

# Annual Operational Plan 2018-2019



## BUILD STRONG DYNAMIC COMMUNITIES

### *Social*

#### Support opportunities to develop the community through partnerships

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	Application for RADF funding and the assessment and allocation of funding applications during the year from community groups.	Number of programs delivered equals the funding program amount.		0%

#### Preserve and promote the heritage and diverse cultures of our community

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	Preservation of historic information within the shire with locations documented identified on a plan available to the general public.	Documentary work completed with maintenance action plan in place.		0%
Community Services Manager	Continue the operation of the Boulia Heritage Complex as a tourist attraction which showcases the heritage and history of Boulia.	Stonehouse open to the public with adequately trained staff in the delivery of historic information.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	Assist local community organisations which deliver community events such as the Boulia Camel Races, Easter	<ul style="list-style-type: none"> <li>• Number of community events held</li> <li>• Number of local attendees</li> </ul>		0%

Officer	What Output	How Activity	Work Completed	% Completed
	Rodeo and Campdraft, and other events which support the wellbeing of the community and support continued growth in tourism.	<ul style="list-style-type: none"> <li>• Number of tourist attendees</li> </ul>		

### Encourage and promote community wellbeing, including healthy and active lifestyles

Officer	What Output	How Activity	Work Completed	% Completed
Road and Construction Maintenance	The Council bus to be available for sporting activities when required.	Number of sporting events where the bus was utilised.		0%
Community Services Manager	The Boullia Aquatic Centre staff are fully trained and the facilities are well maintained and fit for purpose.	<ul style="list-style-type: none"> <li>• Number of activities held at the centre.</li> <li>• Training sessions completed for staff.</li> <li>• Number of visitations to centre.</li> </ul>		0%
Executive Assistant	Drought Community Support funding is promoted for community suggestions and allocated by Council to support events which encourage community connectivity.	<ul style="list-style-type: none"> <li>• Drought funding consultation with community received.</li> <li>• Drought funding activities completed and reports returned on time.</li> </ul>		0%

### Enhance digital connectivity opportunities for the Shire

Officer	What Output	How Activity	Work Completed	% Completed
Road and Construction Maintenance	Continued operation of FM transmission sites.	All sites operational.		0%

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	Increased digital connectivity throughout the shire by the use of modern technology which improves communication and allow tourism data to be collected.	Review completed on how digital exposure can benefit Boulia (RAPAD).		0%

#### Partner with relevant organisations to support educational opportunities for the shire

Officer	What Output	How Activity	Work Completed	% Completed
Human Resources	In conjunction with Job Network provider engage and support one trainee in the office to complete Cert 3 in Administration.	Trainee engaged and studies commenced.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Road and Construction Maintenance	Support provided to SES and Rural Fire Service groups to enable them to function in an emergency.	Reports provided back from the SES and QFES on activities of the group.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	Community celebrations which all people feel welcome such as Australia Day, ANZAC Day, Remembrance Day, Welcome to Boulia BBQ.	<ul style="list-style-type: none"> <li>• Number of people attending each event.</li> <li>• Number of events held.</li> </ul>		0%

## BUILDING AND MAINTAINING QUALITY INFRASTRUCTURE

### *Environment*

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

Officer	What Output	How Activity	Work Completed	% Completed
Road and Construction Maintenance	All street lights functional enabling the use of recreational facilities after dark.	Audit on street lights conducted with reports to Ergon on faulty lights.		0%
Road and Construction Maintenance	Town entrances, all parks and recreational areas are managed in a sustainable manner with mowing and slashing completed regularly. Trees and shrubs pruned or removed if dead or dangerous. New seasonal plantings are completed to improve the aesthetics of the town.	Visible appearance of town, parks and open spaces is well maintained. No dead trees on Council land. Positive comments from visitors and community.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Road and Construction Maintenance	Water treatment and conditioning is consistent and remains within department guidelines. Bore system functions to above ground tanks work and supply is constant.	No water outages.		0%
Director Works and Operations	Regular scheduled water sampling conducted and	Reports from Water Board free from errors.		0%

