



Quarterly Operational Review

1st Sep to 30th December 2018

BUILD STRONG DYNAMIC COMMUNITIES

Social

Support opportunities to develop the community through partnerships

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	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.	A RADF funded workshop facilitated by the Boulia Community Support Services was won in December and the amount given was \$52000.	50%

Preserve and promote the heritage and diverse cultures of our community

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	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.	On going process with information and research being gathered. Waiting for new staff at Heritage Complex to undertake this work.	50%
Community Services Manager	Continue the operation of the Boulia Heritage Complex as a tourist attraction which showcases the heritage and history of Boulia.	Stonehouse open to the public with adequately trained staff in the delivery of historic information.	The employment position has been re-advertised for this complex.	50%

Build a strong sense of community, capacity and pride through collaborative partnerships and programs

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	Assist local community organisations which deliver community events such as the Boulia Camel Races, Easter Rodeo and Campdraft, and other events which support the well being of the community and support continued growth in tourism.	Number of community events held. Number of local attendees. Number of tourist attendees.	All assistance given to local community organisations as required and requested.	50%

Encourage and promote community wellbeing, including healthy and active lifestyles

Officer	What Output	How Activity	Work Completed	% Completed
Road and Construction Maintenance	The Council bus to be available for sporting activities when required.	Number of sporting events where the bus was utilised.	School using to collect children for school each day and also it is being used for all the Council events.	50%
Community Services Manager	The Boulia Aquatic Centre staff are fully trained and the facilities are well maintained and fit for purpose.	Number of activities held at the centre. Training sessions completed for staff. Number of visitations to centre.	Holiday activities for the children well underway. A workshop was recently held in the Sports Centre cafe area.	50%
Executive Assistant	Drought Community Support funding is promoted for community suggestions and allocated by Council to support events which encourage community connectivity.	Drought funding consultation with community received. Drought funding activities completed and reports returned on time.	Community consultation for ideas on the allocation of drought funding money were received and funds allocated to a number of projects both community organisation led and Council led. A small number of projects have been completed to date with the bulk of the projects scheduled to take place between August and December. The first milestone report for this funding has been completed and submitted.	50%

Enhance digital connectivity opportunities for the Shire

Officer	What Output	How Activity	Work Completed	% Completed
Road and Construction Maintenance	Continued operation of FM transmission sites.	All sites operational.	FM transmission are working consistently.	50%
Community Services Manager	Increased digital connectivity throughout the shire by the use of modern technology which improves communication and allows tourism data to be collected.	Review completed on how digital exposure can benefit Boulia (RAPAD).	WiFi usage being monitored from Min Min Encounter and Library.	50%

Partner with relevant organisations to support educational opportunities for the shire

Officer	What Output	How Activity	Work Completed	% Completed
Human Resources	In conjunction with Job Network provider engage and support one trainee in the office to complete Cert 3 in Administration.	Trainee engaged and studies commenced.	The Services Agreement for the 2018-2019 First Start Program has been signed by Council, and returned to the Department of Employment, Small Business and Training. The recruitment process will begin in January 2019.	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
Road and Construction Maintenance	Support provided to SES and Rural Fire Service groups to enable them to function in an emergency.	Reports provided back from the SES and QFES on activities of the group.	Training and equipment is provided and contact numbers are updated.	50%

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

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	Community celebrations which all people feel welcome such as Australia Day, ANZAC Day, Remembrance Day, Welcome to Boulia BBQ.	Number of people attending each event. Number of events held.	Remembrance Day once again well attended. Community Christmas Party very successful in partnership with local business owner and P&C Association.	50%

BUILDING AND MAINTAINING QUALITY INFRASTRUCTURE

Environment

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

Officer	What Output	How Activity	Work Completed	% Completed
Road and Construction Maintenance	All street lights functional enabling the use of recreational facilities after dark.	Audit on street lights conducted with reports to Ergon on faulty lights.	All the installed street lights in town working with inspections done by Ergon.	50%
Road and Construction Maintenance	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. New seasonal plantings are completed to improve the aesthetics of the town.	Visible appearance of town, parks and open spaces is well maintained. No dead trees on Council land. Positive comments from visitors and community.	Garden appearances have improved with regular plantings and ongoing maintenance provided to up keep the beautification of the town.	50%

