

BOULIA SHIRE COUNCIL

4th Quarter Operational Plan review

GOAL 1: BUILD STRONG DYNAMIC COMMUNITIES

GOAL 2: BUILDING AND MAINTAINING QUALITY INFRASTRUCTURE

GOAL 3: STRENGTHEN THE LOCAL ECONOMY

GOAL 4: CARING FOR OUR PEOPLE AND OUR ENVIRONMENT

GOAL 5: ROBUST GOVERNANCE

GOAL 6: AN EVOLVING WORKPLACE

GOAL 7: PROACTIVE AND RESPONSIBLE LEADERSHIP

BUILD STRONG DYNAMIC COMMUNITIES

Social

Action: Application for RADF funding and the assessment and allocation of funding applications during the year from community groups.

Action Code	Performance Measure	Progress	Comment
1.1.1	Number of programs delivered equals the funding program amount.	100%	Arts Council has offered us \$20,000 for the 2019-2020 yea

Action: Preservation of historic information within the shire with locations documented identified on a plan available to the general public.

Action Code	Performance Measure	Progress	Comment
1.2.1	Documentary work completed with maintenance action plan in place.	100%	Map has been printed with the locations of current historical signs and is handed out to visitors at the Heritage complex.

Action: Continue the operation of the Boulia Heritage Complex as a tourist attraction which showcases the heritage and history of Boulia.

Action Code	Performance Measure	Progress	Comment
1.2.2	Stonehouse open to the public with adequately trained staff in the delivery of historic information.	100%	New staff has been employed and a room is being cleared for the next stage of incorporating a theatre room.

Action: Assist local community organisations which deliver community events such as the Boulia Camel Races, Eater Rodeo and Campdraft, and other events which support the well being of the community and support continued growth in tourism.

Action Code	Performance Measure	Progress	Comment
1.3.1	Number of community events held Number of local attendees Number of tourist attendees	100%	All assistance given to local community organisations as required and requested.

Action: The council bus to be available for sporting activities when required.

Action Code	Performance Measure	Progress	Comment
1.4.1	Number of sporting events where the bus was utilised.	100%	School is no longer using the bus to collect children. Only use is for council supported events eg: Camel Races etc.

Action: The Boulia Aquatic Centre staff are fully trained and the facilities are well maintained and fit for purpose.

Action Code	Performance Measure	Progress	Comment
1.4.2	Number of activities held at the centre. Training sessions completed for staff. Number of visitations to centre.	100%	Pool training recently occurred and new staff updated. New pool policy in place

Action: Drought Community Support funding is promoted for community suggestions and allocated by council to support events which encourage community connectivity.

Action Code	Performance Measure	Progress	Comment
1.4.4	Drought funding consultation with community received. • Drought funding activities completed and reports returned on time.	100%	All activities have now been completed and acquittal reports completed.

Action: Continued operation of FM transmission sites

Action Code	Performance Measure	Progress	Comment
1.5.1	All sites operational	100%	FM sites are regularly monitored and maintained

Action: Increased digital connectivity throughout the shire by the use of modern technology which improves communication and allow tourism data to be collected.

Action Code	Performance Measure	Progress	Comment
1.5.2	Review completed on how digital exposure can benefit Boulia.(RAPAD)	100%	OQTA shortly to roll out a data collection system which will capture visitor numbers and other relevant information

Action: In conjunction with Job Network provider engage and support one trainee in the office to complete Cert 3 in administration.

Action Code	Performance Measure	Progress	Comment
1.6.1	Trainee engaged and studies commenced.	70%	New employee for administration has now been finalised with trainee to commence program . Investigation into the supervision of a horticultural trainee is continuing

Action: Support provided to SES and Rural Fire Service groups to enable them to function in an emergency.

Action Code	Performance Measure	Progress	Comment
1.7.1	Reports provided back from the SES and QFES on activities of the group.	100%	Training and equipment is provided and contact numbers are updated

Action: Community celebrations which all people feel welcome such as Australia Day, ANZAC Day, Remembrance Day, Welcome to Boulia BBQ.

Action Code	Performance Measure	Progress	Comment
1.8.1	Number of people attending each event. Number of events held.	100%	Several community events have been held including community meeting in May

BUILDING AND MAINTAINING QUALITY INFRASTRUCTURE

Environment

Action: All street lights functional enabling the use of recreational facilities after dark.

Action Code	Performance Measure	Progress	Comment
2.1.1	Audit on street lights conducted with reports to Ergon on faulty lights.	100%	Yes all streetlight's are working in Town inspections done by Ergon

Action: Town entrances ,all parks and recreational areas are managed in a sustainable manner with mowing and slashing completed regularly. Trees and shrubs pruned or removed if dead or dangerous. New seasonal plantings are completed to improve the aesthetics of the town.

Action Code	Performance Measure	Progress	Comment
2.1.2	Visible appearance of town, parks and open spaces is well maintained. No dead trees on council land. Positive comments from visitors and community.	90%	Maintenance ongoing we have got the moon rock's for the entrances on the Winton and Bedourie side work camp will put them in when they get here it will be a picture of a camel

Action: Water treatment and conditioning is consistent and remains within department guidelines. Bore system functions to above ground tanks work and supply is constant.

