BOULIA SHIRE COUNCIL
ANNUAL REVIEW
OPERATIONAL PLAN
2022-2023

Mayor Rick Britton,

Deputy Mayor Councillor Jack Neilson,

Councillor Sam Beauchamp, Councillor Tim Edgar and Councillor Jan Norton

Adopted 18th August 2023
Resolution No.: 2023/8.12

Key Priority 1: Social License

Our Shire has a long and proud history. Changing times and often harsh conditions have necessitated a deep resilience. To continue to thrive, our communities need to be cohesive and strong, our people supportive and engaged, and our towns attractive and livable.

1.1: Enhance sporting, recreational & cultural facilities and activities.

1.1.1: Build a strong sense of community by supporting local groups and organisations

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.1.1.1	Application and coordination of RADF funding during the year to assist community groups to provide supported activities. Acknowledgement in the Annual report for this funding stream.	All RADF funds expended and acquittals and returns completed.	100%	RADF funding outcome reports have been finalised and waiting for next round of monies to fund three children's travelling shows in 2023. "Wind in the Willows" "Twinkle and the moon" "Aladdin and the smartwatch" ARTS Qld to automatically send funding for 2-24 without a formal submission.
1.1.1.2	Support not-for-profit community groups with grant information opportunities and grant development and promotion of councils 'Grant finder' program	All relevant grant information provided to groups via email.	100%	Community services staff always available to discuss funding opportunities for clubs and organisations. Information re grants put in monthly newsletter and emailed to clubs/organisation in community offering assistance with submissions. Boulia Community Family support, Boulia P and C, Boulia primary school, Boulia camel races, Boulia turf Club, QCWA branch.
1.1.1.3	Promotion and support for community celebrations which are able to be held in council facilities: Burke Hall, Shire Hall, Racecourse Reserve, Sports Centre.	All special commemorative days and events supported within our facilities.	100%	Events and activities are enabled by continued council support and often in partnership with other organisations and local school.

1.2: Respecting our culture and heritage.

1.2.1: To capture, preserve and promote the heritage and diverse cultures of our region

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.2.1.1	Capture and preserve Boulia's written and pictorial historical past with information researched, documented and saved electronically which is then available to the general public.	Documentary work completed with maintenance action plan in place.	100%	Volunteers to be acknowledged in celebrations for Australia Day, from nominations received by community. This is already done by nominating volunteer groups/organisations for awards. Singular volunteer section will appear in 2024.

1.2.2: To actively work with all indigenous groups in the development of reconciliation pathways

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.2.2.1	Inclusion of the past history of Boulia both indigenous and non-indigenous through media, and the Heritage Complex.	Heritage information days held	100%	Further improvements to the complex are being planned to increase engagement in past history. Tourism officer has added to the Indigenous stories available at the Heritage Complex and will offer a yarning circle with Indigenous stories to tour groups in 2023. Tourism staff to paint Indigenous artwork on cement slab of yarning circle during off peak season.
1.2.2.2	Celebration of our combined history through acknowledgement of important milestone days.	Each of the important days for both Australia, Queensland and Boulia milestones are celebrated.	100%	Council continues to sponsor and help facilitate all commemorative days in the community. In 2022 We sponsored reconciliation week with a morning tea and t-shirts for all participants. We also supplied Naidoc bags with free items for the school children.
1.2.2.3	Commence work on the four stages of the Reconciliation Action Plan- Stage 1-Reflect, Stage 2-Innovate, Stage 3-Stretch, Stage 4-Elevate.		10%	This project is in the early stages of stage 1 - Reflect. Waiting on more information for this to go ahead.

1.3: Boulia Shire to have active inclusive communities

1.3.1: Advocate for a range of services, programs and facilities to address disadvantage and foster inclusion.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.3.1.1	Advocate for increased coverage for internet in remote locations.	Number of black spot internet locations achieved.	100%	Regional Connectivity program of $4.3m has been approved with information rollout commenced in May 2023. Connections for individuals are not expected for approx 18 months after the initial contact with households has been completed NBN Ventia to commence project in August for initial scope of work.
1.3.1.2	Digital technology in all its forms is supported to improve the livability of Boulia Shire.	Inclusion in the digital progression from RAPAD group of councils. Support the development of Hotspot mobile points along major routes.	100%	Smart water meters Installation to be progressed (Boulia Business units and Bores) in late 2023

1.3.2: Encourage volunteering and recognise volunteers who support events throughout the year.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.3.2.1	Assist local community organisations to engage volunteers (advertising / administration) Acknowledge volunteers to these groups by formal recognition during the Australia Day celebrations.	Community events supported with advertising, in kind support etc..	100%	Volunteers to be acknowledged in celebrations for Australia Day, from nominations received by community. This is already done by nominating volunteer groups/organisations for awards. Singular volunteer section will appear in 2024.

1.3.3: Build social capital through provision of accessible community infrastructure and programs.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.3.3.1	All parks and open spaces are mowed, toilets clean and free from defects and meet WH&S standards.	Parks are free from rubbish, broken equipment replaced/repaired, and mowed as per levels of service schedule.	100%	Parks are free from rubbish, broken equipment replaced/repaired, and mowed as per levels of service schedule.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.3.3.2	Organise, host or assist in delivering the Annual Community Events Program promoted in the community calendar.	Community events such as ANZAC Day, Australia Day, NAIDOC etc are well organised and promoted	100%	Council continues to assist in most community events with staff members taking active roles and co-hosting with Family support office. 1. Australia Day breakfast/awards program 2. ANZAC DAY morning tea, mid morning commemoration 3. Assist Family Support Office with Bingo, Trivia, Fun Days and after school sports by sports staff. 4. Remembrance Day. 5. NAIDOC celebration at school. 6. CWA Spring Fair 7. Boulia Turf Club 8. Boulia Camel Races 9. Boulia Rodeo and Campdraft

Key Priority 2: Built Environment

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

2.1 : Fit for purpose - roads, airport infrastructure

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.1.1.1	Maintain Boulia and Urandangi aerodromes ensuring all audits are completed and audit issues are actioned.	Airport inspections completed and remedial actions completed within required timeframes	100%	Inspections completed and items listed in the report have been actioned accordingly.
2.1.1.2	Queensland Reconstruction Authority and Disaster Recovery Funding Arrangements (DRFA) Flood events are captured, completed and acquitted with 'value for money' principles.	Road information is collected and processed in line with program requirements. Flood work is completed within budget	100%	New flood event in Dec 2022 with an extension of time until April 2023 due to the extended multiple flood events from the monsoon trough in North NT and Nth Qld. Initial events have been picked up with further roads pickups to be done in Apr 2023. Collection of data has been completed and submitted to QRA for their review and approval to commence
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.	100%	Total unsealed left to complete 76.3km. Donohue Sealed section 68% Unsealed section 32% PPR 1 has been approved but flooding in the Georgina catchment area has postponed this work. funding has been approved to commence the 170 to 178 section of the Donohue which will commence in August 2023.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.1.1.4	Preparation of funding submission for TIDS, R2R and TMR completed in line with council priorities.	Projects are completed within guidelines and pass audit requirements.	100%	TIDS (TMR) funding allocation through ORRTG group as per regional agreements, R2R funding will be allocated to the industrial estate for completion of this project. All TIDS projects have been completed are on track to meet TMR goals.
2.1.1.5	Annual Shire roads maintenance plan is completed with the focus on reducing ongoing maintenance in the future.	Shire roads are maintained within budget allocation and work is in line with annual works program.	100%	Shire roads maintenance budget is utilised to extend the benefit of other roads projects. Council have increased the shire roads budget to $1m in the 2023-2024 budget due to the potential costs increases across the board for materials / supplies etc/
2.1.1.6	Maintenance and renewal of FM transmission sites ensures continued operation.	All sites operational	100%	All sites operational and maintained. 6 monthly service will be carryout by qualified suppliers.