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

Officer	What Output	How Activity	Work Completed	% Completed
Road and Construction Maintenance	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.	Regular monitoring of the system is done and upgrade to the system to the new liquid chlorine treatment disinfection technology commenced. Shed has arrived ready for installation. This new system will improve the quality of the water.	50%
Director Works and Operations	Regular scheduled water sampling conducted and variations reported to Water Board and the CEO.	Reports from Water Board free from errors.	Water sampling and testing completed as per DWQMP.	50%
Road and Construction Maintenance	Regular collection of residential and commercial waste as per policy with annual review on collections completed.	No complaints from residents or businesses.	This service is delivered in a timely manner. Management of the waste site is completed and in line with EPA requirements.	50%
Road and Construction Maintenance	Waste facility managed in line with EPA requirements.	Waste facility is ordered and functional with little 'blow away' waste.		25%

Develop manage and maintain roads and airport infrastructure to sustain and improve quality and safety

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	Natural Disaster Relief and Recovery Arrangements (NDRRA) Flood events are identified and managed with 'value for money' principles.	Road information is picked up and processed in a timely manner. Flood work is completed and reported on in a timely manner and within budget which is reported to Council on a monthly basis.	Council engaged MPG through ORRTG for NDRRA Rates Methodology. Submission has been completed. QRA Review in final stage. Also working on Council plant and day labour costs.	50%

Officer	What Output	How Activity	Work Completed	% Completed
Road and Construction Maintenance	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.	All work completed for TMR is of a high standard and no 're-work' is required. Contracts are recorded and reviewed within the finance system to ensure we are within budget.	50%
Director Works and Operations	Identify potential black-spot areas on roads and or bridges and apply for funding.	Project completed ready for funding opportunity.	No black-spot available. Springvale flood-way work will commence in March 2019.	50%
Road and Construction Maintenance	Transport and Main Roads RMPC roadworks are identified, completed and reported on in a timely manner and maintained within budget. Council report to be updated monthly.	Report to Council are completed monthly with quarterly update to Council meeting on progress against plan.	RMPC roadworks are completed and budget report are sent to Council meeting every month.	50%
Director Works and Operations	Compliant aerodrome facility including lights and markings meet with CASA requirements.	Pass of the audit via Annual inspection by CASA.	Inspection has been completed. Awaiting on the ATI report. Crack sealing at the Boulia airport completed. Urandangie airport reseal completed.	80%
Director Works and Operations	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 the shire roads in reasonably good condition.	50%

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	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.	R2R funds have been spent last FY. R2R funds also used for co-contribution on Donohue HWY project.	100%
Director Works and Operations	Outback Way sealing program is being completed in line with budget allocation and works program.	Work has been completed to the agreed standard between NT, WA and QLD.	Total Sealed - 137.5. Unsealed section left - 101.1. Total \$600K left on the allocated funding.	85%
Director Works and Operations	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.	Major plant has been purchased. Utility vehicles to be purchased.	50%
Director Works and Operations	Roads to Recovery (R2R) - programs are developed to improve the liveability of the town and surrounding areas for the shire residents.	Budget allocated from R2R is geared to make the most out of the funding.	Project will be added to the portal.	50%

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	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.	Ongoing - Electrician has been carrying out the testing according to the legislation requirements.	50%
Road and Construction Maintenance	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.	All buildings are maintained in premium condition ready for community use and/or bookings by external parties.	50%
Road and Construction Maintenance	Maintain the buildings, grounds, fencing and buildings in existence at the Racecourse Reserve to meet racing requirements.	Running rail fencing installed at the Racecourse Reserve from Drought Communities Drought Funding.	Facility is well maintained and ready for venue bookings and annual events.	50%
Director Works and Operations	Urandangie Hall Facilities meet regulatory requirements and also meet WH&S standards.	Regular inspections conducted by supervisors meet level of service requirements.	New sink, new hot-water system, new signs have been installed and a new toilet cistern has been installed. Deck has been oiled recently, premises have been cleaned.	70%
Director Works and Operations	RSL Building renovations including a ramp, renovated kitchen and an internal toilet to be installed.	Work to be completed by the Workcamp and local qualified builder.		0%

