

**BOULIA SHIRE COUNCIL
ANNUAL REVIEW
OPERATIONAL PLAN
2020-2021**

**Mayor Rick Britton,
Deputy Mayor Councillor Sam Beauchamp,
Councillor Jack Neilson,
Councillor Tim Edgar and
Councillor Jan Norton**

Key Priority 1: A strong supportive community environment

Our communities are our heartland and boast a unique character. They are places where we demonstrate our diversity and community spirit and provide vital hubs for the services and activities that connect us. We will encourage individual and community responsibility, foster acceptance and reduce disadvantage thereby bringing our communities closer together.

1.1: Promotion of community events, services and facilities

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.1.1.1	Yearly application for RADF funding and the promotion, assessment and allocation of funding applications during the year to community groups and supported activities.	Number of programs delivered equals the funding program amount.	100%	Waiting on confirmation of successful funding sponsorship. Three new workshops to be completed from RADF funding from July 2021.

1.1.2: Liaise and work with community groups and organisations in attracting funding and/or providing support where appropriate

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.1.2.1	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%	Support always available for community groups with funding opportunities and information passed onto relevant funding availability.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.1.3.1	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.	100%	Promotion continues, Queensland Week recently celebrated in the park on the 5th June, this was funded by the Premiers department.

1.2: Respecting our culture and heritage, past, present and future

1.2.1: To preserve and promote the heritage and diverse cultures of our community

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.2.1.1	Preservation of Boulia's 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%	Information continuously collated for inclusion in the Heritage complex displays and data sections..

1.2.2: To maintain, preserve, develop and provide access to our region's history

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.2.2.1	Ensure the operation of the Boulia's tourist attractions showcasing the heritage, history and mystery of Boulia are functional during tourism season..	Boulia Heritage Complex open to the public with adequately trained staff in the delivery of historic information.	100%	Record visitor numbers are being recorded in both tourism facilities.

1.2.3: To promote the heritage, arts and cultures of our communities

Action Code	Action Name	Performance Measure	Progress	Annual Comment

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.2.3.1	Encourage local people to be engaged to provide information on the past history of Boulia both indigenous and non-indigenous which can be recorded for posterity.	Heritage information days held	100%	In talks at present with Pitta Pitta director re bush gardens and river walk.

1.3: Boulia Shire to have active inclusive communities

1.3.1: Partner with relevant organisations to support educational opportunities for the shire.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.3.1.1	In conjunction with Job Network provider support the continued opportunity for trainees to work with the council.	New opportunities identified when grant funding supports this	100%	Through CDP program council trying to fill the vacancy positions locally. Two positions in P&G filled locally.

1.3.2: 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 which deliver community events, to engage volunteers, which support the well being of the community and support continued growth in tourism.	Community events supported with advertising, in kind support etc..	100%	Council continues to partner with the Family support offices and QPS to deliver community events.

1.3.3: Facilitate opportunities for learning, social activities, community events.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.3.3.1	All Boulia Shire community services staff are fully trained and the facilities are well maintained and fit for purpose.	All staff have completed relevant training.	100%	Staff are kept up to date with inductions, relevant training and online courses when available.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.3.4.1	All parks and open spaces including Robinson Park playground is clean and free from defects and meets WH&S standards.	Parks are free from rubbish, broken equipment replaced/repaired, and mowed as per levels of service schedule.	100%	All parks and open spaces are scheduled to have regular maintenance to ensure they are fit for purpose. Good results have been achieved with the crews this year.
1.3.4.2	Community events such as ANZAC Day, NAIDOC, Australia Day are supported by the council for celebration by the community. Other events such as the Easter Races, Rodeo and Campdraft and the July Camel Races are supported as required through the community grants program	Community events such as ANZAC Day, Australia Day, NAIDOC etc are well organised and promoted	100%	Council is a part of the NAIDOC Week school initiative for 2021 again. Council continues to support all event held in the community.
1.3.4.3	Community Halls and open spaces are well managed , clean and key system and security deposit taken.	Halls and open spaces available to be booked as required. Checklists are used and damage reported.	100%	Hall has been hired for a number of events taking Covid-19 precautions as well as in depth cleaning. Deposits and payments taken at the time of the hire.

1.3.5: Provide equitable access to and advocate for a range of services, programs and facilities to address disadvantage and foster inclusion.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
1.3.5.1	Library, swimming pool and WiFi continue to be promoted to encourage educational advantage, physical advantage and social advantage.	Opening hours reflective of community demand and budgetary constraints..	100%	Twice weekly Library programs for the under fives continue to gather interest and attendance. Out of hour gym users are now able to access the pool after workouts.

Key Priority 2: Building and maintaining quality infrastructure

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

2.1 : Well connected - buildings and infrastructure

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.1.1.1	Inspections completed meet requirements for compliance with CASA. Aerodrome facility including runway surface, lights, furniture and markings meet with CASA requirements	Pass of the audit via Annual inspection by CASA	100%	Inspections will highlight any new and old defects present at the airport and Aerodrome facility to meet CASA requirements.
2.1.1.2	Disaster Recovery Funding Arrangements (DRFA) Flood events are identified and managed with 'value for money' principles.	Road information is collected and processed in a line with program requirements. Flood work is completed within budget	100%	Disaster Recovery Funding Arrangements have continued to be monitored to ensure value for money principles are evident on each job completed.
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%	The second stage of the Outback Way sealing program has been completed and there are 76klms left to seal. Further work on this project cannot continue until a solution to the 20% contribution by a State or Local Government can be resolved.
2.1.1.4	Roads to Recovery projects are identified, recorded and completed within guidelines to improve the road network, footpaths and special projects etc.	Reporting to Roads to recovery body is approved and audited by external auditors.	100%	All projects nominated under the Roads to Recovery Program have now been completed, on time and within budget.
2.1.1.5	Shire roads are maintained within budget allocation and annual works program. Projects identified to reduce ongoing maintenance in the future.	Shire roads maintenance program including maintenance grading is completed each year	100%	Council uses the identified flood damage funding and supports this with council maintenance money to get the best advantage to maintain our shire roads while completing flood damage sections.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.1.1.6	Council manages extraneous council equipment to obtain value for money and generate private works income where possible.	External work is completed at a competitive rate with all costs to council covered.	100%	Council recently purchased bitumen emulsion trailer and smooth drum roller which will enable us to self generate income. All Plant hire rates have been reviewed to ensure the best possible return for council..

2.1.2 : Deliver quality roadwork on non-council roads within quality assurance guidelines.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.1.2.3	Roads maintenance on RMPC contracts (TMR roads) are completed within the specifications by TMR with data recorded by REFLECT. These are within budget and submitted within approved time frames. Updated outstanding items reported to council monthly.	All TMR contracts are completed and reports submitted to confirm work completed.	100%	RMPC Contracts for TMR Roads are with data recorded by REFLECT are submitted within approved time frames.