2.1.2 : Deliver quality outcomes on all roads (Shire and State) within quality assurance guidelines.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.1.2.1	TMR, RMPC and R2R roadworks are, completed in line with current standards and within budget.	Reports to council are completed monthly with quarterly update to council meeting on progress against plan.	100%	All RMPC defects and measure ups Reflect software been used. The Reflect system is enabling a good management program to be completed and tracked with 100% of budget to be spent
2.1.2.2	Road work completed data is recorded by road crews on REFLECT. Updated progress and outstanding items reported to council monthly.	All work which is completed under contract is submitted to confirm work completed in a timely manner.	100%	RMPC Contracts for DTMR Roads are with data recorded by REFLECT are submitted within approved time frames and within the allocated budget
2.1.2.3	Shelf ready plans are developed for the Urandangi North and South roads ready for future funding opportunities. (Urandangi North Rd is a Local Road of Regional Significance (LRRS))	Plans developed ready for funding submissions	100%	Another grant funding application has been submitted for Road closure signs (electronic) to support safety under the Foundation for Rural and Regional Renewal grant funding offer - as at the 13th July we have not received an answer.

2.2   : Sustainable - housing, buildings and community infrastructure

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.2.1.1	Regular collection of residential and commercial waste as per policy with charges reflective of the actual cost of service.	All collection dates are completed within timeframe and annual review completed.	100%	Collection of waste is completed as per the policy on time every week.
2.2.1.2	Environmental Protection agency guidelines are adhered to and actions are attended to within time frames.	Information required to meet Council's obligations regarding Environmentally Relevant Activities and associated annuals returns / reporting are submitted.	100%	As per DWQMP all the samples collected and tested. SWIM data to be submitted. DWQMP has been completed and submitted to the regulator and any outstanding recommendations will be actioned. Designs on the potential improvements to the dump to meet requirements have been sourced in line with suggestions from EPA.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.2.2.1	Buildings and all council facilities meet regulatory requirements and WH&S standards. Inspections of power boxes and RCD's are completed annually.	Inspections by regulatory bodies and WH&S officers meet pass rate. RCD annual inspections and report completed to CEO.	100%	iAuditor RCD inspection template has been assigned to contracted electrician. Smoke alarm checks/replacements have been conducted by the electrician to ensure compliance. RCD/test and tagging inspections are not taking place as required by legislation, temp DWO, has requested dates for this to be completed. Non-compliant.
2.2.2.2	All council owned buildings and facilities are well maintained with building use monitored by the venue booking forms and income is generated where possible.	Regular inspections conducted by supervisors meet level of service requirements.	100%	Processes in place (check before & after hire), checking sheet created and also included in 'Boxes' for Hirers to complete to report issues, Staff (Fran / Shan) shown and putting into practice.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.2.2.3	Maintain the grounds, fencing and buildings in existence at the Racecourse Reserve to meet racing requirements.	All facilities are maintained with limited interruptions to planned events	100%	All facilities are maintained with limited interruptions to planned events and meet racing requirements. Council is working with the committees to ensure the facilities meet standards and regulations.
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.	100%	Due to recent flooding assessments are being made as to the sustainability of the township of Urandangi.
2.2.2.5	Council housing is managed in accordance with tenancy requirements. Allocation of housing stock to applicants completed via the housing committee and reported to council.	Housing stock is utilised for the best purpose with all applications progressing through housing committee.	100%	Council housing's first priority is to retain for employees. The 2 vacant houses this quarter have been retained for new employees. 2 units were allocated in past 12 months to 2 pensioners.
2.2.2.6	Library facilities are maintained to meet the needs of the community as well as meet regulatory requirements and WH&S standards.	Library facility is suitable for all patrons access and is clean and usable.	100%	The library continues to operate with a great twice a week program for babies and toddlers. The First Five Forever toddler/baby program meets twice weekly throughout the year when staff are available. Other events held in the library in past 12 months were: 1. Biggest morning Tea 2. Remembrance Day 3. Simultaneous reading morning tea. 4. Qld Day celebrated by Council staff 5. meeting room utilised by groups.
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.	100%	Boulia Cemetery are well maintained, new fencing has been installed along with a new gate (again). New tree/shrub plantings to beautify the entrance will also occur in 2023.
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.	100%	Recent flooding at Urandangi has impacted the grounds - luckily we are in receipt of a RADAR imaging plan which will allow the identification of the graves once we have the rest of the town under control.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
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.	100%	The bus is currently registered, insured and kept up to date on regular services so it can be utilised by the Community. This bus is over 10 yrs old and will need to be replaced in the near future if required/ warranted

2.3   : Well planned - land, open spaces and assets

2.3.1   : Develop and implement a robust Asset Management Strategy to support effective long-term asset management.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.3.1.1	Asset Management Plans completed for all major asset classes	All Asset Management Plans competed for all major asset classes	100%	Asset management plan for buildings and houses are being used to determine the priorities for building maintenance. Roads AMP is being reviewed against inspection to identify priorities for future works. AMP's for the water and sewerage are yet to be completed. Continual reviewing and scheduling of works is being done.
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.	100%	Levels of service for all AMP's 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. As per AMP budget has been allocated for the renewal for the footpath and K&C.

2.3.2   : Identified projects to be approved by council and shelf ready projects created ready for future funding.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
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.	65%	A shelf ready project has been developed but survey plans will not be completed until funding has been identified. Council has completed the WQAC Housing Plan and is engaged with the RAPAD group of councils to attract potential interested parties to the region for the development of housing.
2.3.2.3	All identified future projects to have a shelf ready funding applications ready for funding opportunities.	All potential projects have shelf ready funding applications completed.	100%	There are shelf ready projects waiting for relevant funding; 1. Old gaol house upgrade. 2. Walking trail to racetrack (this is in progress and funding opportunities in 2023) 3. Stonehouse upgrade.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
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.	100%	Ergon has performed maintenance and replaced all the faulty lights.
2.3.3.2	Town entrances, all parks and recreational areas are managed in a sustainable manner with mowing and slashing completed regularly. Trees and shrubs pruned or removed if dead or dangerous.	Visible appearance of town, parks and open spaces is well maintained. No dead trees on council land. Positive comments from visitors and community.	100%	Town entrances parks and open spaces are well maintained. Weed spraying completed. Plants been trimmed for regrowth.
2.3.3.3	New seasonal plantings of shrubs and annuals in identified gardens completed. Centre median strip shrubs trimmed and 'flag' signage repaired/replaced.	All gardens and weed free and plantings have been done to peak during tourist season.	100%	New plants have been planted shrubs trimmed to suit Boulia's seasonal weather. removed dead trees from the median strip and Robinson Park. New plantings have been completed at the town entrances.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
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.	50%	Next module to complete in SynergySoft, spoken to Ronnie and he will assist in mapping out a Master spreadsheet on graves, using knowledge and latest survey. Will teach all admin staff to use system to search and get updated in MagiQ with all other registers.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
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.	100%	This is actioned as required and identified in the Corporate Plan.
2.3.4.2	All projects over $200k are to consider ongoing ownership costs of new capital works proposals in budget deliberation. This to be achieved by identifying the renewal and capital grade expansion components of all capital works projects and providing for the ongoing operational and maintenance requirements.	All projects to be approved by council using the QTC Project Decision Framework tools.	100%	Prior to approval the whole of life costing is taken into consideration and reviewed by council. Continued review of this expenditure as the projects. and also adding QLeave extra element, if the project cost is more than $150K. Guidelines have been developed for project decision making in line with QTC programs. These have been adopted in the June council meeting with rollout to staff in July.
2.3.4.3	All building applications are completed in a timely manner with the correct fees charged.	Check on the application fees charged through our supporting engineers to ensure they are correct and timely.	100%	The receipt of development applications is handled by an external consultant and processed by council. All applications received this year have been completed in a timely manner and when required presented to council for approval.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.3.5.1	Town Planning Scheme is adopted and reviewed by Council annually with the budget.	Town Planning Scheme is endorsed by the Council annually and if amended -approved by the Minister and adopted by council.	100%	Town Planning Scheme was adopted in 2020 and no changes are reflected this year. This was reviewed and endorsed at the June 2023 budget meeting.

