



Operational Plan

3rd Quarter Review December 2019 – March 2020

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.	Two Artour travelling shows have been booked for 2020 from RADF funds.	75%	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.	Community grant finder now on Council website so individuals and clubs can find appropriate grants easily.	80%	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.	For 2020 already there has been Australia Day, Ladies Pamper Day and Bingo night in the shire hall. Thursday afternoons there are sports activities at the Aquatic Centre and swimming lessons also now available at the Sports Centre.	80%	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.	All historic information is recorded in signage and heritage trail. Funding will be sourced to apply further the historic information of Boulia so it can be heard through digital means such as phones.	80%	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 attention from visitors and community. May 2020 will see the opening of the new film room refurbished with old equipment and new technology.	80%	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.	Funding has been applied for for Reconciliation Day 2020 and NAIDOC Week will be introduced at the street party on 3rd July with Welcome to Country and a smoking ceremony.	80%	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.	Through new MOU we are accommodating 6 participants in P&G Team. One participant applied for Truck Driver/Operator job.	75%	Director Works and Operations

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..	Council partners with clubs whenever possible. Australia Day organised by Council has tendered the breakfast out to a Boulia sporting club.	75%	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.	Swimming lessons have commenced by a private entity and are doing well.	80%	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.	Bus is ready to be used by community when required.	100%	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/repared, and mowed as per levels of service schedule.	Parks are free from rubbish and broken equipment but there is a safety concern with two trees that need to be cut down.	70%	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.	All events celebrated and assisted annually with a service and morning tea provided by Council for ANZAC and Remembrance Day. Council provides a free breakfast for Australia Day and assists with NAIDOC.	80%	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.	Due to COVID-19 we have restricted use of our halls and open spaces, each application is reviewed individually. If used, checklists are used and damage reported.	75%	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.	All facilities are free for the community and WiFi is free also to the wider public.	80%	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.	All requirements are up to CASA standards.	90%	Road and Construction Maintenance

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	DRFA submission is in final stage for an approval. Approximate value for the event is \$14.2M.	75%	Director Works and Operations
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.	Ch: 111.1 to 116.5 sealing completed in Dec 2019. Work in progress to complete next section for sealing. Due to wet weather project has been delayed. Tenders for the concrete works have been awarded.	70%	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.	Dust-drop zone's will be sealed in March or April 2020.	85%	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.	Due to wet weather some roads have been closed - assessing the damage and making them safe to travel. Repairing the roads through emergent works.	75%	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.	Council purchased a new 140M grader and traded a 160M grader and purchased a new plant trailer.	85%	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.	System used effectively to record defects on TMR roads within program and budget.	75%	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 a quarterly update to the Council meeting on progress against plan.	Reports to Council are completed with updates going to Council meetings monthly.	80%	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.	All TMR contracts have been reviewed and signed by senior staff to enable progress.	80%	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.	Continued lobbying for our case for this road to be made a state road is continuing. In the meantime we are supporting the Outback Way - Australia's Longest Shortcut in the further sealing of this road. Further 10klms will be completed this financial year.	75%	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 and 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. Further widening between Boulia and Mt Isa at the Boulia section is to be completed late 2020.	75%	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.	Collection of waste is completed on time every week.	100%	Road and Construction Maintenance
2.2.1.2	Regular scheduled water sampling conducted and variations reported to Water Board and the CEO.	Reports from Water Board are free from errors.	As per WQMP all the samples collected and tested.	75%	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.	Rectifying issues raised by EPA. In progress to purchase Drott/Track loader.	70%	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 and testing are up to department standards and supply is constant.	80%	Road and Construction Maintenance

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
2.2.1.5	Consumer confidence in water supply for clarity, taste and low turbidity.	Consistently clear non turbid water is provided to consumers.	<p>Couple of complaints received in regards to Boulia water being brown in colour. Lines have been flushed to rectify the issue.</p> <p>Urandangi town GL water tank was leaking. Relining price was more expensive than replacing with a new tank. Applied variation to purchase new tank rather than relining.</p>	75%	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.	<p>Test and Tagging completed. RCD testing in progress. Fire panels and extinguishers have been tested.</p> <p>Tender has been drafted for Fire panels and extinguishers. It will be released soon.</p>	75%	Director Works and Operations