Officer	What Output	How Activity	Work Completed	% Completed
	variations reported to Water Board and the CEO.			
Road and Construction Maintenance	Regular collection of residential and commercial waste as per policy with annual review on collections completed.	No complaints from residents or businesses.		0%
Road and Construction Maintenance	Waste facility managed in line with EPA requirements.	Waste facility is ordered and functional with little 'blow away' waste.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	Natural Disaster Relief and Recovery Arrangements (NDRRA) Flood events are identified and managed with 'value for money' principles.	Road information is picked up and processed in a timely manner. Flood work is completed and reported on in a timely manner and within budget which is reported to Council on a monthly basis.		0%
Road and Construction Maintenance	TMR Roads and maintenance contracts are prepared, reviewed and submitted within approved time frames.	All TMR contracts are completed and reports submitted to confirm work completed.		0%
Road and Construction Maintenance	Transport and Main Roads RMPC roadworks are identified, completed and reported on in a timely manner and maintained within budget. Council report to be updated monthly.	Reports to Council are completed monthly with quarterly update to Council meeting on progress against plan.		0%

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	Identify potential black-spot areas on roads and or bridges and apply for funding.	Project completed ready for funding opportunity.		0%
Director Works and Operations	Compliant aerodrome facility including lights and markings meet with CASA requirements.	Pass of the audit via Annual inspection by CASA.		0%
Director Works and Operations	Shire roads are maintained within budget allocation and annual works program. Projects identified to reduce ongoing maintenance in the future.	Shire roads maintenance program including maintenance grading is completed each year.		0%
Director Works and Operations	Roads to Recovery projects are identified, recorded and completed within guidelines to improve the road network, footpaths and special projects etc.	Reporting to Roads to Recovery body is approved and audited by external auditors.		0%
Director Works and Operations	Outback Way sealing program is being completed in line with budget allocation and works program.	Work has been completed to the agreed standard between NT, WA and QLD.		0%
Director Works and Operations	Council manages extraneous Council equipment to obtain value for money and generate private works income where possible.	External work is completed at a competitive rate with all costs to Council covered.		0%
Director Works and Operations	Roads to Recovery (R2R) - programs are developed to improve the livability of the town	Budget allocated from R2R is geared to make the most out of the funding.		0%



Officer	What Output	How Activity	Work Completed	% Completed
	and surrounding areas for the shire residents.			

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	Buildings and all Council facilities meet regulatory requirements and also meet WH&S standards. Annual inspections of power boxes and RCD's are completed.	Inspections by regulatory bodies and WH&S Officers meet pass rate.		0%
Road and Construction Maintenance	Building facilities are well maintained with building use monitored by the venue booking forms. Income is generated where possible.	Regular inspections conducted by supervisors meet level of service requirements.		0%
Road and Construction Maintenance	Maintain the buildings, grounds, fencing and buildings in existence at the Racecourse Reserve to meet racing requirements.	Running rail fencing installed at the Racecourse Reserve from Drought Communities Drought Funding.		0%
Director Works and Operations	Urandangie Hall facilities meet regulatory requirements and also meet WH&S standards.	Regular inspections conducted by supervisors meet level of service requirements.		0%
Director Works and Operations	RSL Building renovations including a ramp, renovated kitchen and an internal toilet to be installed.	Work to be completed by the Workcamp and local qualified builder.		0%
Community Services Manager	Library facilities and programs are delivered to meet the needs of the community as well as meet	Regular inspections conducted by supervisors meet level of service requirements.		0%



Officer	What Output	How Activity	Work Completed	% Completed
	regulatory requirements and WH&S standards.			
Road and Construction Maintenance	Bouliia Cemetery facilities are well maintained and grounds are aesthetically appealing.	Regular inspections conducted by supervisors meet level of service requirements.		0%
Road and Construction Maintenance	Urandangie Cemetery facilities are well maintained and grounds are aesthetically appealing.	Regular inspections conducted by supervisors meet level of service requirements.		0%
Road and Construction Maintenance	That the bus is registered and well maintained to be able to be utilised for community functions and events.	Bus utilised for events and other activities.		0%
Director Works and Operations	Airport building facilities are clean and well managed to ensure a good first impression to our town and that the building meets regulatory requirements and WH&S standards.	Inspections by regulatory bodies and WH&S Officers meet pass rate. Regular inspections conducted by supervisors meet level of service requirements.		0%
Chief Executive Officer	Feasibility concept completed for the redesign and plan for an incorporated Council administration building including the Library and office space which can be leased.	New Council plan developed for building.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Progress the development of the Industrial Airport Subdivision (Stage 1) by having survey plans prepared and a shelf ready project to enable the application for funding when available.	Land availability options cleared with Native Title holders and DNRM. ILUA requirements met. Legal documents and agreements are signed and registered with DNRM. Titles issued on identified land.		0%