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	Library facilities and programs are delivered to meet the needs of the community as well as meet regulatory requirements and WH&S standards.	Regular inspections conducted by supervisors meet level of service requirements.	Craft activities are held after school on weekdays.	50%
Road and Construction Maintenance	Boulia Cemetery facilities are well maintained and grounds are aesthetically appealing.	Regular inspections conducted by supervisors meet level of service requirements.	Ongoing watering completed, with repairs and mowing done when needed.	50%
Road and Construction Maintenance	Urandangie Cemetery facilities are well maintained and grounds are aesthetically appealing.	Regular inspections conducted by supervisors meet level of service requirements.	We keep it well maintained as tourists like to look around the cemetery.	50%
Road and Construction Maintenance	That the bus is registered and well maintained to be able to be utilised for community functions and events.	Bus utilised for events and other activities.	Bus has been registered ready for use for the community.	50%
Director Works and Operations	Airport building facilities 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.	Facilities have been kept clean all the time. Complying with WH&S standards. Ceiling has been cleaned and panels have been fixed after the storm damage.	50%
Chief Executive Officer	Feasibility concept completed for the redesign and plan for an incorporated Council administration building including the Library and office space which can be leased.	New Council plan developed for building.	Project Plan completed with the engagement of the community consultant who will consult with the staff on the internal layout of the proposed Regional Community Hub and then with community members on the external appearance.	50%

Facilitate land and infrastructure development that meets the needs of the community and fits with the strategic plans for Council, key stakeholders including State and Federal governments

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Progress the development of the Industrial Airport Subdivision (Stage 1) by having survey plans prepared and a shelf ready project to enable the application for funding when available.	Land availability options cleared with Native Title holders and DNRM. ILUA requirements met. Legal documents and agreements are signed and registered with DNRM. Titles issued on identified land.	Still awaiting results if we are successful.	10%

STRENGTHEN THE LOCAL ECONOMY

Economic

Promote tourism as an economic driver for the region

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	Review digital media, brochure and television advertising annually to ensure content is relevant and is aimed at the target market. Record visitor numbers and sales in monthly report to Council.	Numbers of visitors to show. Increase in income as a percentage of expenditure for sales.	New television advertising agreement has been signed for a further twelve months and a new advert is being designed by Southern Cross.	40%
Community Services Manager	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.	Replacement of existing infrastructure completed with program review completed by Nov 2017 from Works for Queensland grant funding.	Idealpos has been implemented and maintenance work to be carried out in the new year.	50%

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	Increase visitor numbers by utilisation of electronic media to promote Boulia and surrounding attractions.	Visitors to Min Min/ Stonehouse and accommodation outlets.	A new Council website is in the design stage which hopefully will help to increase visitor numbers to the area.	50%
Road and Construction Maintenance	Support local tourism in Urandangie by the improvement of facilities in the parks with the addition of more playground equipment.	Structures installed by Nov 2017 from Works for Queensland grant funding.	The new public toilets have been installed.	100%
Community Services Manager	Promote the attractions in Boulia to increase the number of visitors to Boulia through partnerships with other regional tourism providers. ie caravan and camping shows.	Completion of famils and external visits with the Far West Alliance to trade shows.	Staff attend 2-3 camping/trade shows a year in partnership with OQTA.	50%
Chief Executive Officer	Recognition of various 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.	Requests to the legal representative to progress the matter. No progress.	5%

Where controlled by Council, affordable and suitable housing to meet demand is available