2.1.3 : Lobby for appropriate State and Federal government funding to upgrade the quality of major access roads within the shire and also accessing the region

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.1.3.1	Continue to lobby for the progressive sealing of 'Australia's Longest Shortcut' - the Outback Way. Representation to State Government to have the Donohue Highway declared a State road	Funding to complete roadworks on the Outback Way is received and value for money outcomes are achieved.	100%	The issue of the council being able to meet the cost of both sealing the Outback Way and the ongoing re-seals is a major financial impost when the State Government benefits from taxes etc without any contribution to the sealing or upkeep of this road. The ratepayers of Boulia have the ongoing expense without a generated income to offset.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.1.3.2	Lobby for the continued widening between Winton and Boulia and Boulia to Mt Isa.	Continued representations are made to ORRTG, TMR with attendance at monthly and quarterly meetings.	100%	Transport and Main Roads have funded several projects for the Mt Isa road which have included the Top Limestone Creek crossing, the refurbishment of Peak Creek and Hamilton Creek rest stops and the development of another rest stop 50klm north of Dajarra.

2.2 : Well serviced - buildings and infrastructure

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.2.1.1	Regular collection of residential and commercial waste as per policy with annual review on collections completed.	All collection dates are completed within timeframe	100%	Regular services are completed on time. All collection dates over the Holidays have been completed and we are back to our Regular collection service now
2.2.1.2	Environmental Protection agency guidelines are adhered to and actions are attended to within time frames.	Reports from Water board free from errors.	100%	Once incident reported to the regulator regards to Urandangi water. Boiling water alert released for public safety. As per WQMP all the samples collected and tested. SWIM data submitted. KIP report been submitted. WQMP approved by the regulator and uploaded on the website.
2.2.1.3	EPA requirements are met for all council utilities- waster, water and sewerage.	Waste facility is ordered and functional with little 'blow away' waste.	100%	Regular rubbish is collected. Waste facility has been maintained as per the regulations and security cameras have been installed. Construct earth bunding completed. Track loader been purchased to maintain the landfill. Shed construction completed for the track loader.
2.2.1.4	Water treatment and conditioning is consistent and remains within department guidelines. Bore system functions to above ground tanks work and supply is constant.	No water outages	100%	Treatment remains within department guidelines and constant

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.2.1.5	Consumer confidence in water supply for clarity, taste and low turbidity.	Consistently clear non turbid water is provided to consumers.	100%	Two reservoirs are cleaned, chlorine plant serviced. Two new water reservoirs been installed for Urandangi town. Water softener purchased and received , installation pending. Water turbidity is still an issue at Urandangi and we are working with the Queensland Health and the Water Regulator to ensure supply is within acceptable limits. Boulia has minimal reports of discolored water but we will asking for feedback from residents for any future issues

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 also meet WH&S standards. Inspections of power boxes and RCD's are completed along with test and tag..	Inspections by regulatory bodies and WH&S officers meet pass rate.	100%	CEO has contact Electrician for more clarification of report and status of RCD and power board inspections. Now await update/response from Electrician. Electrician advises not threat/hazard to persons.
2.2.2.2	Building facilities are well maintained with building use monitored by the venue booking forms income is generated where possible.	Regular inspections conducted by supervisors meet level of service requirements.	100%	Bookings taken and funds deposited. Buildings all in working order.
2.2.2.3	Maintain the buildings , grounds,fencing and buildings in existence at the Racecourse Reserve to meet racing requirements.	All facilities are maintained with limited interruptions to planned events	100%	
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%	Inspections took place. Identified signage to be installed. All signage has now been installed at required areas and council facilities.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.2.2.6	Library facilities and programs are delivered to meet the needs of the community as well as meet regulatory requirements and WH&S standards.	Library programs developed and delivered for all patrons	100%	The Library continues to meet the modern needs of the community with programs, online assistance and events.
2.2.2.7	Bouliia Cemetery facilities are well maintained and grounds are aesthetically appealing.	No dead trees, fencing is of good standard, watering system functions.	100%	New fencing has been completed for the entire perimeter with new gates to be installed mid-July. Further work on the irrigation system will be completed in 2021-2022.this will include further tree plantings. Council will be utilizing ground penetrating radar to locate unmarked graves in 2021-22
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%	Regular inspections conducted by supervisors every month to meet level of service requirements
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%	Bus is well maintained and is able for functions and events
2.2.2.10	All council owned buildings are clean and well managed to ensure a good first impression to our town and that the building meets regulatory requirements and WH&S standards.	Inspections by regulatory bodies and WH&S officers meet pass rate. Regular inspections conducted by supervisors meet level of service requirements.	100%	WH&S has instigated i-pads in all departments for regular hazard inspections by staff and access to i-auditor program to document everything.
2.2.2.11	Continued work in the development of the Regional Community Hub Concept completed for the final plans of the new building and subsequent funding when successful.	Concept design developed for building by architect.	100%	The final design of the Regional Community Precinct has been done and the submission for funding to build this project has been submitted with the outcome known in July 2021
2.2.2.12	Council housing is managed in accordance with tenancy requirements. Allocation of housing stock to applicants completed via the housing committee. Housing maintenance needs are lodged through councils EDM system.	Housing stock is utilised for the best purpose with all applications progressing through housing committee.	100%	Housing will get an injection of funding to replace aging assets in 2021. New houses are urgently required for staffing purposes and the wider community.

2.3 : Well planned - buildings and infrastructure

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.3.1.1	Asset Management Plans completed for all major asset classes which will consider both the future anticipated income projections, and the future expenditure requirements to sustain services. The plan to consider the expenditure s identified in the Asset Management Plans and will provide input into the annual budget.	Final Asset Management Plans competed for all major asset classes	100%	Asset Management Plans completed for the buildings .Asset Management Plans completed for Roads, Airport, Bridges, Footpaths and a revised buildings AMP. The next stage will be the complete set of plans for all infrastructure assets held by council and this will support councils long term financial plans.
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 been developed by Shepard Services. all the data been collect by using virtual RACAS system. Budget forecast been developed for the roads, footpaths, K&C and Airports. As per AMP budget 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.	100%	Design Plans have been developed for the residential estate which can be delivered in stages. The first stage will require connectivity to water, electricity and sewerage. Limited funding opportunities to develop these types of projects exist.
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%	Many projects have been completed or are in the process of completion.

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%	Reports to Ergon on faulty lights one on Herbert Street (6) Hamilton st.(1) and (1) on Burke st. - these have not been actioned by Ergon
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 and parks and recreational areas are mowed and slashed regularly within budget
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%	
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.	100%	Constantly updating data as it comes to hand. Recording of cemetery data is being recorded into the IT Vision system.

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%	Survey plans prepared ready for future opportunities.(Industrial and Residential estate and Regional Community Precinct).