Key Priority 3: Economic Development

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. To do this we must work together as a community to identify, promote and activate new initiatives whilst protecting those lifestyle and community traits that we value

3.1 : Facilitate housing and investment to support employment opportunities

3.1.1 : Promote decentralisation and the opportunity to invest in community housing.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
3.1.1.1	Support activities within WQAC to improve housing availability and affordability in western Queensland in line with housing plans.	Attendance WQAC meetings and submissions to State Ministers as required.	100%	WQAC have chosen this as a topic which is reflective of all western councils. A face to face meeting occurred in October 2021 in Brisbane to develop a paper for submission to the government. The group also submitted a paper on the sustainability of local government councils in rural and remote Qld and this is now being rolled out across Queensland. Boulia has our plan displayed on the web site.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
3.1.2.1	Housing stock is managed to ensure satisfactory standard is maintained. Sale of older homes to update housing stock and encourage home ownership. Budget allocation is sufficient to meet 10 yr housing forecast.	Housing stock meets council demands	100%	Funding has been obtained to complete a $2.1m project for 6 units to be built in Pituri Street. This is expected to be completed in 2023. Older homes can be purchased by tenants if Council does not wish to continue expensive maintenance in the long term by applying to State Government for sale approval.

3.2 : Advocate for the region through regional networks

3.2.1 : Advocate and support the development of the Outback Highway

Action Code	Action Name	Performance Measure	Progress	Annual Comment
3.2.1.1	Outback Way Development Corporation-continuation of the joint representation for the future development of the Donohue Highway forming part of the Outback Way - Australia's longest shortcut.	Monthly teleconference updates	100%	The connection with the Outback Highway Development Corporation is strong and council attends all monthly meetings to support this important project. The future of Boulia will be heavily impacted by the success of this sealing project across the 3rd transnational route across Australia once sealed the impact for tourism will be another benefit to the township of Boulia.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
3.2.2.1	Achievement from the active engagement in Outback Regional Road Group (ORRTG) representing the importance of our shire roads and roads of regional significance.	Savings for council achieved through involvement in this group.	100%	Regular monthly teleconferences attended with quarterly face to face meetings attended. Actively participating in the group and heavily involved in joint procurement.
3.2.2.2	Work with RAPADWSA (Water Strategic Alliance) in joint procurement for major infrastructure water projects to enable the best utilisation of funding to achieve sound outcomes for infrastructure and therefore service delivery for water.	Improved water infrastructure.	100%	Actively participating in the group and heavily involved in joint procurement. This year will see joint procurement in water telemetry and smart water meters and projects which will see council save many thousands of dollars as joint procurement proceeds
3.2.2.3	Attendance at the Remote Area Planning and Development Board (RAPAD)meetings-Facilitate the growth and development of the Central West and wider Outback region.	Evidenced based outcomes resulting from the membership of the regional group.	100%	Both the Mayor, Deputy Mayor (on occasions) and CEO attend meetings by F2F or online via teleconference each month. RAPAD continues to be an important strong regional organisation which responds to the needs of individual council and supports them at a State and Federal Government level.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
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.	65%	Weed control in the RAPAD Shires at the moment is continuing to be carried out when needed.
3.2.2.5	Prepare submissions to Western Queensland Alliance of Councils, 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.	100%	WQAC meeting was held in Charleville which was attended by the Mayor and Deputy Mayor. This group has successfully lobbied for the change to the Federal Assistance Grants and improvement in the housing availability in remote Qld. The strength of 23 remote and rural councils working together has been very effective in achieving goals.
3.2.2.6	Ensure that the Local Disaster Management Group (LDMG) group 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.	100%	LDMG was activated in Dec 2022 and again in Mar 2023 for the same event - which saw evacuations and major flooding in Urandangi

3.3   : Innovate and explore opportunities

3.3.1   : Identify economic opportunities and enablers for the Shire

Action Code	Action Name	Performance Measure	Progress	Annual Comment
3.3.1.1	Explore opportunities to utilise 'green' energy where appropriate.		100%	Successfully installed solar air-conditioners in some council facilities. Council is currently working with Energy Q to install a Solar farm to support and increase capacity in Boulia for both new residential buildings and industrial opportunities.
3.3.1.2	Increased digital connectivity throughout the shire by the use of technology to improve communication and connectivity	Review completed on how digital exposure can benefit Boulia (RAPAD).	100%	Continued investigations into possible solutions for our connectivity issues not only for the council but also in peak periods of tourist activity.

3.4: Promote tourism as an economic driver for the shire

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
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%	New signage incorporating Indigenous artwork to be researched and delivered. Walking trail along Burke River to have traditional stories featured in partnership with local Pitta Pitta organisation and other relevant groups.
3.4.1.2	Maintain and improve the experience of tourism attractions by regular maintenance and updating of facilities and new programs when required	Upgrading of existing infrastructure completed with program review to be completed when funding available.	100%	The Min Min Encounter refurbishment has garnered increased interest due to its modernised look and greater capacity for numbers seeing the show. New fencing showcasing historical machinery etc has been installed around the Heritage Complex and has been well received.
3.4.1.3	Promote the attractions in Boulia to increase the number of visitors to Boulia through partnerships with other regional tourism providers. i.e. caravan and camping shows.	Attendance of staff to trade shows and training opportunities.	100%	Tourism officer attended 4x4 drive outdoor show in March 2023. Boulia Council is a member of the OQTA and TEQ and the Tourism group who manage the Explore Centres formerly known as Visitor Information Centres.
3.4.1.4	Continued use of television and other media advertising of the shire including our web site to support council tourist attractions	All advertising and TV ads reviewed and renewed as necessary for value for money outcomes.	100%	Boulia shire is promoted on Channel seven with a wide coverage during top rating shows. This continues to gather visitors. Quality magazine coverage is ongoing with the OQTA outback travel guide, Caravanning Australia, Matilda Action magazine and Boulia guide. Television advertising is still ongoing with Southern Cross Austereo and will soon feature in 104 15sec ads during the show "hunted" on channel 10.