Action Code	Performance Measure	Progress	Comment
2.2.2	No water outages	100%	The new liquid treatment system is up and working we are monitoring the system at this stage

Action: Regular scheduled water sampling conducted and variations reported to Water Board and the CEO.

Action Code	Performance Measure	Progress	Comment
2.2.4	Reports from Water board free from errors.	100%	Water sampling and testing completed as per DWQMP. SWIM Data will be updated in July

Action: Regular collection of residential and commercial waste as per policy with annual review on collections completed.

Action Code	Performance Measure	Progress	Comment
2.2.7	No complaints from residents or businesses	100%	Regular collection of residential and commercial waste are pick up every week in a timely manner

Action: Waste facility managed in line with EPA requirements

Action Code	Performance Measure	Progress	Comment
2.2.8	Waste facility is ordered and functional with little 'blow away' waste.	100%	Control requirements of Waste is in line with EPA

Action: Natural Disaster Relief and Recovery Arrangements (NDRRA) Flood events are identified and managed with 'value for money' principles.

Action Code	Performance Measure	Progress	Comment
2.3	Road information is picked up and processed in a timely manner. Flood work is completed and reported on in a timely manner and within budget which is reported to council on a monthly basis.	100%	February 2019 and April 2019 two events emergent works been completed within the time-frame. Preparing for the REPA submission

Action: TMR Roads and maintenance contracts are prepared, reviewed and submitted within approved time frames.

Action Code	Performance Measure	Progress	Comment
2.3	All TMR contracts are completed and reports submitted to confirm work completed.	100%	TMR work's are completed on Time and with in Budget

Action: Identify potential black-spot areas on roads and or bridges and apply for funding.

Action Code	Performance Measure	Progress	Comment
2.3.01	Project completed ready for funding opportunity.	100%	Diamantina channels signage upgrade and Springvale turnoff from the DTMR road upgrade application will be submitted.

Action: Transport and Main Roads RMPC roadworks are identified , completed and reported on in a timely manner and maintained within budget. Council report to be updated monthly.

Action Code	Performance Measure	Progress	Comment
2.3.1	Report to council are completed monthly with quarterly update to council meeting on progress against plan.	100%	RMPC Roadwork's are completed on time and within budget

Action: Compliant aerodrome facility including lights and markings meet with CASA requirements

Action Code	Performance Measure	Progress	Comment
2.3.04	Pass of the audit via Annual inspection by CASA	100%	CASA Audit findings been addressed. Regular inspection been completed accordingly. New manual created and approved by CASA.

Action: Shire roads are maintained within budget allocation and annual works program. Projects identified to reduce ongoing maintenance in the future.

Action Code	Performance Measure	Progress	Comment
2.3.06	Shire roads maintenance program including maintenance grading is completed each year	100%	Recent rain caused some damage work will be completed through emergent works. All the shire roads in reasonably good condition.

Action: Roads to Recovery projects are identified, recorded and completed within guidelines to improve the road network, footpaths and special projects etc.

Action Code	Performance Measure	Progress	Comment
2.3.07	Reporting to Roads to recovery body is approved and audited by external auditors.	100%	R2R funds will be used reseal the town streets at Urandangie and Donahue HWY

Action: Outback Way sealing program is being completed in line with budget allocation and works program.

Action Code	Performance Measure	Progress	Comment
2.3.09	Work has been completed to the agreed standard between NT, WA and Qld	100%	Package 2 funding released. Crew commence the work.

Action: Council manages extraneous council equipment to obtain value for money and generate private works income where possible.

Action Code	Performance Measure	Progress	Comment
2.3.10	External work is completed at a competitive rate with all costs to council covered.	100%	We have supplied record amount of the concrete to DTMR and new clinic. we have purchased used double drum roller, 3 new utilities and one wagon.

Action: Roads to Recovery (R2R) - programs are developed to improve the liveability of the town and surrounding areas for the shire residents.

Action Code	Performance Measure	Progress	Comment
2.3.11	Budget allocated from R2R is geared to mke the most out the funding .	100%	Projects listed on the portal

Action: Buildings and all council facilities meet regulatory requirements and also meet WH&S standards. Annual inspections of power boxes and RCD's are completed.

Action Code	Performance Measure	Progress	Comment
2.4.01	Inspections by regulatory bodies and WH&S officers meet pass rate.	100%	Ongoing - Electrician has been carrying out the testing according to the legislative requirements.

Action: Building facilities are well maintained with building use monitored by the venue booking forms income is generated where possible.

Action Code	Performance Measure	Progress	Comment
2.4.02	Regular inspections conducted by supervisors meet level of service requirements.	100%	All Building's are maintained ready for community use

Action: Maintain the buildings , grounds,fencing and buildings in existence at the Racecourse Reserve to meet racing requirements.