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	All houses and units owned by Council are rented out. 80% occupancy rate with applications submitted through the Housing Committee for approval with accommodation to be at an agreed standard prior to letting.	Occupancy rate achieved.	Currently only two houses and two units are unoccupied.	50%

Support opportunities for existing and emerging industries and business

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Support requests for further development of sites within Boulia Shire to enable increased employment of local people and review the potential for a rates free period to attract small business to town.	Increased number of businesses using Boulia as a base employing local people.	Policy to be adopted with the 2019-2020 budget.	100%

Identify other economic opportunities and enablers for the Shire

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Remote Area Planning and Development Board (RAPAD) - Facilitate the growth and development of the Central West and wider Outback region. By working together member local governments are united in their desire to enhance the quality of life for all residents.	Evidenced based outcomes resulting from the membership of the regional group.	Completed the regional implementation of the IT Vision Synergy Soft business system enabling 5 of the 7 Councils to use the same system. This has the potential to provide 'internal' support, user groups, transfer of information etc across the shires building strength in the west.	50%

Actively support networks and partnerships between local businesses, industry groups, relevant organisations and government

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	Outback Regional Road Group (ORRTG) Represent Boulias' needs for shire roads, roads of regional significance so we receive our fair share of funding within the group dynamic.	Monthly meetings to review progress.	Actively participating in the meetings and prioritising the projects according to prioritisation tool. Initiating and utilising joint procurement from the group.	50%

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	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.	Initiating and utilising joint procurement from the group. Actively participating in the meetings and prioritising the projects according to prioritisation tool.	25%
Chief Executive Officer	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.	Joint collaboration to the Federal Government and the State Government on the future funding of the Donohue Highway and the 20% contribution expected from Boulia Shire. This project is extremely important to Boulia Shire to enable the workforce to be sustained which supports the town.	50%
Chief Executive Officer	Continued lobbying to State and Federal government through the Outback Way for the sealing of the Donohue Highway and for this section of the Outback Way to be made a State road as are all other sections of the road in other states.	Further allocation of funding to seal sections of the Donohue Hwy.	Further funding has been released for the 2019-2020 period with a further allocation to complete the road between Boulia and the NT Border earmarked.	50%

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	Collaboration with Outback Queensland Tourism Association (OQTA) to improve the exposure for Boulia's Tourist product - Min Min Encounter, Boulia's Heritage Complex and our 100 million year old marine fossil exhibit.	Joint attendance at trade shows. Queensland wide promotions. National exposure.	Boulia tourism staff will once again attend trade shows in February and April.	50%
Chief Executive Officer	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 identifying and lobbying government for changes to funding allocations.	The group will meet in December (RLPO's) and will present the three most important issues for each shire. This will lead the focus going forward.	50%
Chief Executive Officer	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.	Cross boundary assistance and support given to other members of the group.	Both submissions accepted at the WQLGA and ALGA for progression.	50%
Chief Executive Officer	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.	Pre-season meeting held with desktop activation for testing of processes Nov 2018. IGEM report submitted to the District Disaster Group.	50%

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	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 developing and 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.	Mayor Rick Britton has attended several meetings both with Queensland Ministers, TMR and recently in Canberra and has received good support for the project.	50%
Community Services Manager	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.	Housing inspections recently undertaken and maintenance being brought up to date.	50%
Finance Manager	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.	Functional Audit Committee.	Financial Statements have been signed off and finalised for 2016/17 year. The internal audit tender has been finalised. In the next period there will be a meeting called to discuss reports.	55%
Human Resources	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.	A meeting was held with Senior Management Staff and Industrial Relations Specialist, Ken Hunt on 06 December 2018 to outline the requirements to create an Enterprise Bargaining Agreement and the processes involved.	25%

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	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 as required.	50%

CARING FOR OUR PEOPLE AND OUR ENVIRONMENT

Environment

Provide a safe and pleasant environment for families to live and work

Officer	What Output	How Activity	Work Completed	% Completed
Executive Assistant	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.		70%

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	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.	Appropriate licences have been renewed.	50%