Key Priority 4: Natural 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.

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

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
4.1.1.1	Fogging activities completed in times of flood	Fogging notification to residents. Fogging completed to the most effective schedule for reduction in pests	100%	The fogging for Mozzies and Sandflies is showing to be a success.
4.1.1.2	Manage stray domestic animals within the township to reduce incidence of nuisance behavior	Reports of stray domestic animals actioned within 4 hours.	100%	There was a total of 11 dogs impounded for 22/23 year. All dogs were finally returned to their owners. Street patrols were carried out with the result being less complaints about stray dogs for the last quarter of the 22/23 year.
4.1.1.3	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.	100%	Policies are reviewed as per their due date usually with an expiry of three years unless changed by an Act of government. The Local Laws will be reviewed and updated this year to include dog off leash areas. This review is currently in progress.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
4.1.2.2	Cultural heritage clearances are sought during the planning process for construction activities.	Number of projects which have cultural heritage clearances completed prior to any work done.	100%	Part of the project scope to obtain Cultural Heritage clearances for any new sites or projects. Report has been added to Job Management Plans

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

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
4.2.1.2	Local SES group is supported by council. Compliance with the state requirements to have a State Emergency Service (SES) group	SES - Group is supported during and after events by the use of council equipment and staff if required. SES Management Plans are up to date.	100%	Council continues to support the SES where required which allows for training and meetings to be held. A new recruitment run and training was planned for March but delayed due to flooding.

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

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
4.3.1.1	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	100%	There was a combined total of 15 properties that baited for 22/23, some properties baited twice and some only once in the 12 months, one property baited as well as purchased 400 De-K9 manufactured dog baits. The total amount of meat treated for the 22/23 year was 4930kg all with Pig Strength 1080 solution.
4.3.1.2	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.	100%	Weed spraying will be carried out when needed.
4.3.1.3	Bounties for wild dog and cat scalps and pig snouts are paid with a complete register of numbers reported and amounts paid by council.	Take up of baiting program offers by the landholders. Bounty payments continue. Education information available on pest animals on the website/face to face.	100%	There has been a total of 76 feral dog scalps for the 22/23 year. 1 cat tail for 22/23.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
4.3.1.4	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.	100%	Numbers of cattle on the common has stayed the same. There are 18 camels now on agistment on the common.
4.3.1.5	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.	100%	There have been some changes to the fees charged for stock traveling on the stock routes. The biggest change is to do with what amounts are charged, it has gone from $ 0.02 cents per Kilometre per 20 head or part thereof to $ 1.06 cents per 20 head or part there of for travel for large stock and the same amount for small stock is now $ 1.06 per day for 140 head or part there of.
4.3.1.6	Support the local land-care groups to achieve pest and weed control in conjunction with Desert Channels Queensland.	Bi-annual meetings are conducted to review progress	100%	The members of the local Landcare group are still doing their best to get on top of and control pest weeds. I will still make myself available to help any way I can.
4.3.1.7	Review council buildings and facilities to improve sustainability/ reduction in greenhouse emissions or reduction on reliability of traditional power sources.	when new products are required to be purchased we are looking at the options which are sustainable to the environment.	100%	This will be conducted if we are successful in our application for funding for a new Community Hub. We currently looking for possible funding rounds to apply for funding.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
4.3.2.1	All facilities over which we are required to hold a licence meet the Qld standards and licence renewal is achieved.	Visitation and audit by environmental health officer to review all of council operated facilities and business operating in Boulia.	100%	All the licenses are up-to-date. to comply with EPA guidelines. Environmental health officer carries out regular audits on licenses, landfill management and food licenses. Carpenter / builder has undergone refresher training for Asbestos removal.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
4.3.2.2	Leases over the Butcher Paddock and Cooridgee Laneway are managed in accordance with our lease requirements for stock holdings.	Leases are sub-leased with income generated to cover lease fees to Qld Gov and managed in accordance with those requirements-reviewed annually.	100%	Both Properties are looking good after the rain.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
4.3.3.1	Watering of council's parks and median strips is managed to suit the best water source.	Watering through drought periods is scheduled.	100%	Burke River has received several 'flushes' and we are able to water from this source. We will be utilizing town water to irrigate town median strips. Watering has been kept up to the required standards. new bore will be installed early next year to keep-up water demand.
4.3.3.2	Actively monitor town water usage and quality and investigate a fair system cost recovery for water provision.	Water usage is controlled and charges are defendable.	100%	Trial of water meters ready for implementation. Antenna on water tower has been installed. Taggle the provider will be visiting Boulia and assisting in the final roll-out of meters on commercial properties and Council town bores.

Key Priority 5: Governance

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

5.1   : Ensure a high level of governance, accountability and compliance

5.1.1   : Councillors and Staff have access to clear guidelines to assist in the delivery of accountabilities.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.1.1.1	Council policies are reviewed in accordance with Acts and Regulations and updated in a timely manner	All policies are reviewed in accordance with the policy review register.	100%	All policies are actioned in accordance with their due date for review and submitted to council.
5.1.1.2	Provide elected members with training and professional development opportunities	Policies are reviewed and made available to staff.	100%	Training has been offered (LGAQ) but it has been located in Longreach and this has not been possible due to the roads being closed due to flooding. The video conferencing was not an option. All Councillors will complete Sustainability training in October 2023.

5.1.2   : Effective internal and external communication and records management

Action Code	Action Name	Performance Measure	Progress	Annual Comment
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.	100%	New Records Officer (S Aplin) - H Lawson has resigned & S Aplin has accepted position, N Tonkies will do basic training, with further training to be done with InfoExpert. Have also consolidated existing archiving spreadsheets into one spreadsheet called Archival Register, we also simplified system for future archiving.

5.1.3: Adopt an integrated risk management approach

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.1.3.1	Review existing Enterprise Risk Management Framework and ensure that Operational, Financial, Reputational and Corporate Risks are identified and reported on through the audit committee. .	Risk Management framework is reviewed and developed further.	100%	The Risk Management framework review has been completed and updated in Oct 2021. Self Assessment review conducted resulted in excellent results of 90%.
5.1.3.2	Provision of reports to Workers Comp in relation to workplace injuries and other RTW matters	Reports completed as required	100%	No workers compensation claims are existent to date.

5.1.4: Contractor inductions, licences, tickets, certificates and qualifications are held and maintained reflective of the current contract arrangements. checked to ensure they are current

Contractor inductions, licenses, tickets, certifications and quals are verified at start-up held in January of each year. Contractors employed during the year are inducted and VOCs are copied and verified. All contractor inductions (on-line and face-to-face) have been conducted and are current. All relevant paperwork saved to Magiq.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.1.4.1	All items are checked annually at start up prior to work commencing and spot checked during the year. Inductions are recorded in a permanent register.	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.	100%	All inductions (contractors & workers) are completed at the annual start-up meeting. All licenses, verification of Competencies, tickets etc. are copied and saved into personnel files in Magiq. New employees or contractors that are employed throughout the year, are inducted either on-line or face to face, with all licenses and tickets verified and uploaded into Magiq. Also, random site checks are conducted throughout the year to ensure all contractors and workers are inducted and verified as required by legislation.