Action Code	Performance Measure	Progress	Comment
2.4.03	Running rail fencing installed at the racecourse reserve from Drought Communities Drought Funding.	100%	Building is well maintain and ready for bookings

Action: Urandangie Hall Facilities meet regulatory requirements and also meet WH&S standards.

Action Code	Performance Measure	Progress	Comment
2.4.10	Regular inspections conducted by supervisors meet level of service requirements.	100%	Facility is being maintained in good condition with any repairs carried out when required..

Action: RSL Building renovations including a ramp, renovated kitchen and an internal toilet to be installed.

Action Code	Performance Measure	Progress	Comment
2.4.12	Work to be completed by the Workcamp and local qualified builder.	85%	Project will commence. it will be completed by end of August 2019

Action: Library facilities and programs are delivered to meet the needs of the community as well as meet regulatory requirements and WH&S standards.

Action Code	Performance Measure	Progress	Comment
2.4.13	Regular inspections conducted by supervisors meet level of service requirements.	100%	Many after school activities and holiday activities in partnership with Boulia Community Support services have occurred

Action: Boulia Cemetery facilities are well maintained and grounds are aesthetically appealing.

Action Code	Performance Measure	Progress	Comment
2.4.14	Regular inspections conducted by supervisors meet level of service requirements.	95%	Ongoing watering completed, with repairs and mowing done when needed

Action: Urandangie Cemetery facilities are well maintained and grounds are aesthetically appealing.

Action Code	Performance Measure	Progress	Comment
2.4.15	Regular inspections conducted by supervisors meet level of service requirements.	100%	We keep it well maintained because both locals and tourists like looking around old cemetery and researching their own history.

Action: That the bus is registered and well maintained to be able to be utilised for community functions and events.

Action Code	Performance Measure	Progress	Comment
2.4.16	Bus utilised for events and other activities	100%	Bus is Ready for use for events and community

Action: Airport building facilities are clean and well managed to ensure a good first impression to our town and that the building meets regulatory requirements and WH&S standards.

Action Code	Performance Measure	Progress	Comment
2.4.17	Inspections by regulatory bodies and WH&S officers meet pass rate. Regular inspections conducted by supervisors meet level of service requirements.	100%	On going - Facilities been kept clean all the time. Complying with WH&S standards.

Action: Feasibility concept completed for the redesign and plan for an incorporated council administration building including the library and office space which can be leased.

Action Code	Performance Measure	Progress	Comment
2.4.20	New council plan developed for building.	80%	Community consultation completed , Griffith Uni students and Professor engaged to complete concept design ready to submit to architect ready for funding when available.

Action: Progress the development of the Industrial Airport Subdivision (Stage 1) by having survey plans prepared and a shelf ready project to enable the application for funding when available.

Action Code	Performance Measure	Progress	Comment
2.5.2	Land availability options cleared with Native Title holders and DNRM. ILUA requirements met. Legal documents and agreements are signed and registered with DNRM. Titles issued on identified land.	75%	Shelf project completed , funding applied for \$984,000 funding approved , Work to commence June 2019 completion in Dec 2019 for stage 1.

STRENGTHEN THE LOCAL ECONOMY

Economic

Action: Review digital media, brochure and television advertising annually to ensure content is relevant and is aimed at the target market. Record visitor numbers and sales in monthly report to council.

Action Code	Performance Measure	Progress	Comment
3.1.1	Numbers of visitors to show Increase in income as a percentage of expenditure for sales.	100%	Work progresses on television advertising, Visitor numbers on the increase at tourism centre.

Action: 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

Action Code	Performance Measure	Progress	Comment
3.1.2	Replacement of existing infrastructure completed with program review completed by Nov 2017 from Works for Queensland grant funding	100%	Maintenance to be continued in July.

Action: Increase visitor numbers by utilisation of electronic media to promote Boulia and surrounding attractions.

Action Code	Performance Measure	Progress	Comment
3.1.3	Visitors to Min Min/ Stonehouse/and accommodation outlets	100%	A short quirky series of posts was established during the camel races and this will be followed up in new year. Interesting snippets are being shown on social media from tourism centre.

Action: Support local tourism in Urandangie by the improvement of facilities in the parks with the addition of more playground equipment.

Action Code	Performance Measure	Progress	Comment
3.1.4	Structures installed by Nov 2017 from Works for Queensland grant funding	100%	Works for Queensland installation of public toilets and shade structure improvements have been completed.

Action: 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

Action Code	Performance Measure	Progress	Comment
3.1.5	Completion of famils and external visits with the Far West Alliance to trade shows.	100%	Staff once again attended two trade show this year, one being interstate. Staff will attend the OQTA workshops and awards night in Winton in November.

Action: Recognition of various Traditional Owner (T/O) groups within the shire by including signage on T/O area boundaries

Action Code	Performance Measure	Progress	Comment
3.1.6	Consultation with T/O groups on wording and location of signage. • Installation of signs completed.	5%	Requests to he legal representative to progress the matter. No progress.

Action: All houses and units owned by council are rented out. 80% occupancy rate with applications submitted through the housing committee for approval with accommodation to be at an agreed standard prior to letting.