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Regular inspections conducted by supervisors meet level of service requirements.	75%	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.	All facilities and race track are maintained with limited interruptions to planned events.	90%	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.	All maintenance up-to-date.	75%	Director Works and Operations
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.	Completed.	100%	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.	Over \$1,000 of educational games and toys were provided free to the Library from the State Library as part of the First Five Forever programme. A grant has been submitted for new furniture for the reading corner as part of the First Five Forever programme.	85%	Community Services Manager

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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, looking at funding to upgrade old fence.	75%	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. Regular inspections by supervisor meet level of service requirements.	80%	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.	Bus is able to be used when required. Regular services completed so it can be utilised by community.	100%	Road and Construction Maintenance
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.	Council continues to provide clean, well kept buildings and grounds. All WH&S procedures are being met.	80%	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.	Architects to visit on 18th March with surveyors and hydraulic engineers for the next stage prior to the funding approval if successful.	75%	Chief Executive Officer

Action Code	What Output	How Activity	Work Completed	% Completed	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 Committee continues to evaluate all applications and distribute accordingly.	75%	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 expenditures identified in the Asset Management Plans will provide input into the annual budget.	Final Asset Management Plans completed for all major asset classes.	APV will be in Boulia in March to value Water & Sewerage Infrastructure.	75%	Director Works and Operations

Action Code	What Output	How Activity	Work Completed	% Completed	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.	CEO has received the Certificate of Asset Management Planning, completing the NAMS Plus exam in Asset Management.	100%	Chief Executive 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 for all AMP's have been developed by Shepard Services. All the data has been collected by using virtual RACAS system. Budget forecast has been developed for the roads, footpaths, K&C and Airports.	80%	Director Works and Operations
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.	AMP draft has been developed by Shepard Services. All the data has been collected by using virtual RACAS system. Budget forecast has been developed for the roads, footpaths, K&C and Airports.	85%	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.	QTC model, whole life cost, is being utilised for funding applications.	75%	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.	No further work completed on this project as the Regional Community Precinct has been the focus of our attention. This subdivision will be reviewed during the discussion on the Town Plan which is on display until 23rd April 2020.	75%	Chief Executive 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.	Several plans are on the shelf ready for the relevant funding rounds to open. Ideas for the future Min Min Encounter expansion have been discussed with a design company and budget has been allocated for the first stages.	80%	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 conducted with reports to Ergon on faulty lights.	90%	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, parks and open spaces are well maintained.	90%	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.	75%	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.	All existing information is currently being loaded into the system and new additions recorded.	45%	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.	Deed of Grant sought from DNRME for the existing Council block of land as it is a reserve and will need to be freehold to be amalgamated with the 14 Herbert Street property.	70%	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 is 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.	All the project expenditure will be updated on a fortnightly basis and monitored closely.	75%	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.	Town Plan has been reviewed by Council and has been put out for community consultation and review until April 23rd 2020. The final decision will now not be made available until after the Council election.	75%	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.	All new/relocated structures have been certified by a Building inspector. ABS data up to date.	50%	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.	Good relationships with all groups. Council engages an external resource to ensure we comply with Native Title requests.	75%	Director Works and Operations

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.	No applications have been received but this may change once the residential subdivision is up and running. This may be sometime into the future.	75%	Chief Executive Officer

3.1.2: Town Planning encourages growth, is sustainable and 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.		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.	Continued engagement with all of our networks - LGAQ, RAPAD, OHDC, QFES, IGEM, SES. Boulia Inter-agency Group had its first meeting in February.	75%	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 web site.	All advertising and TV ads reviewed and renewed as necessary for value for money outcomes.	Media staff working on small quirky videos for publication.	75%	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
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.	Regular monthly teleconferences attended with quarterly face to face meetings attended. Actively participating in the group and heavily involved in joint procurement.	75%	Director Works and Operations

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
3.2.2.2	Work with RAPADWSA (Water Strategic Alliance) in joint procurement for major infrastructure water projects to enable the best utilisation of funding to achieve sound outcomes for infrastructure and therefore service delivery for water.	Improved water infrastructure.	Actively participating in the group and heavily involved in joint procurement.	75%	Director Works and Operations
3.2.2.3	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.	Improved exposure to Boulia's tourism product.	Contacts being maintained. Tourism Qld Destination Director shortly meeting with CSM re plans for the Min Min Encounter.	80%	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.	<p>While attending some training in February this year the spraying of Sticky Florestina was mentioned and the time and date for the spraying of it will be set at the next CWRPMG meeting which will take place before the SRLOG meeting that is taking place this month in Biloela.</p> <p>I will update file as soon as I have any more info on the time and dates for the weed spraying.</p> <p>The Local Landcare Group had a field day last month, I was unable to attend due to other commitments.</p>	40%	Rural Lands Protection Officer