5.1.5: Workplace Health and Safety focus

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.1.5.4	Responsibilities WH&S for Directors: Provides support and sufficient resources for safety as required. Establishes health and safety objectives aimed at continuous and sustainable improvement.	Regular quarterly meetings with each Director to review progress in each area and identification of 'road blocks' to success in WH&S	100%	I-Auditor used to report, investigate all the incidents and safety hazards. to accesses. I-auditor tablets been provided to the appropriate staff which are being used to report on identified areas.
5.1.5.5	WH&S responsibilities for CEO: Provides support and sufficient resources for safety as required.	Ensure budget allocation is reviewed each year in line with the requirements for us to remain compliant. Provide support to WH&S to enable the role to be completed.	100%	Council employs a WH&S Officer who is provided with all necessary requirements to complete this role. The reporting function of hazard management and risk management are recorded in PULSE, I-Auditor. Weekly meetings with staff to re-enforce WH&S message takes place. WH&S incidents and issues are monitored at ManEx each week with WH&S officer. Successful audit of WH&S resulted in a pass mark and the TMR accreditation being renewed for another three years.
5.1.5.6	WH&S Responsibilities for Directors: • Provides support and sufficient resources for safety as required • Establishes health and safety objectives aimed at continuous and sustainable improvement	All incidents are reported and followed up with staff and supervisors. Regular reports to council on activities and safety results for council staff and contractors.	100%	WH&S activities and incidents are discussed and recorded at our weekly ManEx meetings these also review outstanding items on I-Auditor and other reportable documents.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.1.5.7	WH&S responsibilities: Investigates all incidents, accidents and near misses at the workplace. Monitors safe work practices and mentor relevant stakeholders. Coordinates management action processes. Regularly monitors management action processes within Council's electronic Work Health and Safety management system. Develops and communicates key statistics in accordance with reporting timeframes.	All incidents are reported and followed up with staff and supervisors. Regular reports to council on activities and safety results for council staff and contractors.	100%	All incidents are investigated if required. Regularly monitor IAuditor to identify any failures to adhere to reporting requirements and corrective action taken where necessary. Continuing improvement to reporting framework
5.1.5.8	Progress on Mutual Risk Obligations to develop a health and safety project for all supervisors and managers.	Review by LGW meets expectations for compliance	100%	Completed TMR Safety Audit with a result of 72%. A spreadsheet of Audit findings that are required to addressed has been created and addressed in the weekly Managers Meetings.
5.1.5.9	Review all flagged policies, procedures, work instructions, forms, safe operating procedures (SOP) and training tools.	Staff who have allocated responsibility for specific actions review associated documents to ensure they are up to date.	100%	The Safety Management System is being upgrading therefore all WH&S documentation will be up to date and reviewed by end 2023. Ongoing review of policies and procedures, SWMS and working documents. Verification of Competency policy also formulated for presentation to council. Procedural forms developed and adopted.
5.1.5.10	Upload all reviewed documents under appropriate element numbers onto the council's safety management system (including Infoxpert) as endorsed documents with changes notified to staff-toolbox, email.	All endorsed documents are correctly loaded in Boulia Safe and hyper-links are active and working.	100%	This is ongoing. Documents (old & new) are being uploaded into Magiq on a regular basis.
5.1.5.11	Develop a system to track training identified and completed for staff and contractors including verification of competency training.	A system is in place and is being used to effectively assist with the tracking of training and competencies.	100%	Training needs are being identified and updated as required. Training is ongoing throughout the year with a trainer attending Boulia constantly for upskilling as well.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.1.5.13	Review all emergency evacuation signage is in place for all areas.	Emergency plans have been reviewed, are up to date and signage is complete in all areas of council.	100%	All signage is current and in place. This is reviewed when hazard inspections for each area are completed.
5.1.5.15	Review the following procedures against requirements in preparation for consultation: high risk work method statements, Risk/ Hazard Management, compliance control, incident reporting and investigation	All reviews are completed within agreed time-frame.	100%	All compliance documentation is currently being overhauled and updated. This will be rolled out at the annual start up 2024.
5.1.5.16	Reduce the impact of injury and illness by reviewing: Toolbox talks on WSH design, machine guarding, hire equipment, thermal radiation, pressure safety, confined spaces, excavation and trenching, manual handling and ergonomics, noise management, heat stress.	All reviews are completed within agreed time-frames.	100%	New procedures are being created and are all currently under review. High risk work activities are addressed at the annual start-up meetings.
5.1.5.17	Review all SDS folders to ensure all SDS are dated within a 5 year of issue date. This can be completed through Chemwatch.	All areas of council have been checked and none are out of date.	100%	All SDS have been updated in 2023, so all are current. Alerts are emailed when a SDS in ChemWatch has been updated so can be issued as required.
5.1.5.18	Ensure training has been completed for all staff who are in control of hazard substances that they are aware of segregation requirements and compatibility with chemicals and placarding requirements.	Training has been completed for all relevant staff.	100%	At this time no further training needs have been identified. All the workers required to be in control of hazardous substances are aware of the legislative requirements for segregation, placarding, safe handling procedures etc.
5.1.5.19	Draft new WH&S Strategic Plan for July 2022 to June 2024	Draft document has been developed by staff and has had sufficient time to be reviewed for comment prior to adoption.	100%	2022 - 2024 plan drafted and completed by CEO - reviewed by WHSA and Adam Stevenson, WHS Consultant, Local Government Work Care.
5.1.5.24	Annual reporting of lost time injury claims which should be less than 55% of all claims	Reporting to senior staff on progress or issues which will prevent this from occurring.	100%	Nil claims this period.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.1.5.25	Annual reporting of injuries - No increase in recorded injuries from the previous year	No increase from previous year.	100%	There has been an increase in the reporting of even the most minor injuries (bruised finger, scratches etc.), which may seem insignificant, however this is showing that all workers feel confident in reporting the smallest of incidents, so when they have a more serious incident, they will have no issues in reporting it. This is a positive turn around for the organization and the workers.
5.1.5.26	100% Completion of all Incident Report including investigations and implementation of any actions identified in the Investigation Report. (Include personal, members of the general public and plant incident reports)	All incident reports are recorded in I-Auditor and staff are competent in using the system	100%	All managers and supervisors will be given a training session at the 2024 annual start up in how to report and record incidents in IAuditor and Magiq.
5.1.5.28	To achieve 80% Compliance with the National Audit tool for Self-Insurers	Compliance audit completed by the regulators prior to the TMR Accreditation (usually 3 yrs). Independent audit completed annually	100%	Audit completed December 2022, with a passing percentage of 75.8. Process has been developed where gaps were identified and are addressed weekly at the Managers Meetings.
5.1.5.29	Continual improvement of the hazard risk register through identification of new hazards/risk and control measures.	Number of improvements made to the register.	100%	Hazard risk register is subject to review and updating as required on identification of hazards-this is an ongoing task.
5.1.5.30	Support training and monitoring of use of councils WH&S and I-Auditor programs. Complete annual audit of all council work sites	At least 80% compliance with the National audit tool No breaches of WHS regulatory requirements Hearing assessments for employees working in noisy environments completed	100%	80% of inspections are being completed when required. Due to a high turnover of staff, a training session at start-up 2024 will be conducted so all workers are able to conduct inspections. Training will be conducted on the job if required earlier.
5.1.5.31	Ensure compliance with the Organisation's Drug and Alcohol policy and ongoing best practice. Record of testing completed and results to be reported to council.	Reports provided to Council and MANEX in relation to the testing conducted	100%	Two staff members now trained in Alcohol and Drug Testing. Random tests are being conducted on all workers & contractors throughout the year. This will be continued and be an on-going task.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.1.5.32	Integrate mental health and wellbeing inclusions in daily activities.	This are to be supported through weekly toolbox articles.	100%	Mental Health Awareness information session have been conducted with all workers, along with mental health surveys. Results are TBA.
5.1.5.33	Using the tools from WorkSafe Queensland - develop a safe workplace mentality by initiating a Boulia Shire Council safety award. Seek nomination from BSC for the external JLT/LGW WorkSafe awards	Team Safety award to be created and implemented	75%	This activity will commence in 2024. A monthly award will be given for outstanding safety practices, ideas, safety practices etc.
5.1.5.34	Actively manage WH&S Risk by reviewing the Risk management Framework annually and identify third party or contractor groups to identify and manage risks.	Toolbox talks to include contractors and the framework and risks are reviewed as required	100%	Risk Management framework reviewed, and this is reflected the TMR Safety Audit that was completed end 2022.