Action Code	Performance Measure	Progress	Comment
3.2.1	Occupancy rate achieved.	100%	Only one house and 3 units vacant at present.

Action: Support requests for further development of sites within Boulia Shire to enable increased employment of local people and review the potential for a rates free period to attract small business to town.

Action Code	Performance Measure	Progress	Comment
3.3.2	Increased number of businesses using Boulia as a base employing local people.	100%	Council have now passed a resolution to qualify eligible applicants for rates free period which will be included in the Revenue statement for 2019-2020

Action: Remote Area Planning and Development Board (RAPAD)- Facilitate the growth and development of the Central West and wider Outback region. By working together member local governments are united in their desire to enhance the quality of life for all residents.

Action Code	Performance Measure	Progress	Comment
3.4.1	Evidenced based outcomes resulting from the membership of the regional group.	100%	Mayor , CEO and Director attend all meetings either in person or by teleconference. Funancial management system is now fully installed which was a collaborative project between all councils.

Action: Outback Regional Road Group (ORRTG) Represent Boulia’s needs for shire roads, roads of regional significance so we receive our fair share of funding within the group dynamic.

Action Code	Performance Measure	Progress	Comment
3.5.01	Monthly meetings to review progress.	100%	Actively participating in the meetings and prioritizing the projects accordingly prioritization tool.

Action: 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.

Action Code	Performance Measure	Progress	Comment
3.5.04	Improved water infrastructure.	100%	Attending monthly teleconference meeting and in person quarterly. Initiating and utilising joint procurement from the group. Actively participating in the meetings and prioritising the projects accordingly prioritisation tool

Action: 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.

Action Code	Performance Measure	Progress	Comment
3.5.05	Monthly teleconference updates	100%	Joint collaboration to the Federal Government and the State Government on the future funding of the Donohue Highway and the 20% contribution expected from Boulia Shire. This project is extremely important to Boulia Shire to enable the workforce to be sustained which supports the town.

Action: Continued lobbying to State and Federal government through the Outback Way for the sealing of the Donohue Highway and for this section of the Outback Way to be made a State road as are all other sections of the road in other states..

Action Code	Performance Measure	Progress	Comment
3.5.06	Further allocation of funding to seal sections of the Donohue Hwy.	100%	Further funding has been released for the 2019-2020 period with a further allocation to complete the road between Boulia and the NT Border earmarked.

Action: 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.

Action Code	Performance Measure	Progress	Comment
3.5.08	Joint attendance at trade shows. Queensland wide promotions National exposure	100%	Collaboration with OQTA continues.

Action: 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.

Action Code	Performance Measure	Progress	Comment
3.5.09	Group is functional and has had success in identifying and lobbying government for changes to funding allocations.	75%	A new revised group which include Desert channels and Ag Force has been created. Strong leadership and community involvement in small projects will be the focus going forward.

Action: 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.

Action Code	Performance Measure	Progress	Comment
3.5.10	Cross boundary assistance and support given to other members of the group.	100%	Submission have been lodged in support of the increase of FAGS grants to 1% of GDP and the changes to the Local Government Act to allow mayoral and Councillor candidates to run consecutively. Also a feral cat bounty as a consideration.

Action: 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.

Action Code	Performance Measure	Progress	Comment
3.5.11	Activations are well executed and documented. • Reports to the LDMG are completed • Field and desk top exercises are completed	100%	The final meeting for 2018-19 was scheduled for May but ex-tropical Cyclone Trevor provided the group a chance to put the training into action. De-brief was conducted in the wake of the event.

Action: 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

Action Code	Performance Measure	Progress	Comment
3.5.12	This group is developing and gathering momentum. We are only one of 33 local governments who are members. The focus is to increase the quality and accessibility of the road network to maximise the economic prosperity of inland Qld.	100%	Mayor Rick Britton has attended several meetings both with Queensland Ministers, TMR and recently in Canberra and has received good support for the project.

Action: Council housing stock is managed in a clear and accountable manner with allocation of housing stock to applicants completed via the housing committee.

Action Code	Performance Measure	Progress	Comment
3.5.16	Housing stock is utilised for the best purpose.	100%	Houses targeted for sale by council have been valued in May and will then be offered for sale. Ministerial consent has been given for four houses which then are only able to be sold to the existing tenants at market price or above.

Action: 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.

Action Code	Performance Measure	Progress	Comment
3.5.17	Functional Audit committee.	100%	The Audit Committee has regularly met and reviewed all Audit reports and progress that has been made. A 3 year Audit plan has been set.

Action: EBA committee- Staff Committees are formed inclusive of all areas of the council and employees have input into the group decisions.

Action Code	Performance Measure	Progress	Comment
3.5.18	Well balanced EBA supporting both staff and the council sustainability.	100%	EBA process has commenced with staff notified to be able to contribute to the new EBA. Unions have been notified and variations to the EBA document have been completed as per our agreements with them. The process is expected to go to vote in Oct/ Nov. 2019

Action: The plant committee to complete reviews on plant usage making suggestion on turn over, purchase and replacement to achieve maximum value for money outcomes.