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.3.4.2	All projects over \$100k 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 \$100K

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 approved by the Minister and adopted by council.	100%	The Town Planning Scheme which has been under development for 18 months was adopted by council in August 2020. This sets the theme for the town for the next 20 years.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
2.3.6.1	All building applications are completed in a timely manner with the correct fees charged.	Applications processed with minimum delays.	100%	All building development applications are recorded and fees charged accordingly. All new/ relocated structures are certified by Building inspector. ABS data up-to-date.
2.3.6.2	Capital Exp: Development of the Boulia Industrial Estate to encourage new business within the town precinct.	Land Planning issues proceed as needed with the proper process followed.	100%	Good relationships with all groups. Council engages and external resource to ensure we comply with Native Title requests. Recent NT clearance completed on Donohue HWY

Key Priority 3: Economic development -a sustainable local economy

Economic prosperity creates opportunity. Our economic strength fuels growth across our region and is responsive to opportunities, particularly in the tourism and the agricultural market. We will advocate for local businesses and work to diversify the local economy to include mining and exploration and take full advantage of the resources available to us.

3.1 : Facilitate employment and investment opportunities

3.1.1 : Encourage a diverse supply of housing affordability and choices.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
3.1.1.1	Advertise the rates concession for new and renovated buildings within the shire	Notices placed in CCC, provided in rates notices, advertised in regional newspapers	100%	Communication through the quarterly newsletter, notices in with Rate notices that will be issue in June 2021. Council engaged external consultant to assist with rates notices and aim to have rate notices issue in July 21. Advertising continuing through newspapers and community notice boards including electronic.

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 inspection are completed on a annual basis or as required. Budget allocation is sufficient to meet 10 yr housing forecast.	Housing stock meets council demands	100%	Council housing inspections are completed and tenants are responsible for any non-wear and tear issues. The housing stock in general is in a fair condition but is starting to show signs of general fatigue as the houses are old. Council is looking to the new residential estate as an opportunity to improve the housing stock and potentially allow home ownership for the existing houses.

3.1.3 : Facilitate networks and partnerships between local business, industry groups and government.

Action Code	Action Name	Performance Measure	Progress	Annual Comment

Action Code	Action Name	Performance Measure	Progress	Annual Comment
3.1.3.1	Facilitation of meetings between regional organisations including RAPAD which may assist local business	Meetings arranged as required. Council email blast , flyers, Facebook .	100%	RAPAD supports the business of Boulia with the visits of Paul and Paula Miskepa who have assisted several small businesses with funding applications during the year. Regular information is provided to business via email as it becomes available.

3.2 : Support local business and advocate for the region

3.2.1 : Support opportunities for new and existing businesses

Action Code	Action Name	Performance Measure	Progress	Annual Comment
3.2.1.1	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%	Combined television advertising with three western councils to commence in 2022.

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 has seen joint procurement in water mains and smart water meters and projects which will save many thousands of dollars as joint procurement proceeds. Example -joint procurement project Air Scouring & Pigging and water meters.

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.	100%	Up coming projects for 21/22 are Cactus control and the control of Parkinsonia and Sticky Florestina.
3.2.2.5	Prepare submissions to Western Queensland Local Government Association and Australian Local Government Association to lobby State and/or Federal Governments for strategic changes to Acts and regulations where warranted.	Successful outcomes from motions developed by council presented to WQLGA.	100%	Western Queensland Local Government Association (cancelled due to COVID-19) has been overshadowed by the Western Queensland Alliance of Councils which is tackling the hard issues of regional housing, attraction and retention of staff for councils, and ongoing road funding allocations.
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%	All reviews of the Disaster Management Plans and associated documents were completed in March with the full group of the LDMG membership. The final field exercise will be completed in Sep 2021. New members from the clinic and school and police(Sep 2021) this year.
3.2.2.7	Inland Queensland Road Action Plan (IQRAP)- Development of a concise road network plan with a view to improve productivity for existing industries and businesses along supply chains, enhance competitiveness of exporters, support new private sector investment and improve resilience and connectivity for the delivery of goods and services to communities	This group is gathering momentum. We are only one of 33 local governments who are members. The focus is to increase the quality and accessibility of the road network to maximise the economic prosperity of inland Qld.	100%	The IQRAP concise road network plan was successfully completed and while it was not accepted by TMR it has now been generally accepted as a well thought out basis for future planning considerations.

3.2.3 : Advocate and support the development of the Outback Highway

Action Code	Action Name	Performance Measure	Progress	Annual Comment

Action Code	Action Name	Performance Measure	Progress	Annual Comment
3.2.3.1	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 Outback Way Development Corporation has successfully submitted an application to Infrastructure Australia and the project is now a separate line item in the Federal Governments budget. Unfortunately because the Donohue Highway section of the Outback Way is a shire road it continues to cause issues with the ongoing funding requirement from the Federal Government for the State/Local Government to contribute 20% co-contribution. At present this is totally a Local Government contribution.

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	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%	Due to COVID-19 most of our meetings are held via Zoom however we travel for the quarterly meetings which are face to face.

3.3.2 : Enhance digital connectivity opportunities for the Shire

Action Code	Action Name	Performance Measure	Progress	Annual Comment
3.3.2.1	Maintenance and renewal of FM transmission sites ensures continued operation.	All sites operational	100%	

Action Code	Action Name	Performance Measure	Progress	Annual Comment
3.3.2.2	Increased digital connectivity throughout the shire by the use of modern technology which improves communication and connectivity	Review completed on how digital exposure can benefit Boulia.(RAPAD)	100%	Investigated and invested in the new technologies, recent additions on the technology: Purchase Drone (Robotic),i-Auditor for safety issues reporting and investigating Tablets for collecting defects on the road Camp internet and WiFi Security cameras, Water monitoring system ,Flood monitoring cameras and new upgrades with latest equipment ,Navman, Spot technology tracking and tracing, Recover, Reflect, Radar, Zoom, AutoCad, Drone footage Facebook Pulse and various GPS technology etc.

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
3.4.1.5	Promote the attractions in Boulia to increase the number of visitors to Boulia through partnerships with other regional tourism providers. ie caravan and camping shows	Attendance of staff to trade shows and training opportunities.	100%	Tourism is having a boom year for visitor numbers. Socila media is promoting the shire as well as the television advert is still attracting visitors.

3.4.2 : Support council operated businesses which are associated with tourists and benefit the wider community.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
3.4.2.1	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%	Major refurbishment in October of the Encounter show and front of the building.

Key Priority 4: Caring for the environment

We are the guardians of our environment. Our shire is home to diverse, pristine and culturally sensitive environments. We have a duty of care to preserve and protect our shared environment so it continues to underpin our history, lifestyle and economy. We will encourage sustainable practices including green energy solutions and the responsible land management.