Action Code	What Output	How Activity	Work Completed	% Completed	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.	Attendance at the WQLGA meeting to be held in Richmond on 5-6th May 2020 by three Councillors and the CEO is planned. 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
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.	Activation meeting was held in January due to flood rain. The next full meeting to complete a desktop exercise will be completed in May.	75%	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 Federal Government has announced this project as a priority with 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 program.	75%	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.	75%	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.	75%	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.	We have been working closely with DTMR reps with regards to road maintenance work, minor works and new projects and with QRA RLO in regards to flood damage submissions and delivery.	75%	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 - Corona Virus.	75%	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.	All sites operational and maintained.	90%	Road and Construction Maintenance
3.3.2.2	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).	A new booking online system for the tourist centre to be looked at further into the year.	75%	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.		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 continues to be updated as required and a summary of pending and approved grants presented to Council at each monthly Council meeting.	75%	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.		100%	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	Visitor numbers monitored at tourism centres daily. Television and magazine advertising has been maintained.	80%	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.	Urandangi is well supported by Boulia Council in all avenues.	80%	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.	All media publications are evaluated as to relevancy, cost and distribution.	75%	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. ie caravan and camping shows.	Attendance of staff to trade shows and training opportunities.	Tourism continues to be market driven to encourage more visitation.	75%	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.	An MOU is being considered between Greg Tuckwell, Focus Productions and Boulia Council after meetings and talks about the future extensions and maintenance of the show.	75%	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 film room to be officially opened during Heritage Week in May 2020.	75%	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.	A Heritage Trail app to be worked on by Media Officer.	75%	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.	Letters to go out to all clubs in area as per revised community grants policy.	75%	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. This quarter strategic meetings were held in Winton with discussion on Pest Management, Water and Sewerage and Roads.	75%	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 are we going to do?	How are we going to do it?	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 scope to obtain CH clearances for any new sites or projects.	75%	Director Works and Operations

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

Action Code	What are we going to do?	How are we going to do it?	Work Completed	% Completed	Officer
4.1.2.1	Complete community consultation meeting for the review of the 2019-2029 Town Plan.	Community meeting held.	Town Plan has been reviewed and is on review on public exhibition Feb 2020 until April 23rd and this will complete the process.	75%	Chief Executive Officer

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

Action Code	What are we going to do?	How are we going to do it?	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.	Fogging notification to residents. Fogging was completed to suitable standards.	80%	Road and Construction Maintenance
4.1.3.2	Manage stray domestic animals within the township to reduce incidence of nuisance behavior.	Reports of stray domestic animals actioned within 4 hours.	There was a problem with a couple of dogs getting out of their yard and being nuisances e.g. barking at and bailing up other people when leaving their yards. The dog owner was asked to make sure his dogs stayed in their own yard, this did not happen so the owner was issued a letter informing him that he had to build a pen to keep his dogs in. The dog owner has built a pen and the dogs so far have not gotten out of their yard.	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.	All policies continue to be reviewed as required and pending renewal dates noted.	75%	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 are we going to do?	How are we going to do it?	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.	Part of the project scope to obtain CH clearances for any new sites or projects. Excellent relationship with traditional owners.	80%	Director Works and Operations

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 are we going to do?	How are we going to do it?	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.	Next meeting due May - activation meeting held in Jan due to flood rain.	75%	Chief Executive Officer
4.2.1.2	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.	Training to be completed with the All Terrain Vehicle and stock take completed in March 2020. Attendance at wind damage and flooded properties occurred during the quarter.	75%	Chief Executive Officer

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

Action Code	What are we going to do?	How are we going to do it?	Work Completed	% Completed	Officer
4.2.2.1	Regular activities including field exercises are conducted.	Field exercises conducted in May and/or Nov.	Regular meetings are held with plans in place now for the regular servicing of the machines.	75%	Chief Executive Officer