Action Code	Performance Measure	Progress	Comment
3.5.19	Plant purchases are within budget and plant is maintained within specified parameters to enable sound operations of the council.	100%	Plant committee meeting as required. Plant purchases are within budget and plant is maintained within specified parameters to enable sound operations of the council. All purchases of plant are ratified through the council meeting minutes.

CARING FOR OUR PEOPLE AND OUR ENVIRONMENT

Environment

Action: The set of policies and local laws are reviewed annually to ensure that all residents are able to enjoy Boulia without impediment.

Action Code	Performance Measure	Progress	Comment
4.1.1	Policies and Local Laws are up to date and relevant.	100%	All polices that are due for revision in 2018-19 have been noted and the relevant Departments responsible have made aware that their policy is due for review.

Action: All facilities over which we are required to hold a licence meet the Qld standards and licence renewal is achieved.

Action Code	Performance Measure	Progress	Comment
4.2.1	Visitation and audit by environmental health officer to review all of council operated facilities and business operating in Boulia.	100%	Visitation and audit by environmental health officer to review all of council operated facilities and business operating in Boulia with appropriate licences being renewed.

Action: 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.

Action Code	Performance Measure	Progress	Comment
4.2.2	Pest animal baiting occurs. Weed identification and notification process occurs. CWRPMG meetings are attended by RLPO	100%	All reports completed with action to support other shires also completed. RLPO attends regional meetings and has assisted other councils in projects. New project for woody weeds to be completed as Stage 2 of the Hamilton project in Dec-Mar 19-20

Action: Leases over the Butcher Paddock and Coridgee Laneway are managed in accordance with our lease requirements for stock holdings.

Action Code	Performance Measure	Progress	Comment
4.2.3	Leases are sub-leased with income generated to cover lease fees to Qld Gov and managed in accordance with those requirements.	100%	Both leases are managed in accordance with the lease. Regular inspections done. Fencing inspection completed after the aftermath of Cyclone Trevor with several sections requiring repair. Investigations onto solutions to be investigated.

Action: The new template Town Planning Scheme is progressed with community consultation and final adoption of the scheme in 2018/19

Action Code	Performance Measure	Progress	Comment
4.3.1	Town Planning Scheme is reviewed and adopted by council.	90%	Visitation is now not expected until Novy when the Department will come to Boulia to do community consultation.

Action: All building applications are completed in a timely manner with the correct fees charged.

Action Code	Performance Measure	Progress	Comment
4.3.2	Applications processed with minimum delays.	100%	All applications finalised as received.

Action: Native Title /Cultural Heritage requests are dealt with as they eventuate.

Action Code	Performance Measure	Progress	Comment
4.3.3	Land Planning issues proceed as needed with the proper process followed.	100%	Letters to groups regarding Town Planning issues completed. No other Native Title issues are apparent.

Action: Strong relationships built between all levels of government who deliver health services to the people of Boulia.

Action Code	Performance Measure	Progress	Comment
4.1.1	Improved health and medical facilities for Boulia and Urandangie.	95%	The Well Being Centre is now incorporated into the new Primary Health Care Centre which will be a bonus for the residents of Boulia. The Well-being center should be completed by Nov 2019.

Action: Au-spiced funding for Royal Flying Doctors Service (RFDS) is managed in accordance with planned activities to upgrade facility in conjunction with Dr Don to be completed as identified.

Action Code	Performance Measure	Progress	Comment
4.1.2	Activities completed with quarterly reports submitted	100%	All activities which have been requested have now been completed. Reporting back to funding body and Dr Don is completed quarterly.

Action: Management and control of domestic animals within the township. Continued diligence and management of noxious weeds within the scope of council activities along with baiting activity conducted with landholders to control pest species.

Action Code	Performance Measure	Progress	Comment
4.5.1	Limited numbers of stray animals. Unwanted or impounded animals are disposed of humanely.	100%	Continual diligence - minimal animal issues apparent. The management and control of the domestic dogs in town is an on going job and any complaints are handled quickly and diligently

Action: 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.

Action Code	Performance Measure	Progress	Comment
4.5.2	Limited incursions with action taken for invasive species.	100%	Any pest noxious weeds found on Council Land and Reserves is sprayed when detected.

Action: Reduction in the number of pest animals by paying of bounties for wild dog scalps and pig snouts with a complete register of numbers reported and amounts paid by council for the bounty.

Action Code	Performance Measure	Progress	Comment
4.5.3	<ul style="list-style-type: none"> • Take up of baiting program offers by the landholders. • Bounty payments continue. • Education information available on pest animals on the web site / face to face. 	100%	<p>There has been incline in the number of feral pig snouts and wild dog scalps being brought in.</p> <p>With approx 310 pig snouts (206 boars, 104 sows) for a total paid of \$1550 and 131 dog scalps (67 Males, 57 females and 7 pups) for a total paid of \$2940.</p> <p>The Take up of baiting program offers by the landholders.is encouraging • Education information available on pest animals on the web site / face to face.</p>

Action: 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.