Officer	What Output	How Activity	Work Completed	% Completed
Rural Lands Protection Officer	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.	Have been pest weed spraying along the shire roads. Two of the 8 shire roads, Toolebuc Rd and Selwyn Rd, are finished with 1k done on the North Urandangie Rd. More will be done in the new year.	80%
Rural Lands Protection Officer	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.	With the small falls of rain in the last month the feed in both of the lease paddocks has started to come back with more rain needed.	80%

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

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	The new template Town Planning Scheme is progressed with community consultation and final adoption of the scheme in 2018/19.	Town Planning Scheme is reviewed and adopted by Council.	Expected community consultation in February by the Department of Infrastructure and Planning.	45%
Director Works and Operations	All building applications are completed in a timely manner with the correct fees charged.	Applications processed with minimum delays.	Sand extraction application recently approved.	50%
Chief Executive Officer	Native Title/Cultural Heritage requests are dealt with as they eventuate.	Land Planning issues proceed as needed with the proper process followed.	Letters to groups regarding Town Planning issues completed.	50%

Facilitate health and medical service provision for Boulia and Urandangie

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	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 Urandangie.	Cllr Beck Britton is the member on the Health board which meets quarterly. The Well Being Centre is now incorporated into the new Primary Health Care Centre which will be a bonus for the residents of Boulia. The Well Being Center should be completed by March 2019.	50%
Chief Executive Officer	Auspiced funding for Royal Flying Doctors Service (RFDS) is managed in accordance with planned activities to upgrade facility in conjunction with Dr Don to be completed as identified.	Activities completed with quarterly reports submitted.	New kitchen bench ordered, refurbished shower, oiled verandas, new sign installed, security screen installed. All work completed with local contractors from funding obtained by Dr Don Bowley and auspiced by the Council.	50%

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

Officer	What Output	How Activity	Work Completed	% Completed
Rural Lands Protection Officer	Management and control of domestic animals within the township. Continued diligence and management of noxious weeds within the scope of Council activities along with baiting activity conducted with landholders to control pest species.	Limited numbers of stray animals. Unwanted or impounded animals are disposed of humanely.	<p>There was a house to house call and inspection carried out to inform the people living in the houses that their dogs had to be registered.</p> <p>This saw an increase in the number of dogs registered.</p> <p>The number of dogs roaming the town streets has dropped in the last couple of months also.</p> <p>When talking to these people they were made aware of the responsibility of owning a pet.</p>	70%
Rural Lands Protection Officer	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.	Any pest weeds found on Council Land and Reserves has been sprayed when found.	85%
Rural Lands Protection Officer	Reduction in the number of pest animals by paying of bounties for wild dog 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.	There has been a decline in the number of feral pig snouts and wild dog scalps being brought in, with approx 89 pig snouts and 13 dog scalps for the last couple of months.	85%

Officer	What Output	How Activity	Work Completed	% Completed
Rural Lands Protection Officer	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>The Town Common is starting to look alright after some small falls of rain over approx 95% of the common in the last month and will be able to handle the number of stock that are currently running there.</p> <p>There is still a problem with stray stock that belongs to the properties that share a common boundary with the common, of their stock getting onto the common and them constantly having to be asked to remove them.</p> <p>Any pest weeds that are sighted are sprayed ASAP.</p>	75%
Rural Lands Protection Officer	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>With the Capital Works that we got funding for, the work has been carried out at Hamilton Bore and Herbert Downs Bore.</p> <p>More Capital Works Funding has been applied for to replace the solar pump at the 15 Mile bore - awaiting to hear if we were lucky enough to get some of the funding.</p> <p>Any pest weeds found on the stock routes are sprayed ASAP.</p>	85%

