations and local police to offer holiday programs and sports days.	50%	Community Services Manager

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
7.5.3.1	Record information gathered from staff performance reviews on future training needs and plan according to budget and numbers.	All staff reviews to be added to the training file request and training arranged in accordance with the budget.	Staff are encouraged to bring their personal professional development plans to their supervisors in order to deliver a high level of professional outcomes and service to all of Council's clients.	10%	Human Resources

### 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	What Output	How Activity	Work Completed	% Completed	Officer
7.6.1.1	Trainees become part of our workforce and are encouraged and well supported.	All trainee positions offered and filled.	An Administration Trainee has been engaged and is performing their duties in a professional manner and compliant with the Certificate's Training Plan.	40%	Human Resources

## 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.

### Service areas:

Council workplaces (office and depot), Tourist attractions locations, Local businesses

### 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	What Output	How Activity	Work Completed	% Completed	Officer
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 with intended meeting dates to be finalised.	25%	Executive Assistant
8.1.1.2	Regular information being released through Channel Country Chatter and Facebook with the website content reviewed for accuracy and content twice per year.	Verbal feedback, monitored visits through Facebook.	Reviews on social media, comments and likes by visitors collated by tourism staff.	50%	Community Services Manager

### 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	What Output	How Activity	Work Completed	% Completed	Officer
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 being released for review within the required time frames.	25%	Executive Assistant
8.1.2.2	Ensure the Mayoral election is conducted in accordance with statutory requirements.	Mayor duly elected March 2020.		0%	Chief Executive Officer
8.1.2.3	Ensure the Deputy Mayoral election is conducted in accordance with statutory requirements.	Deputy Mayor duly elected March 2020.		0%	Chief Executive Officer
8.1.2.4	Ensure Council meetings are conducted in accordance with the Code of Meeting Practice and Code of Conduct.	No breaches to the Code of Meeting Practice or Code of Conduct.	Recorded in the minutes each month.	25%	Chief Executive Officer
8.1.2.4	Provide Councillors with timely information and reports.	Business Papers, Minutes, Councillor correspondence and other Council documents sent within statutory time-frames.	Business papers, minutes, Councillor correspondence and other associated documents are being distributed within the required time frames.	25%	Executive Assistant

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Customer notifications are being distributed via email blast, Facebook, flyers and the Council website as they are received to ensure the community is kept up to date.	25%	Executive Assistant

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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 until December 2019 have been distributed to the community and any changes to the intended dates updated accordingly.	50%	Executive Assistant

## 8.2: Strong representation

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	All scheduled Council meetings have been held for the quarter.	25%	Executive Assistant

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.		0%	Chief Executive Officer

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

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	All meetings attended.	25%	Chief Executive Officer

### 8.2.3: Council acts in a coordinated manner to implement this Plan

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
8.2.3.1	Council supports the implementation of the plan and actively comments on the outcomes.	Plan implemented with success against budget allocation and planned activities.	Budget against plan reviewed each month.	25%	Chief Executive Officer