Action Code	Performance Measure	Progress	Comment
4.5.4	<ul style="list-style-type: none"> • 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%	<p>There is still a problem with stray stock that belongs to the properties that share a common boundary with the common of their stock getting on to the common and them constantly having to be asked to remove them. Town Common Policy has been amended to try to alleviate this problem. The town common is starting to look all right after some small falls of rain over approx 95% of the common and will be able to handle the number of stock that are currently running there</p>

Action: Primary Stock route bores are maintained as appropriate with funding applied for as needed. Other bores are maintained as funding allows.

Action Code	Performance Measure	Progress	Comment
4.5.5	Stock route bores are maintained in accordance with funding received.	100%	<p>More Capital Works Funding has been applied for to replace the solar pump at the 15 mile bore .Any pest weeds found on the stock routes are sprayed ASAP. Funding for the replacement of old water troughs at two bores was applied for and received the work will be carried out before the end of November.</p> <p>All others are working as needed. The Capital Works that we have funding for, the work has been carried out at Hamilton Bore and Herbert Downs Bore.</p> <p>More Capital Works Funding has been applied for to replace the solar pump at the 15 mile bore. Any pest weeds found on the stock routes are sprayed ASAP.</p>

Action: Local SES group is supported by council. Compliance with the state requirements to have an State Emergency Service (SES) group

Action Code	Performance Measure	Progress	Comment
4.5.6	SES- Group is supported during and after events by the use of council equipment and staff id required. SES Management Plans are up to date	100%	<p>New SES extension shed to house the All terrain vehicle has been supported by a new grant from SES. work will commence in Oct 2019. SES- Group is supported during and after events by the use of council equipment and staff id required. SES Management Plans are up to date</p>

Action: Local disaster management group (LDMG) and a Rural Fire Brigade.(RFS) groups are supported by council with regular meetings held and exercises and training completed as required.

Action Code	Performance Measure	Progress	Comment
4.5.7	LDMG -Half yearly meetings are held and reported back to DDMG. LDMG- Activation meeting for flood events are held and reported. LDMG Management Plans are up to date including QFES requirements. Meetings are attended and action	100%	Activation in Feb and March 2019 for natural events. (Flooding) LDMG -Half yearly meetings are held and reported back to DDMG. LDMG- Activation meeting for flood events are held and reported. LDMG Management Plans are up to date including QFES requirements. Meetings are attended and action

ROBUST GOVERNANCE

GOVERNANCE

Action: Administration-HR Policies and procedures in place to ensure staff have clear guidelines in relation to working for the council.

Action Code	Performance Measure	Progress	Comment
5.1.1	Policies are reviewed and made available to staff.	100%	Clear guidelines are in place, new EBA will see a revision of all council documents relating to our employees. All new employees have a Letter of Offer prior to engagement which sets out the appropriate policies, award conditions and any other specialised requirements for their particular role. All employees are advised that their employment is conditional of meeting the screening processes in place eg Police Checks and Pre-employment Medical Examination. Staff are directed to the appropriate policies and procedures

Action: Human Resource plan is developed to identify potential needs in the future.(succession planning)

Action Code	Performance Measure	Progress	Comment
5.1.2	Plan will be used in the budget process for 2018-2019	100%	Council's Human Resources practice is to equip staff with the knowledge and skills necessary to undertake their role in an efficient and safe manner. Staff Members are given the opportunity to develop their professional skills by learning aspects of jobs when other staff members are not available or positions become vacant which a staff member has the opportunity to apply for in the usual competitive human resources process. Council is to now develop a workforce plan once the EBA is ratified.

Action: Review of existing EBA and commence consultation with staff to develop an equitable EBA which is fair to staff and sustainable for council.

Action Code	Performance Measure	Progress	Comment
5.1.3	Enterprise Bargaining agreement is developed and adopted by council in accordance with the new State Award 2017	100%	Many improvements are being made in the development of fairness to all staff members with Senior Management staff and appropriate supervisors collaborating to ensure this process is completed in a fair and sustainable manner

Action: Min Min Encounter Business plan incorporating management guides and sustainability review completed with completed manual for the show held by council.

Action Code	Performance Measure	Progress	Comment
5.2.1	Business plan and management manuals completed by Greg Tuckwell (consultant)	100%	Completed manual on show procedure on USB held in admin office and written format held at the Min MIn Encounter

Action: Stonehouse Museum Business plan incorporating management guides and sustainability review completed

Action Code	Performance Measure	Progress	Comment
5.2.2	Plans completed which identify future sustainability and infrastructure requirements into the future.	100%	Business plan completed

Action: Corporate Risk Management is identified and managed as an ongoing part of the business

Action Code	Performance Measure	Progress	Comment
5.3.1	Risk management Framework is developed and implemented across the organisation.	100%	Continually being reviewed daily, fortnightly and monthly. Updating of the Risk management plan will be completed in Dec 2019.

Action: 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.

Action Code	Performance Measure	Progress	Comment
5.3.2	Partnership with the RAPAD group to identify future solutions for Boulia in line with the region progressed.	100%	Implementation has been completed and finalised with excellent work completed by all staff and especially the Manager Corporate and Financial Services, Kaylene Sloman.