**STRENGTHEN THE LOCAL ECONOMY**

*Economic*

**Promote tourism as an economic driver for the region**

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	Review digital media, brochure and television advertising annually to ensure content is relevant and is aimed at the target market. Record visitor numbers and sales in monthly report to Council.	Numbers of visitors to show. Increase in income as a percentage of expenditure for sales.		0%
Community Services Manager	The Min Min attraction is the major draw card for Bouliia. Maintain and improve the experience by regular	Replacement of existing infrastructure completed with program review completed by		0%

Officer	What Output	How Activity	Work Completed	% Completed
	maintenance and updating program software when required.	Nov 2017 from Works for Queensland grant funding.		
Community Services Manager	Increase visitor numbers by utilisation of electronic media to promote Boulia and surrounding attractions.	Visitors to Min Min/ Stonehouse/and accommodation outlets.		0%
Road and Construction Maintenance	Support local tourism in Urandangie by the improvement of facilities in the parks with the addition of more playground equipment.	Structures installed by Nov 2017 from Works for Queensland grant funding.		0%
Community Services Manager	Promote the attractions in Boulia to increase the number of visitors to Boulia through partnerships with other regional tourism providers. ie Caravan and Camping shows.	Completion of famils and external visits with the Far West Alliance to trade shows.		0%
Chief Executive Officer	Recognition of various Traditional Owner (T/O) groups within the shire by including signage on T/O area boundaries.	<ul style="list-style-type: none"> <li>• Consultation with T/O groups on wording and location of signage.</li> <li>• Installation of signs completed.</li> </ul>		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	All houses and units owned by Council are rented out. 80% occupancy rate with applications submitted through the Housing Committee for approval with	Occupancy rate achieved.		0%

Officer	What Output	How Activity	Work Completed	% Completed
	accommodation to be at an agreed standard prior to letting.			

#### Support opportunities for existing and emerging industries and business

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Support requests for further development of sites within Boulia Shire to enable increased employment of local people and review the potential for a rates free period to attract small business to town.	Increased number of businesses using Boulia as a base employing local people.		0%

#### Identify other economic opportunities and enablers for the Shire

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Remote Area Planning and Development Board (RAPAD) - Facilitate the growth and development of the Central West and wider Outback region. By working together member local governments are united in their desire to enhance the quality of life for all residents.	Evidenced based outcomes resulting from the membership of the regional group.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	Outback Regional Road Group (ORRTG) represent Boulia's needs for shire roads, roads of regional significance so we receive our fair share of funding within the group dynamic.	Monthly meetings to review progress.		0%
Director Works and Operations	Work with RAPADWSA (Water Strategic Alliance) in joint procurement for major infrastructure water projects to enable the best utilisation of funding to achieve sound outcomes for infrastructure and therefore service delivery for water.	Improved water infrastructure.		0%
Chief Executive Officer	Outback Way Development Corporation - continuation of the joint representation for the future development of the Donohue Highway forming part of the Outback Way - Australia's longest shortcut.	Monthly teleconference updates.		0%
Chief Executive Officer	Continued lobbying to State and Federal government through the Outback Way for the sealing of the Donohue Highway and for	Further allocation of funding to seal sections of the Donohue Highway.		0%

Officer	What Output	How Activity	Work Completed	% Completed
	this section of the Outback Way to be made a State road as are all other sections of the road in other states.			
Community Services Manager	Collaboration with Outback Queensland Tourism Association (OQTA) to improve the exposure for Boulia's tourist product - Min Min Encounter, Boulia's Heritage Complex and our 100 million year old marine fossil exhibit.	Joint attendance at trade shows. Queensland wide promotions. National exposure.		0%
Chief Executive Officer	Central West Regional Pest Management Group (CWRPMG) - Development of a strong regional group who guide the implementation of the adopted Regional Bio-Security Plan which will seek opportunities to eradicate, control and manage pest and weed issues.	Group is functional and has had success in identifying and lobbying government for changes to funding allocations.		0%
Chief Executive Officer	Prepare submissions to Western Queensland Local Government Association and Australian Local Government Association to lobby State and/or Federal Governments for strategic changes to Acts and regulations where warranted.	Cross boundary assistance and support given to other members of the group.		0%
Chief Executive Officer	Ensure that the Local Disaster Management Group (LDMG) is functional and operates well in	• Activations are well executed and documented.		0%