4.3: Sustainable

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

Action Code	What are we going to do?	How are we going to do it?	Work Completed	% Completed	Officer
4.3.1.1	Support the local landcare groups to achieve pest and weed control.	Meetings and assistance provided.	<p>The group had a field day in February, I was unable to attend due to other commitments.</p> <p>I have not had any news on what was done or heard when the next field day or meeting will be taking place, if I am able to I will attend and report back.</p>	25%	Rural Lands Protection Officer

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

Action Code	What are we going to do?	How are we going to do it?	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 businesses operating in Boulia.	All the licences have been paid and are up to date.	50%	Director Works and Operations

Action Code	What are we going to do?	How are we going to do it?	Work Completed	% Completed	Officer
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.	<p>Butcher Paddock - after the rain there is good signs of the pasture recovering.</p> <p>The leasee has had to remove his cattle from the Town Common as after the rain and the Burke River running some of the flood gates were knocked down and his stock were able to get out on to the Town Common.</p> <p>Coridgee Paddock - there was very good rain fall over the whole of the paddock and the pasture has recovered and both of the dams are full to over flowing.</p> <p>Still only one Water Agreement has been sent back, have been in contact with the other landholder but still no news from them.</p>	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 are we going to do?	How are we going to do it?	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.	90%	Road and Construction Maintenance

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

Action Code	What are we going to do?	How are we going to do it?	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.	<p>Still no news about what, if any, changes there will be to the supply of 1080 poison from DAF.</p> <p>Have done the new training required to be an Authorised Person.</p>	90%	Rural Lands Protection 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.	<p>The burrow pits along the Mt Isa Rd where I put the Graslan pellets around the Parkinsonia Bushes - there has been a good kill from what I have seen when driving past. I will be going up and taking photos and putting pellets around those that I missed in the next couple of weeks.</p> <p>I will also be checking the burrow pits on the Shire roads where I put Graslan Pellets to see what kind of a kill I got.</p>	65%	Rural Lands Protection Officer

Action Code	What are we going to do?	How are we going to do it?	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>The handing in of Wild Dog Scalps and Feral Pig Snouts has been a bit light on due to the good rain that has fallen in the first couple of months of this year.</p> <p>Dog scalps from the 01/01/2020 up to the 19/03/2020 was 29, Pig snouts handed in for the same period was 527.</p> <p>The dates for the first round of baiting for this year will be sent out next month for baiting to take place in early May.</p>	75%	Rural Lands Protection 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>After the good rain the Town Common has plenty of feed.</p> <p>There were a large number of strange cattle seen running on the Town Common, the owner of the stock was notified and he removed said stock.</p> <p>There was another smaller amount of stock seen running in the Rodeo Paddock, the owner of this stock was informed and he removed said stock.</p> <p>There are 124 head of mixed stock running on the Town Common at this time.</p>	90%	Rural Lands Protection Officer

Action Code	What are we going to do?	How are we going to do it?	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>Still no news about the EOI I put in last year to get Capital Works Funding.</p> <p>There has been no news from DNRME about any increases in the cost per head per Km for when landholders want to use the Stock Routes in dry times.</p>	80%	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 behaviors 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.		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 members are informed of all their employment conditions and provisions within a letter of offer. This letter of offer has been updated to include the provisions of the newly certified EBA. The Synergy Soft Human Resources Module will include a provision to generate an appropriate template document for each stage of the recruitment processes.	50%	Human Resources

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.	Considerable planning and research is being conducted along side the implementation of the newly certified EBA which is providing a clearer picture of staff's roles and succession planning can be more accurately put in place because of this strategy.	50%	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 to be signed March 9 th , a memo of progress to be sent to all staff.	75%	Chief Executive Officer

Action Code	What Output	How Activity	Work Completed	% Completed	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. A review of the records is done quarterly with the Records Officer and the Manager of Corporate & Financial Services. Training has been completed for new users at the Works Depot.	75%	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 Management Framework has been completed with the Risk Plan actioned to be updated during the 2019-2020 year with the engagement of a new WH&S who also has extensive experience in Risk Management.	75%	Chief Executive Officer
5.1.3.2	Provision of reports to Workers Comp in relation to workplace injuries and other RTW matters.	Reports completed as required.		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.	All current contractors checked and recorded. Will be ongoing checks for the rest of the financial year.	100%	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.	Audited statements are now complete, model due to be updated with actuals.	25%	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.	Synergy Soft modules for on line time sheets and HR, cemeteries and the customer service modules are on track for release.	75%	Chief Executive Officer