Action: 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.

Action Code	Performance Measure	Progress	Comment
5.3.3	Long term Financial plan developed in line with QTC format.	100%	Data has been updated in the Long Term Financial Plan, since Budget adoption, updated information is being input.

Action: Financial reporting to council provides up to date information to enable council to make sound decisions.

Action Code	Performance Measure	Progress	Comment
5.3.4	Monthly Financial reporting to council includes snapshot of current performance against budget figures.	100%	Reporting to Council continues on a monthly basis at each Council Meeting. On a quarterly basis the Budget is reviewed against actual expenditure and income. Explanations are supplied by Manager of Corporate & Financial Services to the Councillors and Senior Management. Monthly Financial reporting to council includes snapshot of current performance against budget figures.

Action: Legislative compliance regarding Audit Committees meet standards

Action Code	Performance Measure	Progress	Comment
5.3.5	Audit Committee meetings are held twice per year to review Audit Plans, Draft Financial Statements, previous audit management responses and actions.	100%	Walsh Accounting and the Manager of Corporate & Financial Services presented to the Audit & Risk Management Committee meeting the new plan which ensures coverage of Legislative requirements. Audit Committee meetings are held twice per year to review Audit Plans, Draft Financial Statements, previous audit management responses and actions.

Action: Council is in receipt of the annual budget documentation ready to be adopted each year.

Action Code	Performance Measure	Progress	Comment
5.3.6	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. The 2019-20 Budget has been adopted by Council on June 20th 2019.

Action: Council is able to monitor the budget and determine the progress of projects and work completed in line with budget projections..

Action Code	Performance Measure	Progress	Comment
5.3.7	Quarterly budget reviews completed and presented to council with comments on variations to budget	100%	Quarterly budget reviews completed and presented to council with comments on variations to budget. The fourth quarter (as at 30th June 2019) review will be presented at the August 2019 meeting from the new financial system.

Action: All areas within council meet the basic standards for WH&S.

Action Code	Performance Measure	Progress	Comment
5.4.1	Regular reporting to ManEx on incidents and prevention activities.	100%	Weekly reports to ManEx are completed with all incidents recorded into the document management system . Monthly reports via the business paper are completed with explanation of the incident.

Action: Min Min expenditure Fees and charges reflect the industry norm and mark-up on goods is reflective of costs

Action Code	Performance Measure	Progress	Comment
5.5.1	Costs to visit our exhibition is reflective of other tourist attractions and minimal stock write off.	100%	Promotions of coffee and/or ice cream vouchers are available on purchase of \$50 or more of merchandise. Retail prices of merchandise and show contrasts favourably of like attractions in the region.

Action: Stonehouse Fees and charges reflect the industry norm and mark-up on goods is reflective of costs

Action Code	Performance Measure	Progress	Comment
5.5.2	Costs to visit our exhibition is reflective of other tourist attractions and minimal stock write off.	100%	Fees and charges for the Complex are in line with other similar attractions and offer great value. Costs to visit our exhibition is reflective of other tourist attractions and minimal stock write off.

Action: Depot workshop Council plant and equipment is fully operational at all times.

Action Code	Performance Measure	Progress	Comment
5.5.3	Limited downtime and minimal lost productivity.	100%	Equipment usage is now able to be tracked by Navman to assist with future usage and procurement. Operators are still in short supply at times and we are progressing to recruit MC truck operator.

AN EVOLVING WORKPLACE

GOVERNANCE

Action: All staff are compliant in the use of the WH&S system and achieve an audit pass on inspections.

Action Code	Performance Measure	Progress	Comment
6.1.1	JLTA audit is completed and a pass is achieved by the group.	100%	Monthly reports to council by WH&S supervisor done. JLTA audit is completed and a pass is achieved by the group

Action: 6.1.3 Deliver accurate and timely processing of the payroll and associated reporting requirements

Action Code	Performance Measure	Progress	Comment
6.1.3	All payments to staff are delivered within time frames and without error	100%	Synergy Soft's new Payroll implementation was commenced with all payroll being processed accurately, and within the required time frame each fortnight. New codes are in place with time sheets being competed every week. Implementation of electronic time sheets will happen shortly.

Action: 6.1.4 Record , preserve and protect employee records for payroll and human resource management

Action Code	Performance Measure	Progress	Comment
6.1.4	all employee records are up to date and secured electronically and haeva backup paper file.	100%	All new employee date recorded. All existing employee data is updated for relevance as we proceed with annual reviews.

Action: 6.1.5 Assistance with the recruitment and selection process from advertising to the final letter of offer for new employees

Action Code	Performance Measure	Progress	Comment
6.1.5	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%	Review of all positions has been undertaken and implemented when new vacancies occur. Position Descriptions are reviewed to ensure current duties and responsibilities have been included with the view to rewarding employees by paying them their correct entitlements as per the appropriate Local Government Industry Streams (A, B or C) - Award State. 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.

Action: Support staff to further their development in Local Government in the use of progressive programs, training and resources.