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

4.1.1 : Employ efficient development planning processes and practices

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

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
4.1.3.1	Fogging activities completed in times of flood	Fogging notification to residents. Fogging completed to the most effective schedule for reduction in pests	100%	Fogging activities will commence after a rain event or flood event that brings out pests around Town.
4.1.3.2	Manage stray domestic animals within the township to reduce incidence of nuisance behavior	Reports of stray domestic animals actioned within 4 hours.	100%	The first two months of 2021 there was no dogs impounded but with the Systematic Inspection Program carried out in March it saw a large number of dogs getting Registered and some households being informed that they have to register their dogs. The Inspection was carried out by G Smerdon with assistance from Mr Phil Greaves from the Carpentaria Shire Council. After the inspection there was in the week following 4 dogs impounded with Three being registered and the fourth dog trying to be rehoused.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
4.1.3.3	The set of policies and local laws are reviewed annually to ensure that all residents are able to enjoy Boulia without impediment.	Policies and Local Laws are up to date and relevant.	100%	All policies falling due for renewal are flagged for review by the policy's responsible officer and presented to Council for adoption

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

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

Action Code	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 an State Emergency Service (SES) group	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%	The council continues to provide executive support to the group and has applied for funding to renovate the SES shed and increase storage capacity

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
4.2.2.1	Meetings held with all agencies at least twice per year on as required for disaster events. Activities including field exercises are conducted as required..	Field exercises conducted in May and/or Nov	100%	The annual field exercise will now be held in Sep 2021.

4.2.3: Plans of management are established for our Parks, Sportsgrounds, reserves and open spaces.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
4.2.3.1	Consultation forms part of the development of plans of management which includes affected groups and interested persons.		100%	Parks, Sports grounds, reserves and open spaces management plan been established. Sports Centre major upgrade completed. Around the Robinson park fence installation completed.

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

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
4.3.1.1	Support the local land-care groups to achieve pest and weed control.	Meetings and assistance provided	100%	The meetings and field days that I have attended, there was a general feeling that when the group can get together they can achieve what they want.

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
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%	The lessee of the Butchers Paddock has the right amount of stock for what feed there is in this paddock at this stage he is all so doing some feeding with hay to help keep what feed he has. The Lessee of Cooridgee Reserve has removed some of his stock from the paddock so the feed can recover when there is some rain and he will build his numbers up once the feed has recovered.

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 councils parks and median strips is managed to suit the best water source.	Watering through drought periods is scheduled.	100%	The Burke River has water in it now so we are off town water and watering the town median strips from the river.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
4.3.4.1	Identification and management of pest animal and weed issues within the shire in accordance with the Bio-security Plan adopted by council with reporting to be done back to CWRPMG quarterly.	Pest animal baiting occurs. Weed identification and notification process occurs. CWRPMG meetings are attended by RLPO	100%	Pest animal control the first round of baiting saw a small turn up with 713.5kg of meat treated for the control of feral dogs and 400 De-K9 baits sold as well there was 1087.5kg of meat treated for feral pig control. RMPC and shire roads weed control carried out.
4.3.4.2	Noxious Pest weed control on council managed land and council road reserves is maintained, monitored and reported quarterly to council but subject to grant funding.	Limited incursions with action taken for invasive species.	100%	The use of Herbicides on Council controlled lands and reserves i am getting over 90% kill rate.
4.3.4.3	Reduction in the number of pest animals by paying of bounties for wild dog and cat scalps and pig snouts with a complete register of numbers reported and amounts paid by council for the bounty.	<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%	A total of 14 dog scalps and 2 pig snouts brought in and 713.75kg meat baits treated with 10mg/ml 1080 dog baits, and 1250 kg of meat baits treated with 36mg/ml pig and 1400 De-K9 manufactured baits sold for this quarter.
4.3.4.4	Town common is managed within the limits set and stock holders are encouraged to participate in any muster arranged by council. Weed control and stock levels monitored and reported to council quarterly.	<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>The lack of good rain means that numbers of stock on the town common will need to be reduced with in the next couple of months there is at this time is 87 head. will be looking to carry a common muster out in August 2021 unless the owners want to do their own muster before hand.</p> <p>Stock from neighboring properties is still a problem the owners of this stock do get them of once they have been notified.</p> <p>Some of the boundary fences of these properties do require some major work to be carried out.</p>

Action Code	Action Name	Performance Measure	Progress	Annual Comment
4.3.4.5	Primary Stock route bores are maintained as appropriate with funding applied for as needed. Other bores are maintained as funding allows.	Stock route bores are maintained in accordance with funding received.	100%	No news on the Capital Works Funding that i applied for and no Travel Permits. With there being little to no feed on all of the stock routes in the shire i will not be issuing and travel permits in the near future.

Key Priority 5: Robust Governance

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

5.1 : Confidence in council systems and procedures to meet legislative and compliance requirements.

5.1.1 : Manage Council's operations in an effective manner by clearly defining the functions, services, roles and responsibilities of council

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.1.1.1	Boulia Certified Agreement options are enacted within payroll from the agreement 2019-2023	Regular reviews of conditions being paid to staff	100%	Existing Staff Members at the time of the implementation of the EBA were informed of all their payroll benefits. New Staff Members during the on-boarding process are given a copy of the EBA. Staff have been and are also informed of the relevant Stream of the Award for their role as the EBA is aligned with the Local Government Industry Award - State 2017. Wages increases are processed accordingly in July 2021
5.1.1.2	Administration-HR Policies and procedures in place to ensure staff have clear guidelines in relation to working for the council.	Policies are reviewed and made available to staff.	100%	Notices of updated policies in relation to adopted policies by Council are sent out to Staff by email after the Council Meetings.

5.1.2 : Effective internal and external communication and records management

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.1.2.1	Be proactive in providing information to staff on issues which may affect them.	Information delivered via email, payslip notice or meetings.	100%	Branch meetings are held fortnightly and tool box meetings monthly for safety. Notices are done for notice boards and email blasts are sent out to Staff and others.

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	Councils system is up to date with current upgrades and staff are trained in the use of the system.	100%	A constant review is done on how better we can manage and store Council's business information ensuring it is easily understood. Council will be implementing new corporate systems namely ALTUS EPM Procurement and ALTUS Payroll in the short term

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 Audit Committee last met in March 2021 where the councils Risk Management framework was reviewed. This framework is now held as a permanent record which can be reviewed for progress against targets. The next full meeting of the committee will be in late July 2021
5.1.3.2	Provision of reports to Workers Comp in relation to workplace injuries and other RTW matters	Reports completed as required	100%	Workers Comp advised as required when events take place for reportable workers compensation issues and /or incidents. Return work plans were implemented and carried out and agreed upon by all parties concerned.

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

Currently these are manually checked prior to works commencing, however eventually will be software driven and flagged to create automatic alerts for "soon to be" expiry dates.

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.	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-instatement.	100%	Contractors certification validities are checked annually during Start-Up week. Also randomly checks during onsite inspections for compliance.