Officer	What Output	How Activity	Work Completed	% Completed
	emergency situations. Bi-annual meetings and exercises are conducted as required.	<ul style="list-style-type: none"> <li>• Reports to the LDMG are completed.</li> <li>• Field and desk top exercises are completed.</li> </ul>		
Chief Executive Officer	Inland Queensland Road Action Plan (IQRAP) - Development of a concise road network plan with a view to improve productivity for existing industries and businesses along supply chains, enhance competitiveness of exporters, support new private sector investment and improve resilience and connectivity for the delivery of goods and services to communities.	This group is developing and gathering momentum. We are only one of 33 local governments who are members. The focus is to increase the quality and accessibility of the road network to maximise the economic prosperity of inland QLD.		0%
Chief Executive Officer	Effective representation for local issues by submission of resolutions to WQLGA for consideration by ALGA for submission to the Federal Government at ministerial level supported by Council.	Resolutions are submitted and passed for review.		0%
Community Services Manager	Council housing stock is managed in a clear and accountable manner with allocation of housing stock to applicants completed via the Housing Committee.	Housing stock is utilised for the best purpose.		0%



Officer	What Output	How Activity	Work Completed	% Completed
Finance Manager	Audit Committee - Regular meetings are held in line with requirements to review and monitor audit comments and ensure Council is performing in accordance with the Local Government regulations.	Functional Audit Committee.		0%
Human Resources	EBA Committee - Staff Committees are formed inclusive of all areas of the Council and employees have input into the group decisions.	Well balanced EBA supporting both staff and the Council sustainability.		0%
Director Works and Operations	The Plant Committee to complete reviews on plant usage making suggestion on turn over, purchase and replacement to achieve maximum value for money outcomes.	Plant purchases are within budget and plant is maintained within specified parameters to enable sound operations of the Council.		0%

## CARING FOR OUR PEOPLE AND OUR ENVIRONMENT

### Environment

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

Officer	What Output	How Activity	Work Completed	% Completed
Executive Assistant	The set of policies and local laws are reviewed annually to ensure that all residents are able to enjoy Boulia without impediment.	Policies and Local Laws are up to date and relevant.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	All facilities over which we are required to hold a licence meet the QLD standards and licence renewal is achieved.	Visitation and audit by Environmental Health Officer to review all of Council operated facilities and business operating in Boulia.		0%
Rural Lands Protection Officer	Identification and management of pest animal and weed issues within the shire in accordance with the Bio-security Plan adopted by Council with reporting to be done back to CWRPMG quarterly.	Pest animal baiting occurs. Weed identification and notification process occurs. CWRPMG meetings are attended by RLPO.		0%
Rural Lands Protection Officer	Leases over the Butcher Paddock and Coridgee Laneway are managed in accordance with our lease requirements for stock holdings.	Leases are sub-leased with income generated to cover lease fees to QLD Gov and managed in accordance with those requirements.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	The new template Town Planning Scheme is progressed with community consultation and final adoption of the scheme in 2018/19.	Town Planning Scheme is reviewed and adopted by Council.		0%
Director Works and Operations	All building applications are completed in a timely manner with the correct fees charged.	Applications processed with minimum delays.		0%
Chief Executive Officer	Native Title/Cultural Heritage requests are dealt with as they eventuate.	Land Planning issues proceed as needed with the proper process followed.		0%