Action Code	Performance Measure	Progress	Comment
6.2.1	Staff competent in the use of the systems used by council	100%	One staff member has successfully completed their Diploma of Local Government Administration (with a finance focus). The Finance and Corporate Services Manager is embarking on an Advanced Leadership Course in the new year to enhance her present Managerial and Staff Leadership capabilities. The CEO has completed the IPWEA Asset Management Course.

Action: All staff are aware of how to notify ideas/ complaints/suggestions

Action Code	Performance Measure	Progress	Comment
6.3.1	Records of suggestions/ complaints/ issues to be kept on staff file.	100%	The Senior Staff Members and Human Resources Officer are working together to foster a new culture within Council. it is one that promotes a more communicative environment where staff are encouraged to put their ideas forward for continuous improvements as they perceive for their work areas which can be considered both by their colleagues and supervisors with a view to improving processes and/or staff member's comforts (physical and mental)

Action: Confident staff able to attend to all customer enquiries and deal with difficult situations

Action Code	Performance Measure	Progress	Comment
6.4.1	Annual Re-fresher training on customer service as required.	100%	Staff are continually being trained and or updated as processes change and or introduction of new services. Fortnightly meetings are held with all the Administration & Finance Staff so all have a forum to identify any areas of concern or upcoming possible peak periods. These meetings have been very successful in managing issues prior to them becoming an issue.

Action: Provide a range of administrative, customer services and facilities for the continued operation of council.

Action Code	Performance Measure	Progress	Comment
6.4.2	Less than 5 complaints received per annum	100%	Administration and Financial Staff are continually dealing with external and internal customer services. A continual review will be covered at the fortnightly meetings with the team to identify any improvements or possible demand on services that may be an issue. Where issues have been identified as a team a solution has been found and put into action.

Action: Implement the Modern Award with the consultation of the Consultative Committee in the preparation of the new Enterprise Bargaining Agreement (EBA)

Action Code	Performance Measure	Progress	Comment
6.5.1	Modern award implement as released with EBA successfully agreed upon	90%	Human Resource Management, and Employment and Industrial Relations Specialist company, Hunt HR - Australia has been engaged by Council to guide the organisation through the formal processes including certification in the Queensland Industrial Relations Commission. it is envisaged that if all negotiations proceed with proper planning that a certified agreement is likely to be implemented by Nov 2019 with any amendments/benefits being backdated to July 2019 for staff. The Modern Award implemented as released within a new Boulia Shire Certified Agreement .

Action: Develop appropriate staff succession plan including attraction and retention policies

Action Code	Performance Measure	Progress	Comment
6.5.2	Policies are developed reviewed and approved by council.	95%	Key aspects of retaining staff is to demonstrate to the workforce that they are valued; and create a visible future career path. Upskilling the current staff was identified as one method that will assist to fill vacancies created by the ageing workforce.

PROACTIVE AND RESPONSIBLE LEADERSHIP

Governance

Action: Annual community meeting after following the end of year financial results are released

Action Code	Performance Measure	Progress	Comment
7.1.1	Meeting held in early December after the final results are released	100%	Financial documents have been received and the Annual report completed. The community meeting was held May 15th in the Shire Hall which was well attended. A brief on the last 12 months was provided along with the achievements in photo form of the last four years. Feedback forms on what the community viewed as important topics was also gathered for inclusion in the Operational plan 'future' projects.

Action: Regular information being released through Channel Country Chatter, Facebook with the Website content reviewed for accuracy and content twice per year..

Action Code	Performance Measure	Progress	Comment
7.1.2	Verbal feedback, monitored visits through facebook.	100%	Information still being released monthly in the newsletter, council website and social media which is being monitored for the number of view and likes. This data has been extremely useful as has Trip Advisor.

Action: 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.

Action Code	Performance Measure	Progress	Comment
7.2	Annual report prepared with input from all senior managers and submitted to council within time frames.	100%	2017-2018 Annual report has been completed, adopted by council and placed on the web. Council staff update activities each quarter of the progress against the Operational Plan adopted by council in June 2018.

Action: 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.

Action Code	Performance Measure	Progress	Comment
7.2.1	Monthly activity is available for viewing by the public on our website with in 2 business days.	100%	All monthly Council meeting agendas and minutes to date have been uploaded to the Council website for public availability. We are constantly looking at ways to improve and will be researching electronic Agendas in the future year.

Action: Twelve ordinary Council meetings are held each year with two special budget meetings and two planning session days.

Action Code	Performance Measure	Progress	Comment
7.3.1	All meetings attended by all Councillors.	100%	Planned Budget meetings for 2019 have been circulated and there has been regular attendance by Councillors at monthly Council meetings

Action: Representation at all elected meeting groups supporting Boulia initiatives

Action Code	Performance Measure	Progress	Comment
7.3.2	Reports received from attendees at the meetings presented to council for information.	100%	Representation is planned for all groups where possible

Action: Active representation in the RAPAD group of councils.

Action Code	Performance Measure	Progress	Comment
7.4.1	Success achieved with group projects	100%	Regular monthly teleconferences attended with face to face meetings attended each quarter by the Mayor and CEO.