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
5.1.5.1	To implement the 'Boulia Safe' - workplace Health and Safety Management system across the Boulia Shire Council workforce.	Continuous improvement evident in the the implementation	100%	Weekly and additional Toolbox presentation/information sessions are conducted together on all levels of council with staff involved in consultation processes. Various Take 5 type quiz assessments are implemented on various subjects/topics.
5.1.5.2	Completion of all Quarterly action activities for WH&S by all sections of the workforce.	Close out all items within 30 days on notification from Management	100%	Keeping in with WHS compliance reviewed weekly and no outstanding issues currently.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.1.5.5	All staff have completed WH&S training requirements	WH&S training by staff is completed.	100%	All new staff undergo BSC induction process either online or face to face. Toolbox presentations and education are conducted weekly and additional as alerts and other industry information dictates. Industry alerts and updates are provided to staff as they become available. Staff are given opportunities to gain training and further certification through visiting RTO's and online training portals.
5.1.5.6	Attendance at all WH&S meetings including ManEx meetings as appropriate.	WH&S meeting attendance	100%	Attend and provide a report detailing outstanding iAuditor issues. Provide an update on any relevant training that has been done. Provide updates on process improvements. eg. Reporting incidents and accidents.
5.1.5.7	Provision of Lost time Injury and incident trends and suggested rectification plans.	Report completed and presented to council on an annual basis.	100%	With the implementation of the WHS procedures and the acceptance to change by the staff. Very pleased to report that the staff are very positive in embracing WH&S with only a few employees have had loss time due to injuries/illness outside of work parameters.
5.1.5.8	Complete checklist / hazards inspections as per I-Auditor scheduling	All inspections are completed as per I-Auditor scheduling	100%	Inspections and facility check are being carried out through the iAuditor system. Staff have been embracing the WHS culture as well as forthcoming with suggestions for improvements on many levels going forward. More ipad/tablets for mobile/field reporting have been introduced to assist staff which has been positively embraced.
5.1.5.9	Escalate uncompleted recommendations from hazard inspections that require a budget allocation into Pulse.	Budget allocation is recorded for escalated actions or a reason why it is not.	100%	Nothing to report at this stage.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.1.5.12	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%	Policies and procedures are reviewed as required. New Policies and Procedures introduced where and when changes are to occur. Safe Work Method Statements (SWMS) are reviewed and discussed by workers and supervisors prior to commencing of job. 2021 Updated WHSQ Codes of Practices replaced the older versions.
5.1.5.13	Upload all reviewed documents under appropriate element numbers onto the councils safety management system (including Infoxpert) as endorsed documents	All endorsed documents are correctly loaded in Boulia Safe and hyper-links are active and working.	100%	All SWIMS and SOPs are now reviewed loaded onto councils electronic records system and recorded into the Safe Management system
5.1.5.15	On completion of the review, upload all reviewed documents and place them into councils safety management system (including Infoxpert). This provides document protection and version control.	Documents can be located easily in Infoxpert	100%	All documents have been reviewed, uploaded and hyperlinked to InfoXpert
5.1.5.16	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%	The implementation of synergy soft HR module will improve this manual process and provide alerts. Manual checks for competency have been implemented.
5.1.5.17	WH&S statistics to be presented to ManEx on the first meeting of the month to review 30 day actions not completed.	Twelve monthly reports received by ManEx	100%	Updated reports and photos are presented to MANEX each week from the I-Auditor results and from meetings with staff at toolbox meetings
5.1.5.18	WH&S budget to be reviewed quarterly against targets.	Achievements against targets are within budget	100%	WH&S budget is sufficient to complete the required activities which have been completed during the year. Good progress has been made in all aspects of WH&S compliance.
5.1.5.19	Review all emergency plans and 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%	Plans are completed and currently being reviewed against changes to regulations. 95% New signage is complete with only two areas requiring emergency evacuation signs to be updated

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.1.5.20	WH&S to communicate any changes to documentation to staff members for action.	Email blast combined with internal notices and tool box talks are used to disseminate information to staff.	100%	Information is provided to staff via flyers, WHSQ Alerts and toolbox talks which also contain PowerPoint presentations which can be used for new staff
5.1.5.21	Review the following procedure 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 documents have now been loaded into Infoxpert after being reviewed by the account owner and WH&S staff member including ManEx. These documents are also reviewed to meet industry changes
5.1.5.22	Review the following procedure against the legal requirement in preparation for consultation: WSH design, machine guarding, hire equipment, thermal radiation, pressure safety, confined spaces, excavation and trenching.	All reviews are completed within agreed time-frames	100%	All documents reviewed by WH&S officer, staff and recorded into InfoExpert
5.1.5.23	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%	Safety data sheets (SDS) have been reviewed and updated with current regulation information, saved on councils electronic document management system/
5.1.5.24	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.	95%	Staff training in this area is complete but always monitored given changes in SDS information from suppliers. All signage is regularly reviewed for each area.
5.1.5.28	90% Completion of all rectification actions as outlined in I-Auditor from their proposed completion date		100%	All council areas are monitoring the risk and hazards with i-Auditor program. Good progress in the use and actioning of tasks in I-Auditor and ongoing software familiarisation with both existing and new staff.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.1.5.32	Annual reporting of lost time injury claims which should be less than 55% of all claims		100%	Staff have embraced a more positive Workplace Health and Safety culture. Resulting in only two lost time occasions, both of which did not happen due to work roles
5.1.5.33	Annual reporting of injuries - No increase in recorded injuries from the previous year	No increase from previous year.	100%	Council has been successful in keeping the reported injuries to a minimal level the same as last year No real changes in injuries from last years results.
5.1.5.34	Reportable incidents are reported within the required time-frames	100% of reportable items are actioned correctly	100%	Pleased to report that council staff are now reporting 'near misses' as they eventuate. Also reporting incidents immediately, as soon as possible.
5.1.5.35	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)		100%	Reports are completed and actioned within the required timeframes
5.1.5.36	Undertake an Internal Audit at the completion of the WHS Plan	Annual review of plan and changes recorded on PULSE.	100%	Audit is on schedule to be completed
5.1.5.37	To achieve 80% Compliance with the National Audit tool for Self-Insurers		100%	Documentation reviewed, Ongoing evidence collated, other departments gathering documentation of compliance which we are confident will meet the 80% and above requirement..
5.1.5.39	Continual improvement of the hazard risk register through identification of new hazards/risk and control measures.	Number of improvements made to the register.	100%	A comprehensive risk register is in place and being monitored as this is a live document and also a version provided in the PULSE system.