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Local SES group is supported by Council. Compliance with the state requirements to have an 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 SES extension shed to house the All Terrain Vehicle has been supported by a new grant from SES. Work will commence in Feb 2019.	50%
Chief Executive Officer	Local Disaster Management Group (LDMG) and a Rural Fire Brigade (RFS) groups are supported by Council with regular meetings held and exercises and training completed as required.	LDMG - Half yearly meetings are held and reported back to DDMG. LDMG - Activation meeting for flood events are held and reported. LDMG Management Plans are up to date including QFES requirements. Meetings are attended and actioned.	Pre-season meetings held with contact details for all emergency personnel updated.	50%

ROBUST GOVERNANCE

GOVERNANCE

Manage Council's Human Resources in an effective manner

Officer	What Output	How Activity	Work Completed	% Completed
Human Resources	Administration - HR policies and procedures in place to ensure staff have clear guidelines in relation to working for the Council.	Policies are reviewed and made available to staff.	<p>All new employees have a Letter of Offer prior to engagement which sets out the appropriate policies, award conditions and any other specialised requirements for their particular role. All employees are advised that their employment is conditional of meeting the screening processes in place eg Police Checks and Pre-employment Medical Examination. Staff are directed to the appropriate policies and procedures which they need to be aware of to undertake their particular role in a safe and professional manner.</p> <p>Staff have the appropriate Work Health and Safety Inductions conducted by the Council's Work Health and Safety Officer and orientation of their workplace is conducted by their supervisor.</p>	40%

Officer	What Output	How Activity	Work Completed	% Completed
Human Resources	Human Resource plan is developed to identify potential needs in the future (succession planning).	Plan will be used in the budget process for 2018-2019.	Council's Human Resources practice is to equip staff with the knowledge and skills necessary to undertake their role in an efficient and safe manner. Staff Members are given the opportunity to develop their professional skills by learning aspects of jobs when other staff members are not available or positions become vacant which a staff member has the opportunity to apply for in the usual competitive human resources process.	30%
Human Resources	Review of existing EBA and commence consultation with staff to develop an equitable EBA which is fair to staff and sustainable for Council.	Enterprise Bargaining Agreement is developed and adopted by Council in accordance with the new State Award 2017.	Many improvements are being made in the development of fairness to all staff members with Senior Management staff and appropriate supervisors collaborating to ensure the first step in this process is completed in a fair and sustainable manner. For example, Staff are paid what their role's level is in accordance with the appropriate award. Also, ensuring their skills, knowledge, professional development and experience is evaluated appropriately which leads onto a fairer bargaining benchmark for all workers. This also enables the correct budget to be allocated once the proper costs are known. This enables Council to know if what is requested by Staff through the Enterprise Bargaining process is sustainable.	30%

Ensure Council's commercial activities are managed well and provide benefits to the community

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	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).	Completed manual on show procedure on USB held in Admin Office and written format held at the Min Min Encounter.	100%
Community Services Manager	Stonehouse Museum Business Plan incorporating management guides and sustainability review completed.	Plans completed which identify future sustainability and infrastructure requirements into the future.	Business plan completed.	100%

Corporate Governance and Risk is managed well within Governance and Risk is managed well within regulatory parameters

Officer	What Output	How Activity	Work Completed	% Completed
Finance Manager	Corporate Risk Management is identified and managed as an ongoing part of the business.	Risk Management Framework is developed and implemented across the organisation.	Continually being reviewed daily, fortnightly and monthly.	35%
Chief Executive Officer	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.	Stage 1 has been finalised with excellent work completed by all staff and especially the Manager Corporate and Financial Services, Kaylene Sloman.	80%
Finance Manager	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.	Data has been getting updated in the Long Term Plan, completion should be by the end of the next period.	30%