Action Code	What Output	How Activity	Work Completed	% Completed	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.	75%	Finance Manager
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. The raising of the 2nd half yearly rates is in progress.	75%	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.	75%	Finance Manager

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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. The March 2020 quarterly budget review is currently being worked on, it will be reported to Council and Managers in April 2020.	70%	Finance Manager
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 reviews. LGMS Account Manager has organised a Zoom catch up to discuss current and future insurance in April 2020.	75%	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 Audit & Risk Management Committee is due to meet on the 20th April 2020.	75%	Finance Manager

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	Internal auditor is currently reviewing the audit plan to adjust for COVID-19 and the isolation.	75%	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 grant submission stage we have been submitting QTC model.	75%	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 March quarter the Budget review will be tabled at the next ManEx meeting.	75%	Finance Manager

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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 2018/2019 Annual Report has been finalised and adopted by Council.	100%	Executive Assistant
5.2.4.3	Discharge Council's statutory financial reporting obligations.	Unqualified audit report. Statements submitted to the Office of Local Government by 31 October each year.	Council's Financial Statements were signed off by Qld Audit Office on the 24th December 2019. Work has already started on the next Financial Statements for 2019/20.	80%	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.	The Policy Register continues to be monitored for policies pending renewal. Policy owners are then notified of renewal dates accordingly.	75%	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.	75%	Finance Manager

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	75%	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.	75%	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.	SMS links updated. Inspection forms moved to I auditor. Program to review rest of forms in progress.	80%	Workplace Health and Safety

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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 has conducted its first formal audit for 2019-20 and is planning its next audit.	75%	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.	75%	Finance Manager
5.3.1.4	Complete annual audit of work sites.	No breaches of WHS regulatory requirements. Hearing assessments for employees working in noisy environments completed. At least 90% of all work sites are audited annually.	Inspections now scheduled for all responsible officers in I auditor. Noise monitoring commenced - nil evidence of over exposure thus far.	30%	Workplace Health and Safety
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.	New AOD Policy in development. Testing Lab identified.	30%	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 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 in line and reviewed annually.	75%	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.	Reviewed annually.	75%	Community Services Manager
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.	75%	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.	75%	Finance Manager

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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. Shire Networks have also been taken on to assist in this process.	75%	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.	75%	Finance Manager
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.	Cloud based technology is still not a real option for Boulia however support services are in place and the upgrading of the server technology is being completed by June this year.	75%	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 March.	70%	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. March quarterly review will be reviewed in April 2020.	50%	Finance Manager
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 currently in the process, Councillor workshop for 20th April 2020, to start the process for Councillors.	45%	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 will be held whenever it is required. Procurement principles strictly followed for the purchases or recommendations.	75%	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.		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 2019.	100%	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 (Black Spot Program 2014) approved and earmarked for Urandangi installation by June 2020. We have no control over this implementation.	75%	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 Sam Beauchamp (apart from the Mayor who attend everything) has attended several meetings on Roads, Water etc Drone technology and Councillor Beck Britton has attended meetings for tourism with an excellent report returned.	75%	Chief Executive Officer

Key Priority 6: Supporting local services and facilities

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

Service areas:

Boulia Primary Health Centre, Wellbeing 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 liveability of Boulia and Urandangi.	All meetings attended with reports completed back to Council.	Well being Centre opened in Dec and we are still continuing to have follow up meetings.	75%	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 endeavours to hold free events such as RADF funded events, Australia Day, ANZAC and Remembrance Day, Get Ready and Qld Day annually for the community.	85%	Community Services Manager

6.2: Support an active healthy community

6.2.1: Encourage and promote community wellbeing, 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.	Project completed.	100%	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. School has been using swimming pool for school kids, also external qualified teachers conducting private lessons for the community.	75%	Director Works and Operations

Action Code	What Output	How Activity	Work Completed	% Completed	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 2 fully and 1 in training, trained officers to run the Post office in Boulia. Due to COVID-19 there has been restrictions put in place at the Post Office, so some services may take longer, this is just an interim change.	75%	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.		100%	Director Works and Operations