5.2 : Accountability is clearly evident in how council does business

5.2.1 : Ensure 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 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.	100%	The LTFP has been updated to the QTC model and will require constant updating depending on Council budget cycle.
5.2.1.2	A business solution (IT) which covers the needs of council at present and into the future is supported by each layer of the organisation and training is available to achieve best practice.	Partnership with the RAPAD group to identify future solutions for Boulia in line with the region progressed.	100%	Synergy-Soft business system modules have been implemented and training has conducted in a number of different ways. Future planning is underway to improve processes for the organisation as requirements are identified.
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%	Council investment opportunities are reviewed monthly and budgets are amended accordingly.
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, Charges and Other debtors are being recovered on a timely basis. Due to COVID 19 Council has been considerate in requesting outstanding rates. Debtors who have not paid for more than 90+ days are being assessed case by case basis and collection house has been engaged in debt recovery. Debtor report submitted monthly to Council.
5.2.1.5	Monthly reporting to council for accurate and correct costing of expenditure (including Accounts Payable, Stores, and Assets) on behalf of the functions of the Organisation	Accounts payable paid within required time-frame, all stores issued at correct value and correctly costed to functions, all assets accounted for accurately	100%	Accounts payable paid within required time-frame, all stores issued at correct value and correctly costed to functions, all assets accounted for accurately and reported to Council monthly

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.2.1.6	The Operational Plan to be linked in the Annual Budget which will be reflected in the actions included in the plan.	Operational Plan (including Budget) adopted by 30 June each year	100%	Operational Plan (including Budget) adopted by 30 June each year
5.2.1.7	Manage Council's insurance portfolio	100% of insurances reviewed and maintained annually	100%	100% of insurances reviewed and maintained annually.

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	Audit Committee- Regular meetings are held in line with requirements to review and monitor audit comments and ensure council is performing in accordance with the Local Government regulations.	Audit Committee meetings are held twice per year to review Audit Plans, Draft Financial Statements, previous audit management responses and actions.	100%	Audit Committee meetings are held twice per year to review Audit Plans, Draft Financial Statements, previous audit management responses and actions.
5.2.2.2	Internal Audit Plan to be reviewed quarterly and actioned to achieve goals.	Internal audit to be recorded on Pulse software for updating and permanent record	100%	Quarterly reviews are done on the audit plan to ensure we will and can achieve our goals, changes are made and put to audit committee for approval if required.

5.2.3 : Decisions on new or enhanced community assets or facilities are viewed with the future financial impact on council

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 \$100k.

5.2.4 : Ensure transparency and accountability through management reporting

Action Code	Action Name	Performance Measure	Progress	Annual Comment

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%	Key Financial Information is communicated to MANEX and Council. Meeting held fortnightly.
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 was completed and endorsed by Council at the December 2020 meeting.
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	90%	For the FY 20-21 Council has accepted recommendations made by QAO to engage external assistance to complete Financial Statements. Council aims to prepare and finalize its external audit by end of September 2021.
5.2.4.5	Council has a clear picture of the overall financial position and performance against adopted budget	Monthly Financial reporting to council includes snapshot of current performance against budget figures.	100%	Budget workshops are completed prior to budget adoption then quarterly discussions and reviews are held with management and Council. Comparatives of adopted budget to monthly income and expenses are shared with Council and any major variations are discussed with MANEX and Council as well. The Operational and Capital Budget has been adopted by Council.
5.2.4.6	Monthly financial reporting is completed and presented to council of which Council is clear and councillors are able to review costs against budget	Delivery of Quarterly Budget Review to Council	100%	Report is completed monthly and again quarterly, both submitted to council.

5.3 : Stability - a safe secure working environment

5.3.1 : Provide a working environment for all in which risk is managed and monitored in all council areas and facilities.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.3.1.2	Identify key risk areas in Council operations to be reviewed as part of the internal audit	Undertake two (2) internal audit reviews per annum	100%	Review of internal audit plan to ensure we are cover any areas of concern. Council has completed its Internal audit in December. Recommendations have been noted and will be reviewed constantly. Internal Auditor - Tony Walsh - Walsh Accounting. Recommendations regarding Plant Audit has been accepted by Council.
5.3.1.3	Implementation of actions set out in the Internal Audit Committee Action Plan	Completion of all actions of the Internal Audit Committee Action Plan designated for completion in this financial year	100%	All actions are added to the audit and risk register and reviewed at each meeting of the audit committee.
5.3.1.4	Support training and monitoring of use of councils WH&S and I-Auditor programs. Complete annual audit of all council work sites	No breaches of WHS regulatory requirements Hearing assessments for employees working in noisy environments completed At least 80% compliance with the National audit tool	100%	Reviews of contractor and council work sites have been conducted which also included noise level monitoring. I-Auditor uptake by staff has been very successful with more I-Pads being ordered to ensure all areas can update electronically from on location.
5.3.1.5	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 gained industry Drug & Alcohol Testing certification and random Breath Alcohol testing (Brac) was implemented as per the Boullia Shire Council zero tolerance drug & Alcohol policy

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

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.4.1.1	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%	Stock to be evaluated on quality, some stock will no longer be sold due to the need not being as great in the ocommunity now for giftware items.
5.4.1.3	Depot workshop Council plant and equipment is fully operational at all times.	Limited downtime and minimal lost productivity.	100%	Regular maintenance been carried out on council fleet and well maintained. weekly and fortnight check on the plant revenue. Major services are planed around the council break to avoid down time of the machine. 20 years plant replacement program been developed.

5.4.2 : Optimise performance of council business units using available technology

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.4.2.1	Maintain compliant Closed Circuit Television network operations in the Shire	No breach of regulatory requirements in relation to operation of CCTV Operations	100%	Council developed a policy for CCTV.. Secured funding to upgrade CCTV system for: Admin building, Landfill facility,Sports centre, Library, Heritage Complex 50% completed
5.4.2.2	Maintain Servers and Facilities with adequate licence renewals for current software	All current software renewed on schedule	100%	This is ongoing, Servers have just been replaced and installed. All license renewals are up to date and constant liaison with Shire Networks to ensure all renewals are current
5.4.2.3	Monitor and manage telephone and Ergon accounts for electricity and telecommunication equipment and services to ensure we are not paying for unnecessary services	Accounts paid, nil outages and plans are cost effective for council.	100%	Monthly reviews of phone accounts and quarterly reviews of ergon accounts are conducted as normal practice.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.4.3.1	Council is in receipt of the annual budget documentation ready to be adopted each year.	Budget preparation is timely and involves Executive team and department heads with bids for funding received from departments for consideration by council	100%	Workshops are held with draft paperwork, prior to budget meeting finalised papers are issued to Councillors and management. For FY 21-22 the budget process will commence in March 2021 alongside a review of Council fees and Charges for adoption. Draft Operational Budget meeting has been held in March, It is expected finalisation of operational and capital budget by June 2021. Council budget has been accepted in Council meeting in June.
5.4.3.2	Council is able to monitor the budget and determine the progress of projects and work completed in line with budget projections..	Quarterly budget reviews completed and presented to council with comments on variations to budget	100%	Reports are given to Council every month at the Council meeting
5.4.3.3	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%	Reports are put to Council monthly and quarterly.