Officer	What Output	How Activity	Work Completed	% Completed
Finance Manager	Financial reporting to Council provides up to date information to enable Council to make sound decisions.	Monthly Financial reporting to Council includes a snapshot of current performance against budget figures.	Reporting to Council continues on a monthly basis at each Council Meeting. On a quarterly basis the Budget is reviewed against actual expenditure and income. Explanations are supplied by Manager of Corporate & Financial Services to the Councillors and Senior Management.	10%
Finance Manager	Legislative compliance regarding Audit Committees meet standards.	Audit Committee meetings are held twice per year to review Audit Plans, Draft Financial Statements, previous audit management responses and actions.	Due to delay in finalising the Internal Tender appointee, the October meeting has been delayed to end of January/February. Walsh Accounting are working with the Manager of Corporate & Financial Services on a 3 year audit plan.	35%
Finance Manager	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.	Council has reviewed the September budget review. For January 2019 meeting Council will be completing the December budget review.	50%
Finance Manager	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.	The last quarter - December 2018 will be presented at the January 2019 Council meeting.	45%

Provide a safe working environment for all staff and visitors to Council facilities

Officer	What Output	How Activity	Work Completed	% Completed
Workplace Health and Safety	All areas within Council meet the basic standards for WH&S.	Regular reporting to ManEx on incidents and prevention activities.		25%

Councils offices, depots and business enterprises are operated under 'value for money' principles

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	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.	New stock continually being sourced.	50%
Community Services Manager	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.	Stonehouse visitor numbers are consistent with previous years.	40%
Director Works and Operations	Depot workshop Council plant and equipment is fully operational at all times.	Limited downtime and minimal lost productivity.	Two Graders sent to Mt Isa for major repairs over the Christmas break to avoid work conflict.	50%

AN EVOLVING WORKPLACE

GOVERNANCE

Adopt employment practices that develop and support a motivated and focused workforce

Officer	What Output	How Activity	Work Completed	% Completed
Workplace Health and Safety	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.		10%
Human Resources	Deliver accurate and timely processing of the payroll and associated reporting requirements.	All payments to staff are delivered within time frames and without error.	Synergy Soft's new Payroll implementation has commenced with all payroll being processed accurately, and within the required timeframe each fortnight.	50%
Human Resources	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.		50%
Human Resources	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.	Review of all positions is currently planned and implemented when new vacancies occur. Position Descriptions are reviewed to ensure current duties and responsibilities have been included with the view to rewarding employees by paying them their correct entitlements as per the appropriate Local Government Industry Streams (A, B or C) - Award State. Also, Letters of Offer have been rewritten to include the latest Award, legislative and Council policies.	50%

Keeping pace with technological changes in the workplace environment

Officer	What Output	How Activity	Work Completed	% Completed
Human Resources	Support staff to further their development in Local Government in the use of progressive programs, training and resources.	Staff competent in the use of the systems used by Council.	<p>One staff member has successfully completed their Diploma of Local Government Administration (with a finance focus).</p> <p>The Finance and Corporate Services Manager is embarking on an Advanced Leadership Course in the new year to enhance her present Managerial and Staff Leadership capabilities.</p> <p>Other staff take advantage learning about legislative requirements through webinars such as the Public Interest Disclosures Quarterly Workshops.</p> <p>Synergy Soft has presented training by on-site and by phone so Staff Members can transition effectively and efficiently to the new business enterprise system.</p>	30%

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

Officer	What Output	How Activity	Work Completed	% Completed
Human Resources	All staff are aware of how to notify ideas/complaints/suggestions.	Records of suggestions/complaints/issues to be kept on staff file.	<p>Staff are being trained in the importance of working within a team and supporting each other in a fast paced, and limited resource environment. This highlights the value of multi-skilling in a limited human resources work environment.</p> <p>The Senior Staff Members and Human Resources Officer are working together to foster a new culture within Council. It is one that promotes a more communicative environment where staff are encouraged to put their ideas forward for continuous improvements as they perceive for their work areas which can be considered both by their colleagues and supervisors with a view to improving processes and/or staff member's comforts (physical and mental).</p> <p>Also, they are encouraged to bring their concerns to their appropriate supervisor. They also have the option to seek assistance from the Employee Assistance Program provider. There is contact information for the provider readily accessible and visible to staff members.</p>	30%