### Facilitate health and medical service provision for Boulia and Urandangie

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Strong relationships built between all levels of government who deliver health services to the people of Boulia.	Improved health and medical facilities for Boulia and Urandangie.		0%
Chief Executive Officer	Auspiced funding for Royal Flying Doctors Service (RFDS) is managed in accordance with planned activities to upgrade facility in conjunction with Dr Don to be completed as identified.	Activities completed with quarterly reports submitted.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Rural Lands Protection Officer	Management and control of domestic animals within the township. Continued diligence and management of noxious weeds within the scope of Council activities along with baiting activity conducted with landholders to control pest species.	Limited numbers of stray animals. Unwanted or impounded animals are disposed of humanely.		0%
Rural Lands Protection Officer	Noxious pest weed control on Council managed land and Council road reserves is maintained, monitored and reported quarterly to Council but subject to grant funding.	Limited incursions with action taken for invasive species.		0%
Rural Lands Protection Officer	Reduction in the number of pest animals by paying of bounties for wild dog scalps and pig snouts with a complete register of numbers reported and amounts paid by Council for the bounty.	<ul style="list-style-type: none"> <li>• Take up of baiting program offers by the landholders.</li> <li>• Bounty payments continue.</li> <li>• Education information available on pest animals on the website/ face to face.</li> </ul>		0%
Rural Lands Protection Officer	Town Common is managed within the limits set and stock holders are encouraged to participate in any muster arranged by Council. Weed control and stock levels monitored and reported to Council quarterly.	<ul style="list-style-type: none"> <li>• Town Common Committee meets at least once per year.</li> <li>• Members fees are paid promptly.</li> <li>• Stock which is not registered with a member will be impounded.</li> <li>• Town Common muster is completed half yearly.</li> </ul>		0%

Officer	What Output	How Activity	Work Completed	% Completed
Rural Lands Protection Officer	Primary Stock Route bores are maintained as appropriate with funding applied for as needed. Other bores are maintained as funding allows.	Stock Route bores are maintained in accordance with funding received.		0%
Chief Executive Officer	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 as required. SES Management Plans are up to date.		0%
Chief Executive Officer	Local Disaster Management Group (LDMG) and a Rural Fire Brigade (RFS) groups are supported by Council with regular meetings held and exercises and training completed as required.	LDMG - Half yearly meetings are held and reported back to DDMG. LDMG - Activation meeting for flood events are held and reported. LDMG Management Plans are up to date including QFES requirements. Meetings are attended and actioned.		0%

## ROBUST GOVERNANCE

### GOVERNANCE

#### Manage Council's Human Resources in an effective manner

Officer	What Output	How Activity	Work Completed	% Completed
Human Resources	Administration - HR Policies and procedures in place to ensure staff have clear guidelines in	Policies are reviewed and made available to staff.		0%

Officer	What Output	How Activity	Work Completed	% Completed
	relation to working for the Council.			
Human Resources	Human Resource Plan is developed to identify potential needs in the future (succession planning).	Plan will be used in the budget process for 2018-2019.		0%
Human Resources	Review of existing EBA and commence consultation with staff to develop an equitable EBA which is fair to staff and sustainable for Council.	Enterprise Bargaining Agreement is developed and adopted by Council in accordance with the new State Award 2017.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	Min Min Encounter Business Plan incorporating management guides and sustainability review completed with completed manual for the show held by Council.	Business Plan and management manuals completed by Greg Tuckwell (consultant).		0%
Community Services Manager	Stonehouse Museum Business Plan incorporating management guides and sustainability review completed.	Plans completed which identify future sustainability and infrastructure requirements into the future.		0%
Community Services Manager	Post Office Business Plan incorporating management guides and sustainability review completed.	Plans completed which identify future sustainability and infrastructure requirements into the future.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Finance Manager	Corporate Risk Management is identified and managed as an ongoing part of the business.	Risk Management Framework is developed and implemented across the organisation.		0%
Chief Executive Officer	A business solution (IT) which covers the needs of Council at present and into the future is supported by each layer of the organisation and training is available to achieve best practice.	Partnership with the RAPAD group to identify future solutions for Boulia in line with the region progressed.		0%
Finance Manager	Long Term Financial Plan to be updated to QTC model to a stage where it gives Council a good indication of the impact of financial decisions made by them on future decisions.	Long Term Financial Plan developed in line with QTC format.		0%
Finance Manager	Financial reporting to Council provides up to date information to enable Council to make sound decisions.	Monthly Financial reporting to Council includes snapshot of current performance against budget figures.		0%
Finance Manager	Legislative compliance regarding Audit Committees meet standards.	Audit Committee meetings are held twice per year to review Audit Plans, draft Financial Statements, previous audit management responses and actions.		0%
Finance Manager	Council is in receipt of the annual budget documentation ready to be adopted each year.	Budget preparation is timely and involves Executive team and department heads with bids for		0%