5.4.4: Implement good practice in managing and maintaining our assets

Council has engaged external consulting firm to assess Council maintenance for building asset class. Final dollar value is awaited. These will be incorporated in Council Long Term Financial Asset Management Plan and QTC model.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.4.4.1	The plant committee to complete reviews on plant usage making suggestion on turn over, purchase and replacement to achieve maximum value for money outcomes. 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 whenever required to review the plant purchases and performances. 20 years plant replacement strategy been developed. plant and equipment been purchased with in the budget.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.4.4.3	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%	Renovations of the mIn min Encounter and new displays at the Heritage Complex are mindful of budget restraints.

5.5 : Advocacy - punching well above our weight

5.5.1: Advocate for improved services and infrastructure.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.5.1.1	Advocate for increased coverage for internet in remote locations.	Number of black spot internet locations achieved.	100%	Submissions have been made for remote site locations to TMR and a joint funding submission between Winton and Boulia to install a mobile tower at Middleton has been approved. The long awaited mobile connection in Urandangi has been installed and is waiting to be initialized.

5.5.2: To have Councillor representation and actively be involved in regional forums

Action Code	Action Name	Performance Measure	Progress	Annual Comment
5.5.2.1	Councillors report via the monthly council meetings on meetings they attend as per the committees they have been nominated for.	All external meetings attended by Councillors or senior staff are to have a written report completed and submitted to council at the following meeting.	100%	All regional meetings are attended along with involvement in supporting groups and organisations. Mayor Rick Britton attends all RAPAD, RDA, I-QRAP, CWRPMG, RAPADWSA, ORRTG and WQAC meetings - both face to face and via zoom meetings. Cllr Sam Beauchamp has attended RAPAD Water and Sewerage meeting, Information on these meetings are provided verbally at the following council meeting.

Key Priority 6: Supporting local services and facilities

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

6.1 : Facilitate opportunities

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%	COVID-19 information and teleconferences are attended with the impending rollout of the vaccinations. Shire Hall set up for the local people to attend a Webinar on the introduction of the rollout of the vaccine.

6.1.2 : Provide community services through government funded programs for the benefit of disadvantage members of the community

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%	RADF projects continue to be free attend events and many government funded events are being held in 2021.

6.2 : Support an active healthy community

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment

Action Code	Action Name	Performance Measure	Progress	Annual Comment
6.2.2.1	Continue to oversee the operation of the Boulia Aquatic Centre and sporting fields	Facilities are open and usable for the public at least 95% of the year.	100%	Boulia Aquatic Centre and sporting complex major refreshments project completed. new astro turf been installed for Tennis courts and new light have been installed which are on a timer, council secured finding to upgrade the lights
6.2.2.2	Continue to provide Australia Post services for as long as this is required to be provided by council	Australia Post facility is operational with trained staff who are available	100%	Ongoing service to the public and visitors of the Shire.

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
6.2.3.1	Au-spiced funding for Royal Flying Doctors Service (RFDS) is managed in accordance with planned activities to upgrade Urandangi Health facility	Activities completed with quarterly reports submitted	100%	This funding first obtained by Dr Don Bowley has stretched over a number of years now with the maintenance and inclusion of extra items at the Urandangi clinic provided as requested.
6.2.3.2	Local involvement in the support of the clinic and health committee groups for the betterment of health in Boulia and Urandangi		100%	Support provided by involvement in Boulia Interagency group suggestions.

Key Priority 7: Valuing our greatest asset - people

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

7.1 : An innovative culture

7.1.1 : Support WH&S practices that develop a motivated and focused workforce

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.1.1.1	Staff understand the importance of WH&S and all are competent 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.	100%	Sound staff understanding and uptake of all staff inside and outside crews as well as contractors. Staff have embraced the Workplace Health and Safety culture and offer positive suggestions during consultation. Contractors are embracing the documentation side of WHS culture and compliances.
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 information is kept securely and payments are made in accordance with the Award and Bouliia Shires Certified Agreement
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 data is recorded and stored in accordance with regulatory requirements. A move to ensure all records are recorded electronically are being progressed.
7.1.1.4	Assistance with the recruitment and selection process from advertising to the final letter of offer for new employees	The recruitment process is completed in a smooth and professional manner with documents provided that are up to date and relevant. All documentation is collected as required and saved electronically.	100%	All staff are recruited in accordance with council policy and induction processes.
7.1.1.5	Mayor and or panel to complete annual review of the CEO		100%	The Annual Performance Review will be completed by the council in June 2021

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.1.1.6	CEO to Complete six (6) monthly performance reviews senior staff including WH&S compliance	Performance reviews for the July-December period completed	100%	All Performance reviews for senior staff have been completed by the due dates.
7.1.1.7	Complete annual performance review of your employees for Works and Operations including WH&S compliance.	Reviews completed on anniversary.	100%	One page performance review been developed. performance reviews commenced
7.1.1.8	Complete performance reviews for your staff in Community Services including WH&S compliance	Reviews completed on anniversary	100%	Performance reviews done June 2021.
7.1.1.9	Complete performance reviews for your staff in Finance and Administration including WH&S compliance	Reviews completed on anniversary	100%	Performance Review of Staff have been completed by Director and Finance Manager.

7.1.2 : Keeping pace with technological changes in the workplace environment

Action Code	Action Name	Performance Measure	Progress	Annual Comment

Action Code	Action Name	Performance Measure	Progress	Annual Comment
6.2.1	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%	Council has invested in Go-1 as a professional development tool for staff. Some Staff have this program available to them to enhance their skills in a universal approach as this library of courses educates on many plateaus. Work Health and Safety compliance is necessary for the ongoing funding of Department of Main Roads to facilitate the viability of Council. Consequently, Staff are kept up-to-date with Work Health and Safety Standards. Tool Box talks have been enhanced by a library of resources provided by Safety Hub which the Work Health and Safety has to use as a teaching tool. Professional development opportunities in relation to the day-to-day business systems are provided to staff members to more confidently, efficiently and effectively undertake their roles. Because of the restrictions of COVID-19, Zoom has become a very reliable and user-friendly method to conduct face to face training.

7.2 : A great place to work

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
7.2.2.2	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%	Organisation Structure is reviewed regularly to facilitate where possible, for the development of an appropriately qualified and sustainable workforce.

7.2.3 : Provide access to external support networks for emotional assistance

Action Code	Action Name	Performance Measure	Progress	Annual Comment

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%	Posters are displayed in traffic areas for easy access for Staff regarding the EAP services available to Staff and their Families. During these challenging times of COVID-19, Staff have been reminded of this service, and specific COVID-19 posters were distributed to Staff and displayed in the Office areas. With the easing of COVID-19 Restrictions, the RFDS Outback Mental Health Team has returned to Boulia. The RFDS Team visits Council's workplaces to let everyone know about the programs and support services available; and, to develop a rapport with the Boulia Shire Council's Staff Members. Aligned with the Boulia Shire Council's Certified Agreement 2019, Council has an official adopted policy in relation to the Employee Assistance Program.