Be known for our excellent customer service and dedication to our position

Officer	What Output	How Activity	Work Completed	% Completed
Senior Admin Officer	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 continually being trained and or updated as processes change and or introduction of new services. Fortnightly meetings will begin in the next quarter so Staff have a forum to identify any areas of concern or upcoming possible peak periods.	50%
Senior Admin Officer	Provide a range of administrative, customer services and facilities for the continued operation of Council.	Less than 5 complaints received per annum.	Administration and Financial Staff are continually dealing with external and internal customer services. A continual review will be covered at the fortnightly meetings with the team to identify any improvements or possible demand on services that may be an issue.	50%

Be an employer of choice not simply be the 'only' employer

Officer	What Output	How Activity	Work Completed	% Completed
Human Resources	Implement the Modern Award with the consultation of the Consultative Committee in the preparation of the new Enterprise Bargaining Agreement (EBA).	Modern award implement as released with EBA successfully agreed upon.	<p>Human Resource Management, and Employment and Industrial Relations Specialist company, Hunt HR - Australia has been engaged by Council to guide the organisation through the formal processes including certification in the Queensland Industrial Relations Commission. It is envisaged that if all negotiations proceed with proper planning that a certified agreement is likely to be implemented by the beginning of July 2019.</p> <p>The framework is being prepared by Ken Hunt, Principal, Hunt HR - Australia to present to Senior Management which ultimately is the document that becomes the Boulia Shire Council's "draft" certified agreement for negotiation with all parties.</p>	30%

Officer	What Output	How Activity	Work Completed	% Completed
Human Resources	Develop appropriate staff succession plan including attraction and retention policies.	Policies are developed, reviewed and approved by Council.	<p data-bbox="1245 264 1783 863">Boulia Shire Council has an ageing workforce, particularly in relation to the Tourism, Administration and key Outdoor Staff. This succession plan is in its infancy, and is commencing with upskilling providing current workers the opportunity to enhance and formalise their existing skills and knowledge. Key aspects of retaining staff is to demonstrate to the workforce that they are valued, and create a visible future career path. Upskilling the current staff was identified as one method that will assist to fill vacancies created by the ageing workforce. Other key areas are the continuity and maintenance of workplace knowledge particularly compliance standards in a highly regulated and accountable work environment.</p> <p data-bbox="1245 895 1783 1128">On 6 October 2018, a Memorandum of Understanding was signed with RAPAD Skilling (Registered Training Organisation) to formalise aspects of a workforce plan developed in conjunction with senior staff and RAPAD Skilling to up-skill Council's current workforce.</p>	30%

PROACTIVE AND RESPONSIBLE LEADERSHIP

Governance

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

Officer	What Output	How Activity	Work Completed	% Completed
Executive Assistant	Annual community meeting following the end of year financial results are released.	Meeting held in early December after the final results are released.		30%
Community Services Manager	Regular information being released through Channel Country Chatter, Facebook with the website content reviewed for accuracy and content twice per year.	Verbal feedback, monitored visits through Facebook.	Information still being released monthly in the newsletter, Council website and social media.	50%

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

Officer	What Output	How Activity	Work Completed	% Completed
Executive Assistant	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.	Annual report has been completed, adopted by Council and placed on the web.	100%
Executive Assistant	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.	All monthly Council meeting agendas and minutes to date have been uploaded to the Council website for public availability.	50%

To represent and collectively make decisions to benefit the entire community

Officer	What Output	How Activity	Work Completed	% Completed
Executive Assistant	Twelve ordinary Council meetings are held each year with two special budget meetings and two planning session days.	All meetings attended by all Councillors.	Planned Budget meetings for 2019 have been circulated and there has been regular attendance by Councillors at monthly Council meetings.	85%
Chief Executive Officer	Representation at all elected meeting groups supporting Boulia initiatives.	Reports received from attendees at the meetings presented to Council for information.	De-brief from the Camel Races yet to occur.	50%

A cohesive and stable Council providing leadership and confidence

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Active representation in the RAPAD group of Councils.	Success achieved with group projects.	Regular monthly teleconferences attended with face to face meetings attended each quarter by the Mayor and CEO.	50%