Officer	What Output	How Activity	Work Completed	% Completed
Finance Manager	Council is able to monitor the budget and determine the progress of projects and work completed in line with budget projections.	funding received from departments for consideration by Council.  Quarterly budget reviews completed and presented to Council with comments on variations to budget.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Workplace Health and Safety	All areas within Council meet the basic standards for WH&S.	Regular reporting to ManEx on incidents and prevention activities.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Community Services Manager	Min Min expenditure fees and charges reflect the industry norm and mark-up on goods is reflective of costs.	Costs to visit our exhibition is reflective of other tourist attractions and minimal stock write off.		0%
Community Services Manager	Stonehouse fees and charges reflect the industry norm and mark-up on goods is reflective of costs.	Costs to visit our exhibition is reflective of other tourist attractions and minimal stock write off.		0%

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	Depot workshop, Council plant and equipment is fully operational at all times.	Limited downtime and minimal lost productivity.		0%

## AN EVOLVING WORKPLACE

### GOVERNANCE

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

Officer	What Output	How Activity	Work Completed	% Completed
Human Resources	6.1.3 Deliver accurate and timely processing of the payroll and associated reporting requirements.	All payments to staff are delivered within time frames and without error.		0%
Human Resources	6.1.4 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.		0%
Human Resources	6.1.5 Assistance with the recruitment and selection process from advertising to the final letter of offer for new employees.	The recruitment process is completed in a smooth and professional manner with documents provided that are up to date and relevant. All documentation is collected as required and saved electronically.		0%

Officer	What Output	How Activity	Work Completed	% Completed
Workplace Health and Safety	All staff are compliant in the use of the WH&S system and achieve an audit pass on inspections.	JLTA audit is completed and a pass is achieved by the group.		0%
Human Resources	EBA groups are formed and have reviewed the existing EBA.	EBA meetings are attended by the CEO with LGAQ and other groups as requested. EBA is progressed.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Human Resources	Support staff to further their development in Local Government in the use of progressive programs, training and resources.	Staff competent in the use of the systems used by Council.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Human Resources	All staff are aware of how to notify ideas/complaints/suggestions.	Records of suggestions/complaints/issues to be kept on staff file.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Senior Admin Officer	Confident staff able to attend to all customer enquiries and deal with difficult situations.	Annual re-fresher training on customer service as required.		0%

Officer	What Output	How Activity	Work Completed	% Completed
Senior Admin Officer	Provide a range of administrative, customer services and facilities for the continued operation of Council.	Less than 5 complaints received per annum.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Human Resources	Implement the Modern Award with the consultation of the Consultative Committee in the preparation of the new Enterprise Bargaining Agreement (EBA).	Modern award implemented as released with EBA successfully agreed upon.		0%
Human Resources	Develop appropriate staff succession plan including attraction and retention policies.	Policies are developed, reviewed and approved by Council.		0%

## PROACTIVE AND RESPONSIBLE LEADERSHIP

### Governance

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

Officer	What Output	How Activity	Work Completed	% Completed
Executive Assistant	Annual community meeting after following the end of year financial results are released.	Meeting held in early December after the final results are released.		0%
Community Services Manager	Regular information being released through Channel Country Chatter, Facebook with the website content reviewed for accuracy and content twice per year.	Verbal feedback, monitored visits through Facebook.		0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Executive Assistant	Preparation and collation of the Annual Report document in conjunction with senior managers to ensure the important legislative requirements are met and the report is a sound representation of the Council's achievement during the year.	Annual report prepared with input from all senior managers and submitted to Council within time frames.		0%
Executive Assistant	Council agendas are released for review 7 days prior to the meeting and agenda items are placed on the website within 2 business days after the meeting.	Monthly activity is available for viewing by the public on our website within 2 business days.		0%

**To represent and collectively make decisions to benefit the entire community**

Officer	What Output	How Activity	Work Completed	% Completed
Executive Assistant	Twelve ordinary Council meetings are held each year with two special budget meetings and two planning session days.	All meetings attended by all Councillors.		0%
Chief Executive Officer	Representation at all elected meeting groups supporting Boulia initiatives.	Reports received from attendees at the meetings presented to Council for information.		0%

**A cohesive and stable Council providing leadership and confidence**

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Active representation in the RAPAD group of Councils.	Success achieved with group projects.		0%