5.2 : It is clearly evident in how council does business

5.2.1 : Councils financial activities are monitored and managed well

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.2.1.1	Long Term Financial Plan (QTC model) used for sensitivity analysis which can deliver impact of financial decisions made by council on future projects	Long Term Financial Plan developed in line with QTC format - reviewed.	100%	Long Term Financial Plan developed in line with QTC format - review which was submitted.
5.2.1.2	The SynergySoft business solution (IT) which supports council is well supported and training is available to achieve best practice.	Continued rollout of modules with all staff trained and competent	100%	IT Vision On Demand training videos are available to all staff for updated training. A Technical Managed Service has been added to our package as support.
5.2.1.3	Council funds are invested in accordance with legislative provisions and the Organisation's adopted Investment Policy. This is reported monthly to council.	Investments made in accordance with Investment Policy	100%	Investments made in accordance with Investment Policy and reported monthly to council. Interest rates are monitored weekly.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.2.1.4	Raise and recover Rates, Charges and other debtors on behalf of the functions of the Organisation and report on a monthly basis to council.	Rates and Annual Charges Levied by due date, user charges and other debtors raised and recovered effectively	100%	Rates notices were sent to ratepayers in August. Council external consultants are working together with internal staff to assist in this process. Debtors are constantly monitored and outstanding debtors with more than 90 days are referred to Council Debt Collection agency
5.2.1.6	The budget reviews are to be completed quarterly and reported to the council.	Operational Plan (including Budget) adopted by 30 June each year	100%	2023-2024 -Operational budget has been adopted by Council. Operational Plan quarterly report and quarterly budget review is presented to Council each quarter
5.2.1.7	Ensure insurance records are kept secure and retrievable if required.	100% of insurances reviewed and maintained annually	100%	All insurance policies have been received and reviewed

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.2.2.1	Quarterly Audit Committee meetings are called to review Financials, Internal and External Audit and Risk reviews and ensure council is performing in accordance with the Local Government regulations.	Quarterly Audit Committee meetings are held four times per year to review Audit Plans, Draft Financial Statements, previous audit management responses and actions.	100%	Quarterly meetings are scheduled and financial reports and audit action plans are reviewed
5.2.2.2	Internal and External Audits comments are recorded in Pulse software system and actioned.	Internal audit to be recorded on Pulse software for updating and permanent record	100%	As audit reports are received Pulse is updated and action is taken with continual updates reported to Audit & Risk Management Committee Meetings. Completed both an Internal Audit for this period, Property Assets Project Management. Interim External Audit has been completed this period as well.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.2.2.3	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	100%	Actions are implemented and changes to processes as detailed from the Audit Committee are followed through. Reviewed by Audit & Risk Management Committee at meeting. Audit plan is currently being reviewed and updated.

5.2.3   : Financial accountability for new projects

Action Code	Action Name	Performance Measure	Progress	Annual Comment
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	100%	QTC whole life costing model been used for project above $200k. Project decision framework has now been implemented for any purchase over $50k which has not been previously approved through the budget process.

5.2.4   : Transparency and accountability through management reporting

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.2.4.1	Provision of key financial information to MANEX and Council	Provision of budget information to staff	100%	Finance Monthly report is presented to Council. Significant financial transactions are shared in MANEX on a weekly basis
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.	100%	Annual report for 2022-2023 completed updated on the website and printed within guidelines. These have been sent to the Station Owners.
5.2.4.3	Discharge Council's statutory financial reporting obligations	Statements submitted to the Office of Local Government by 31 October each year Unqualified audit report	100%	Council has submitted its Financial Report on time to the Office of Local Government. preparation for Financial Statements will be ready to be signed in Oct

5.3 : Sustainability-our focus on value for money outcomes across the organisation.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.3.1.1	Fees and charges reflect the industry norm and mark-up on goods is reflective of costs	Costs to visit our exhibition is reflective of other tourist attractions and minimal stock write off.	100%	There is a 35% mark up on the majority of merchandise on our retail sold in the tourism centre. New merchandise lines have been implemented and are successful with reflection of sales. Sales have increased due to new lines of merchandise.
5.3.1.2	Depot workshop- percentage of 'downtime' for council plant and equipment	Limited downtime and minimal lost productivity.	100%	Regular maintenance been carried out on council fleet and well maintained. Fortnight check on the plant revenue. Major services are planned around the council break to avoid down time of the machine. 20 years plant replacement program been developed. Plant committee meet quarterly to ensure plant performance meeting the targets.

5.3.2 : Optimise performance of council business units using available technology

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.3.2.1	Closed Circuit Television network operations in the Shire are operational and checked on a regular basis with the contractor.	No breach of regulatory requirements in relation to operation of CCTV Operations	100%	Council developed a policy for CCTV. upgrade completed CCTV system for: Admin building, Landfill facility, Sports Center, Library, Min Min, Heritage Complex. Maintenance will be completed annually. Council now have engaged an IT support officer to monitor this and all things IT through the council.
5.3.2.2	Maintain and upgrade IT requirements and servers to ensure capacity is sufficient to meet business demands. Adequate licence renewals for current software	All current software renewed on schedule	100%	Licence renewals are reviewed and actioned as they fall due. Investigation and consultation is ongoing with our IT support network.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.3.2.3	Manage telephone and Ergon accounts and equipment and services to ensure we are not paying for unnecessary services	Accounts paid, nil outages and plans are cost effective for council.	100%	This area is under review along with the current IT connectivity issue with unused access ports disconnected. A new telephone system will be installed in Oct 2023 from the groundwork completed this year.

5.3.3 : Ensure the long-term financial sustainability of the council through prudent financial management and budgeting

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.3.3.1	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	100%	Budget preparation is timely and involves Executive team and department heads with bids for funding received from departments for consideration by council. Initial budget preparation workshops commence early in 2023 with the budget adopted in June 2023.
5.3.3.3	Monthly and quarterly financial reports to council deliver information on variations to budget and enable decisions on long term financial impacts to be reviewed.	Work to complete budget commenced in Jan and two workshops held.	100%	Monthly financial reports are delivered to Councillors and each quarter any variations to the budget are explained and approved by council.