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	Investigate all contractors and workforce to ensure appropriate licences, tickets, certificates and qualifications are held and maintained in respect to the relevant contract or project	All reviews completed for contractors and workforce quarterly	100%	All tickets were reviewed again at start up, the implementation of the HR system will be advantageous as this will no longer be a manual process. As per requirements, all staff and contractor employees have to present their certifications at time of induction.
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%	A noise register has been established with base levels measurements taken on nearly all council machines. Testing has occurred with staff training on the use of noise reduction equipment completed together with the recommended hearing PPE types available and a Toolbox about noise levels.

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 councils fleet which is reported to the plant committee and ManEx	100%	Fleet management system is used to monitor the productivity of the councils 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%	Training for all aspects of work within council was completed in February. PowerPoint, videos and handouts with Face to Face meetings with all staff which was very successful.
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%	Actions for all sites have now been loaded and added to as new items are discovered. Very successful uptake by staff.
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%	Audit completed with some action items (non-life threatening) identified and noted in iAuditor. Freshen up of some signage is currently taking place.
7.2.4.7	All claims for compensation through LGW must be supported by a prior registered incident report in I-Auditor	Reporting of of incidents through I-Auditor is documented through ManEx via the WH&S officer.	100%	Staff are becoming more cognisant of I-Auditor and reporting is improving.
7.2.4.8	Undertake Fire Warden training with staff using fire extinguishers.	Annual training and demonstrations have been completed.	100%	Completed fire extinguisher awareness and practical training on two occasions with all staff members available from both administration and outdoor field departments. Fire warden training/refreshers was completed in April.
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%	SWMS reviews ongoing and updated inline with the WHSQ new/updated Codes of Practice as of March 2021.
7.2.4.10	Undertake lighting survey	Annual lighting survey completed.	100%	A review of lighting, exit signage, illumination for access/egress have been completed. Action to rectify/update exit signage completed.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.2.4.11	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%	This is the responsibility of onsite foreman/traffic managers and progress is being made to ensure that the recording of signage at the worksite is correctly being carried out and recorded appropriately.

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%	Customer management system has been implemented and is in its infancy.
7.3.1.2	Provide a range of administrative, customer services and facilities for the continued operation of council.	Policies, forms and up to date information is available on request.	100%	Council Administration and Finance teams support all of Council areas. This has been achieved through team meetings formal and informal, tool box meetings and aspects relevant from MANEX communicated to staff constantly
7.3.1.3	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 inspection been carried out with the relevant staff and recorded in i auditor. Reports been monitored weekly with the works staff, supervisors and contractors.

7.5 : Education

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.5.1.1	Support provided to SES and Rural Fire Service groups to enable them to function in an emergency.	Grant applications submitted for equipment as required	100%	Council will continue to provide support where required.

7.5.2 : Partner with relevant agencies and organisations to provide a range of community awareness and educational programs

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.5.2.1	Partner with Boulia Community Services to provide educational programs in our facilities.	Several planned programs over the school holidays conducted in our facilities.	100%	Ongoing partnership for all community projects such as after school sports once weekly.

7.6 : Develop new employment opportunities

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
7.6.1.1	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%	Professional development and training are key elements to staff delivering the required results and timely outputs.

Key Priority 8: Proactive and responsible leadership

Our Shire is well recognised and respected both in Queensland and the Federal arena and this is critical for the future growth of the region. We recognise the challenge population decline brings and will find ways to manage it and do what we can to reverse the trend. We will build on what already makes our shire and the surrounding regions 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	Meeting held in early December after the final results are released	100%	Community Meeting held on the 16th June 2021.
8.1.1.2	Regular information being released through Channel Country Chatter, Facebook with the Website content reviewed for accuracy and content twice per year..	Verbal feedback, monitored visits through Facebook.	100%	Information being inputted to CCC by library staff and printed externally. Social media continues to be done by media officer.

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 meeting agendas are released and placed on the Council website within the required time frames.

Action Code	Action Name	Performance Measure	Progress	Annual Comment
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%	Councillor profiles, inclusive of contact details, are kept up to date on the Council website. The Bigtincan program is updated regularly to ensure Councillors have 24/7 access to relevant documents.
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%	Acknowledgment to the traditional Owners are held at the commencement of each council meeting. Model meetings procedures are followed and all requirements are noted in the minutes of each meeting by the ExAssist.

8.1.3: Communication with the community is aimed to capture the wide range of media.

Provide customer service and information on Council's services through the council office / facebook/ media etc.

At least 95% of initial queries received through the council office are responded to in accordance with the Customer Service Charter

Action Code	Action Name	Performance Measure	Progress	Annual Comment
8.1.3.1	Notifications to customers to be sent via email blast, Facebook, web page, flyers.	All notices sent within 4 hours of receipt	100%	Notices are distributed via email blast, Facebook, web page and flyers as appropriate and in a timely manner.

8.1.4: Residents are informed about and involved in Council’s decision making

Publication and distribution of information in relation to Council decisions, activities and benefits

Action Code	Action Name	Performance Measure	Progress	Annual Comment

Action Code	Action Name	Performance Measure	Progress	Annual Comment
8.1.4.1	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%	Council meeting dates, currently set to December 2021, are available for view on the Council website and notice boards.

8.2 : Strong representation

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

Action Code	Action Name	Performance Measure	Progress	Annual Comment
8.2.1.1	Twelve ordinary Council meetings are held each year with two special budget meetings and two planning session days.	All meetings attended by all Councillors.	100%	Ordinary Meetings of Council are held on a monthly basis and Councillor attendance noted.
8.2.1.2	Representation at all elected meeting groups supporting Boulia initiatives	Reports received from attendees at the meetings presented to council for information.	100%	Council continue to represent our interests at the RAPAD meetings Outback Way meetings, I-QRAP, RDA, LDMG.

8.2.2 : Develop and maintain partnerships with regional organisations

Action Code	Action Name	Performance Measure	Progress	Annual Comment
8.2.2.1	Active representation in all council representative bodies including the RAPAD group of councils.	Attendance at all meetings with success achieved with group projects	100%	Attendance at all meetings with success achieved with group projects

8.2.3: Council facilitates the implementation of this Plan to benefit the whole community.

Plan what we do and do what we plan – Council acts in a coordinated manner to implement this Plan, Budgets and report upon it in a timely manner

Action Code	Action Name	Performance Measure	Progress	Annual Comment

Action Code	Action Name	Performance Measure	Progress	Annual Comment
8.2.3.1	Council actively reviews the progress of the Operational Plan on a quarterly basis with items listed on the Action List for immediate followup by staff.	Plan implemented with success against budget allocation and planned activities	100%	The Operational Plan is captured by the PULSE Local Government Solutions System which is a permanent record . The quarterly results against set targets are presented to council each quarter and displayed on the web site for review.