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	Au-spiced 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. No significant work has been completed except for general maintenance.	75%	Chief Executive Officer

Action Code	What Output	How Activity	Work Completed	% Completed	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. Boulia Clinic is an active participant in the Boulia Inter-agency Group consisting of School, Police, Council, Centrelink, Community Services and Health.	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.	Evidence collection for JLTA audit in progress. JLTA audit scheduled for June 2020.	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.	Preparations are underway for the updating of Payroll for the implementation of the certified EBA.	50%	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.	The implementation of the Human Resources module is being planned to improve the recordkeeping systems for Human Resources.	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. Template documents are being included in the planning for implementation of the new Human Resources Module of Synergy Soft.	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.	End of contract review due in June 2020.	75%	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.	Reviews are now being finalised for all senior staff.	75%	Chief Executive Officer
7.1.1.7	Complete annual performance review of your employees for Works and Operations.	Reviews completed on anniversary.	Certified agreement to be signed off on March 11, 2020.	100%	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.	80%	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, they are conducted.	40%	Finance Manager

7.1.2: Keeping pace with technological changes in the workplace environment

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
6.2.1	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.	Council's workforce training needs are sourced and planned to be accessible by the entire workforce. Delivery of appropriate training is assessed with the uppermost priority of enhancing the professional skills and safety of all members, and meeting the audit compliance requirements within Council's business units.	50%	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.		100%	Human Resources

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
7.2.1.2	Implement the new Certified Agreement and State Award 2017 in conjunction with the Consultative Committees.	Modern award implemented as released with new Certified Agreement in place.	The Boulia Shire Council's EBA Agreement was certified by the Industrial Relations Commission on 11.03.2020. The restructuring of all procedures is being planned in accordance with the EBA and the appropriate Awards.	50%	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.	Staff members will be completing training on an annual basis in relation to regulatory compliance.	50%	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.	With the implementation of the Certified EBA, workforce upskilling is being identified to facilitate aspects of a succession plan for the ageing workforce. Professional development is always offered to staff members to deliver a highly effective and efficient service to all stakeholders and clients consequently projecting a professional image of Council's day to day business.	50%	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.		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.	Completed for all current contractors, inspections ongoing.	100%	Workplace Health and Safety

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. To share information the team is currently in the process of implementing a customer service system in Synergy Soft.	75%	Finance Manager

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
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.	75%	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.	Min Min stock choices continually evaluated as to what the public want.	80%	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.	100%	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.	Partnerships continue with the Boulia Community Support Services, such as the Thursday afternoon sports with children at the Sports Centre.	80%	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.	Key areas that are being utilised for GO-1 are regulatory compliance and software skills. Work Health and Safety compliance training is being identified for the upcoming Department of Transport and Main Roads Audit.	50%	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.	Certificate III in Business has been completed by the Trainee engaged in 2019.	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.	50%	Executive Assistant

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
8.1.1.2	Regular information being released through Channel Country Chatter, Facebook with the website content reviewed for accuracy and content twice per year.	Verbal feedback, monitored visits through Facebook.	Community engagement continues through all media outlets available.	75%	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.	75%	Executive Assistant
8.1.2.2	Ensure the Mayoral election is conducted in accordance with statutory requirements.	Mayor duly elected March 2020.	Colin McKenzie is our Returning Officer and visited the shire March 1st - he will return on 24th March to conduct the pre-poll and election. Mayoral candidate is Rick Britton who is unopposed.	80%	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.	Will be completed after March 28th 2020 election.	80%	Chief Executive Officer

Action Code	What Output	How Activity	Work Completed	% Completed	Officer
8.1.2.4	Ensure Council meetings are conducted in accordance with the Code of Meeting Practice and Code of Conduct.	No breaches of Code of Meeting Practice or Code of Conduct.	All regulatory requirements are recorded in Council minutes which are on the website within the required time-frame.	75%	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. An electronic Councillor Portal has been introduced to provide easy electronic access (online and offline) of relevant documents to Councillors.	75%	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.	75%	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 are displayed for public view and any changes to the intended dates are distributed out to the community accordingly.	85%	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.	75%	Executive Assistant
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.	Attendance at meetings which are of significance to Boulia - completed.	75%	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 either by teleconference or by Zoom or in person.	75%	Director Works and Operations

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 is reviewed each month.	75%	Chief Executive Officer