5.3.4: Implement good practice in managing and maintaining our assets

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.3.4.1	The plant committee to complete reviews on plant usage making suggestion on turn over, purchase and replacement to achieve maximum value for money outcomes. This is to include risk assessments.	Plant purchases are within budget and plant is maintained within specified parameters to enable sound operations of the council.	100%	Plant committee will meet quarterly to review the plant purchases and performances. Plant and equipment has been purchased within the budget. Replacement and supply of materials has seen an increase in the cost and extended waiting periods.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.3.4.2	Tourism attractions are managed and are sustainable with future enhancements progressed as budget permits	Business plan and management manuals completed by Greg Tuckwell (consultant)	100%	Upgrade of tourism facilities have been completed and are well done and continuous improvements will occur into the future. Maintenance visit was completed in January 2023. Remote assistance has been invaluable when problems have occurred with show facility.

Key Priority 6: Lifestyle and Community

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

6.1   : Facilitate opportunities for community development

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
6.1.1.1	Involvement in regional health programs to improve the live-ability of Boulia and Urandangi	All meetings attended with reports completed back to council	100%	Meetings are attended as they are instigated by Qld Health and more recently by QFES. Further meetings have been held on other environmental issues.
6.1.1.2	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	100%	Funding is monitored and allocated as requested by Dr Don Bowley. Request by Qld Health for washing facilities in Urandangi has been referred to Dr Don for his input.

6.1.2   : Assist local community groups and support local events

Action Code	Action Name	Performance Measure	Progress	Annual Comment
6.1.2.1	Support 'free to attend' functions and facilities where possible to encourage community engagement	Council supports 'free to attend' functions where possible.	100%	Council assists wherever possible with all community celebrations. 3 free to community touring art shows this year and assistance given to community groups for after school sports. Free government sponsored events such as 2 x Sports carnivals, fun family day, ladies pamper day, mental health workshops.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
6.1.3.1	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.	100%	Aquatic fun and games during school holidays has been a feature of the centre and the Move It program which facilitates Thursday afternoon sports days have been well supported. Since December no pool activities have occurred, pool now leased to contractor. 3 afternoons a week, activities are held for people wishing to attend the sports hall. These range from physical to craft activities.
6.1.3.2	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	100%	Postal services are continuing to be run and improved on an ongoing basis. Another Staff Member has nearly completed training in Counter services for the Post Office as another Relief Officer.

Key Priority 7: Our Team - Our People

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

7.1 : An accountable and innovative culture

7.1.1 : Support practices that develop a motivated and focused workforce

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.1.1.1	Provision of WH&S information and awareness to operational staff at the commencement of field work or changes to the workplace. Also provide opportunity for engagement and learning for managers, officers and staff regarding key WH&S issues and strategic priorities i.e.; audits.	JLTA audit is completed and a pass is achieved by the group.	100%	Regular communication between the WHSA and other workers has increased, whether in be on a daily basis and just general chit chat, open communication channels on everyday works, issues etc. this has opened the door to more serious conversations on WHS requirements and issues that may arise. Meetings with all levels of workers, whether it be formal or informal are conducted regularly which gives all workers an opportunity to voice their concerns, issues or general observations around WH&S.
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	100%	Payroll has been delivered on time since February with ongoing support of processes from IT Vision & Finance Manager. New system rollout expected September 2023.
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.	100%	All employee records are recorded and saved in the Magiq records management system. The access to this information is strictly controlled with only access available to Human Resources Officer and the CEO. Synergy Soft HR Module to be utilised to its potential late 2023.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.1.1.4	Recruitment and selection processes are transparent	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.	100%	All applications and paperwork are now recorded electronically in MagiQ. All positions are advertised and we have used the external recruitment agencies more this year due to staff shortages and the competitive employment arena. Expressions of interest for casual employment are taken throughout the year and local engagement is prioritised.
7.1.1.5	Mayor and or panel to complete annual review of the CEO	The Chief Executive Officer review is completed against the targets in the Corporate Plan and the Annual Operational Plan for progress. Chief Executive Officer review is reviewed against targets of Corporate and Operational Plans for progress.	100%	The CEO review is due each June. The review for 2022-2023 will be delivered to the council at the same time the council negotiated a further contract for the CEO for a further 3 years. (June 2026)
7.1.1.6	CEO to Complete performance reviews senior staff DWO, DCS, CSM including WH&S and Human Resources	Performance reviews for the July-December period completed	100%	Reviews have been completed for this half year which included 3 and 6 month review for the new Director of Works and Operations (DWO). WH&S 12 month review was due in April and has been completed. Director of Corporate and Financial Services 3 year contract was due in June 2023 and she has indicated she wished to renew her contract. All other reviews applicable to this office have been completed. Director of Corporate and Financial Services contract has been renewed for a further 3 years until June 2026
7.1.1.7	Complete annual performance review of your employees for Works and Operations including WH&S compliance.	Reviews completed on anniversary.	100%	Performance reviews have been completed on all staff and these are recorded in their file. The review of training is completed at the same time.
7.1.1.8	Complete performance reviews for your staff in Community Services including WH&S compliance	Reviews completed on anniversary	100%	All reviews undertaken when and as required. One review finalised in last quarter.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.1.1.9	Complete performance reviews for your staff in Finance and Administration including WH&S compliance	Reviews completed on anniversary	100%	Performance reviews are done as they fall due.

7.1.2 : Keeping pace with technological changes in the workplace environment

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.1.2.1.	Encourage the staff to utilise the Go1 training package to support staff to further their development in Local Government by the use of progressive programs and resources.	Courses sourced for staff so they are competent in the use of the systems used by council	100%	Ongoing encouragement is provided to staff for use of Go1 training package. All corporate staff are required to undertake training through the Go1 portal.

7.2 : A great place to work

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.2.1.1	Staff Committees are encouraged to be formed in all areas of the council and to ensure employees have input into the group decisions.	Well balanced EBA supporting both staff and the council sustainability.	100%	Limited interest from employees in developing any committees however the Certified Agreement is due June 2023 and this will require input from staff again for the new term.
7.2.1.2	Boulia Certified Agreement options are enacted within payroll from the agreement 2019-2023	Regular reviews of conditions being paid to staff	100%	Certified Agreement Advisor engaged to commence EBA processes.
7.2.1.3	Be proactive in providing information to staff on issues which may affect them.	Information delivered via email, payslip notice or meetings.	100%	Open communication with Staff and Union representatives is ongoing. Work has begun for the new EBA.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
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.	100%	Information freely available on how to register suggestions. Toolbox meetings held for inside and outside staff each week. Review of the 'whistleblowing' option will be completed at the January start up as a refresher for staff.
7.2.2.2	Assist the CEO in the development of a workforce strategy which includes an appropriate staff succession plan including training, attraction and retention	Workforce Plan developed in conjunction with all staff.	100%	Engagement of further casual staff to skill in workforce to assist in continuity of service delivery. Limited accommodation remains a restrictive factor.

7.2.3   : Provide access to external support networks for emotional assistance

Action Code	Action Name	Performance Measure	Progress	Annual Comment
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%	With the changes in legislation regarding employers responsibility for psychosocial welfare, employees were consulted regarding satisfaction of current EAP, data from this survey has not been seen by HR.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.2.4.1	The reporting of onsite and roadwork signage is correct and ensures safety of workers and the general public	Signage is in line with the job management plan and TMR requirements	100%	Site inspections are being carried out as required. Have completed one new project inspections due to late start and interruptions due to weather. Once works re-commence, inspections will be carried as required.
7.2.4.2	Develop a Noise register and commence testing of all plant and equipment which includes any noisy work environments.	All plant and equipment is scheduled to be tested at least once per year and recorded in the noise register.	100%	Noise testing will be conducted 2023-2024, this will depend on when the hearing specialists are in Boulia and this testing can be conducted on required workers.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.2.4.3	Introduce electronic fleet management system	Fleet management system is used to monitor the productivity of the council's fleet which is reported to the plant committee and ManEx	100%	Fleet management system is used to monitor the productivity of the council's fleet which is reported to the works meeting
7.2.4.4	Prepare for annual start up by reviewing training needs, booking trainers, complete an assessment sheet on awareness training, prepare PowerPoint delivery of WH&S	All staff complete refresher inductions, complete necessary training and confirmation of requirements to work for Boulia shire such as licences and tickets.	100%	Due to flooding trainers had a late start at getting our training needs underway. Trainer from RAPAD Skilling has been attending our organization on a regular basis since flooding subsided, has completed First Aid & CPR along with meetings with the Cert III Road Construction - Plant Operations following RPL and five employees are now contracted to complete the Cert III in Road Construction - Plant Operations.
7.2.4.5	Ensure I-Auditor tasks are set for Fire Safety drills for all permanent locations: Min Min Encounter, Library, Council Office, Depot, Sports and Aquatic centre, Stonehouse.	I-Auditor scheduled tasks have been set up for all areas and reported back to ManEx.	100%	Drills are conducted in each work area at random times throughout the year.
7.2.4.6	Complete swimming pool audit using WH&S RLSSA Aquatic facility safety checklist annually prior to pool opening	Audit of the checklist completion is done prior to pool opening / or primary use period.	100%	Major upgrades to the Swimming pool have taken place, any further safety issues will be rectified as they are identified.
7.2.4.7	All claims for compensation through LGW must be supported by a prior registered incident report in I-Auditor	Reporting of incidents through I-Auditor is documented through ManEx via the WH&S officer.	100%	Only one report was submitted during the entire year. 'Near miss' incidents and minor 'non-reportable' incidents have been actioned by the Workplace Health and Safety Officer.
7.2.4.8	Undertake Fire Warden training with staff using fire extinguishers.	Annual training and demonstrations have been completed.	100%	Fire extinguisher training has been completed. New fire wardens are currently being nominated and will be receive required training in a timely manner.
7.2.4.9	SWMS - any shortfalls identified to be updated in the risk management template.	All shortfalls recorded in the risk register and reviewed by ManEx	100%	All SWMS are currently up to date and have been issued to the required work crews. New SWMS are being created and will be issued at the start of 2024 due to system upgrades.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.2.4.10	Undertake general inspections for overall safety and office lighting effectiveness.	Annual lighting survey completed.	100%	Facility and work site inspections conducted by relevant staff via iAuditor on a regular basis. This is an ongoing process & the inspections need to be uploaded into Magiq, are currently sitting in IAuditor.
7.2.4.11	75% of actions assigned to relevant stakeholders to be addressed by allocated timeframe	No outstanding actions from employees or contractors	100%	80% of tasks are being completed as required, however some areas are not completing tasks as required. DWO has requested that outstanding tasks be completed as required and on time.

7.3   : Living our values

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.3.1.1	Full utilisation of our customer management system to enable confident staff able to attend to all customer enquiries and deal with priority situations	Annual Re-fresher training on customer service as required.	100%	This is a very important part of our interface with customers and timely action of requests. A great deal of work has gone into getting this correct before release. Expectations are Oct 2023.
7.3.1.2	Workplace Health and Safety - Staff continue to achieve minimum standards and reporting functions to achieve a safe workplace and TMR accreditation.	External audit obtains an above 70% pass mark	100%	Regular inspections have been carried out with the relevant staff and recorded in iAuditor. Reports have been monitored weekly with the works staff, supervisors and contractors.

7.4 : Develop new employment opportunities

7.4.1 : Partner with other organisations who can deliver training to improve prospects of future employment roles within council.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.4.1.1	Liaise with training organisations who can provide trainees with support and encouragement. Research opportunities for training growth within the council.	All trainee positions offered and filled	100%	Several outside employees have also commenced courses delivered by RAPAD Skilling which have been well received. Due to staff turnover CEO has determined no new trainees at this stage until workforce is again stable and a trainee can be sufficiently supported.
7.4.1.2	Regular communication with Job Network provider to ensure the continued opportunity for trainees to work with the council.	New opportunities identified when grant funding supports this	100%	Council uses the RAPAD Skilling organisation to support staff in training as they identify needs through the performance reviews. Several staff have completed certifications delivered through RAPAD Skilling.

Key Priority 8: 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 great, including our exceptional people, local enterprise, and natural resources by developing our strategic focus and competitive advantage underpinned by strong regional partnerships.

8.1   : Genuine community engagement

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
8.1.1.1	Annual community meeting after following the end of year financial results are released in coordination with the Director of Corporate Services	Meeting held in early December after the final results are released.	100%	Community meeting has not happened this year (2023) due to the financials being put onto our website.
8.1.1.2	Regular information is released through Facebook, Channel Country Chatter, and the Website.	Verbal feedback, monitored visits through Facebook.	100%	Social media sites continue with increased views and sharing. Flyers, monthly newsletters, website and e-mails also disseminate information in the shire. 1. monthly newsletter x1 2. weekly updates and photos loaded to social media Monday- Friday
8.1.1.3	Council meeting dates listed on the web site and in the Channel Country Chatter	Council meeting dates notified and Business agenda and minutes loaded onto web site.	100%	Dates have been uploaded on the Website for the 2023 meetings, up until December 2023. And Meeting Requests have also been sent to Councillors for all Council Meetings in 2023.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
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.	100%	Council Agenda items are released with the regulation timeframes (2 working days) prior to the meeting and minutes uploaded to the website within 2 business days after the meetings.
8.1.2.2	Councillor contact information is available on the internet and is up to date. Provide Councillors with timely information and reports using the new Bigtincan program which allows policies, annual report, corporate plan and all agendas and minutes to be accessible 24 /7	Business Papers, Minutes, Councillor Correspondence and other Council documents sent within statutory time-frames.	100%	Activities for all business papers, minutes, Councillor correspondence and other important council documents loaded as required within statutory timeframes and available via BigTinCan system.
8.1.2.3	Ensure Council meetings acknowledge the traditional owners and are conducted in accordance with the regulatory provisions eg: Code of Meeting Practice and Code of Conduct and that Conflict of Interest / Register of Interest forms are completed as required by Councillors.	No breaches Code of Meeting Practice or Code of Conduct	100%	Council continues to acknowledge the traditional owners at the council meeting and all other important occasions. All other statutory requirements are also recorded at each meeting. Register of Interests and related parties for Councillors and executive staff have been completed and will be renewed in July 2023.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
8.1.3.1	Twelve ordinary Council meetings are held each year with two special budget meetings and two planning session days.	All meetings attended by all Councillors.	100%	Calendar Invites have been sent for all of the Ordinary Council meetings for the year 2023 up until Dec 2023.
8.1.3.2	Representation at all elected meeting groups supporting Boulia initiatives	Reports received from attendees at the meetings presented to council for information.	100%	All meetings attended as requested with Councillors playing an active role in events