Boulia Shire Council

Operational Plan 2022-2023

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Boulia Shire Council

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Key Priority 1: Social License

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

Service Areas

Public assets and facilities, Libraries, Community planning and development, Arts and cultural services, Sport and recreational engagement, Youth and indigenous development, Parks and recreational services, Sport and recreational facilities, Cemeteries, Grant funding

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

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

Action Code	Action Name	Performance Measure
1.1.1.1	Application and coordination of RADF funding during the year to assist community groups tp provide supported activities. Acknowledgement in the Annual report for this funding stream.	All RADF funds expended and acquittals and returns completed.
1.1.1.2	Support not-for-profit community groups with grant information opportunities and grant development and promotion of councils 'Grant finder' program	All relevant grant information provided to groups via email.
1.1.1.3	Promotion and support for community celebrations which are able to be held in council facilities: Burke Hall, Shire Hall, Racecourse Reserve, Sports Centre.	All special commemorative days and events supported within our facilities.

1.2: Respecting our culture and heritage.

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

Action Code	Action Name	Performance Measure
1.2.1.1	Capture and preserve Boulia's written and pictorial historical past with information researched, documented and saved electronically which is then available to the general public.	Documentary work completed with maintenance action plan in place.

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

Action Code	Action Name	Performance Measure
1.2.2.1	Inclusion of the past history of Boulia both indigenous and non-indigenous through media, and the Heritage Complex..	Heritage information days held
1.2.2.2	Celebration of our combined history through acknowledgement of important milestone days.	Each of the important days for both Australia, Queensland and Boulia milestones are celebrated.

1.3: Boulia Shire to have active inclusive communities

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

Action Code	Action Name	Performance Measure
1.3.1.1	Advocate for increased coverage for internet in remote locations.	Number of black spot internet locations achieved.
1.3.1.2	Digital technology in all its forms is supported to improve the livability of Boulia Shire.	Inclusion in the digital progression from RAPAD group of councils. Support the development of Hotspot mobile points along major routes.

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

Action Code	Action Name	Performance Measure
1.3.2.1	Assist local community organisations to engage volunteers (advertising / administration) Acknowledge volunteers to these groups by formal recognition during the Australia Day celebrations.	Community events supported with advertising, in kind support etc..

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

Action Code	Action Name	Performance Measure
1.3.3.1	All parks and open spaces are mowed, toilets clean and free from defects and meet WH&S standards.	Parks are free from rubbish, broken equipment replaced/repaired, and mowed as per levels of service schedule.
1.3.3.2	Organise, host or assist in delivering the Annual Community Events Program promoted in the community calendar.	Community events such as ANZAC Day, Australia Day,NAIDOC etc are well organised and promoted

Key Priority 2: Built Environment

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

Service Areas

Public assets and facilities, Libraries, Community planning and development, Parks and recreational services, Sport and recreational facilities, Grant funding, Infrastructure services, Land development

2.1 : Fit for purpose - roads, airport infrastructure

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

Action Code	Action Name	Performance Measure
2.1.1.1	Maintain Boulia and Urandangi aerodromes ensuring all audits are completed and audit issues are actioned.	Airport inspections completed and remedial actions completed within required timeframes
2.1.1.2	Queensland Reconstruction Authority and Disaster Recovery Funding Arrangements (DRFA) Flood events are captured, completed and acquitted with 'value for money' principles.	Road information is collected and processed in line with program requirements. Flood work is completed within budget
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.
2.1.1.4	Preparation of funding submission for TIDS, R2R and TMR completed in line with council priorities..	Projects are completed within guidelines and pass audit requirements.
2.1.1.5	Annual Shire roads maintenance plan is completed with the focus on reducing ongoing maintenance in the future.	Shire roads are maintained within budget allocation and work is in line with annual works program.
2.1.1.6	Maintenance and renewal of FM transmission sites ensures continued operation.	All sites operational

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

Action Code	Action Name	Performance Measure
2.1.2.1	TMR, RMPC and R2R roadworks are, completed in line with current standards and within budget.	Report to council are completed monthly with quarterly update to council meeting on progress against plan.
2.1.2.2	Road work completed data is recorded by road crews on REFLECT. Updated progress and outstanding items reported to council monthly.	All work which is completed under contract is submitted to confirm work completed in a timely manner.
2.1.2.3	Shelf ready plans are developed for the Urandangi North and South roads ready for future funding opportunites. (Urandangi North Rd is a Local Road of Regional Significance (LRRS))	Plans developed ready for funding submissions

2.2 : Sustainable - housing, buildings and community infrastructure

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

Action Code	Action Name	Performance Measure
2.2.1.1	Regular collection of residential and commercial waste as per policy with charges reflective of the actual cost of service.	All collection dates are completed within timeframe and annual review completed.
2.2.1.2	Environmental Protection agency guidelines are adhered to and actions are attended to within time frames.	Information required to meet Council's obligations regarding Environmentally Relevant Activities and associated annuals returns / reporting are submitted.

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

Action Code	Action Name	Performance Measure
2.2.2.1	Buildings and all council facilities meet regulatory requirements and WH&S standards. Inspections of power boxes and RCD's are completed annually.	Inspections by regulatory bodies and WH&S officers meet pass rate. RCD annual inspections and report completed to CEO.

Action Code	Action Name	Performance Measure
2.2.2.2	All council owned buildings and facilities are well maintained with building use monitored by the venue booking forms and income is generated where possible.	Regular inspections conducted by supervisors meet level of service requirements.
2.2.2.3	Maintain the grounds, fencing and buildings in existence at the Racecourse Reserve to meet racing requirements.	All facilities are maintained with limited interruptions to planned events
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.
2.2.2.5	Council housing is managed in accordance with tenancy requirements. Allocation of housing stock to applicants completed via the housing committee and reported to coucnil.	Housing stock is utilised for the best purpose with all applications progressing through housing committee.
2.2.2.6	Library facilities are maintained to meet the needs of the community as well as meet regulatory requirements and WH&S standards.	Library facility is suitable for all patrons access and is clean and usable.
2.2.2.7	Boulia Cemetery facilities are well maintained and grounds are aesthetically appealing.	No dead trees, fencing is of good standard, watering system functions.
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.
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.

2.3   : Well planned - land, open spaces and assets

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

Action Code	Action Name	Performance Measure
2.3.1.1	Asset Management Plans completed for all major asset classes	All Asset Management Plans competed for all major asset classes

Action Code	Action Name	Performance Measure
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.

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
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.
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.

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

Action Code	Action Name	Performance Measure
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.
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.
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.
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.

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
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.
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.
2.3.4.3	All building applications are completed in a timely manner with the correct fees charged.	Check on the application fees charged through our supporting engineers to ensure they are correct and timely.

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

Action Code	Action Name	Performance Measure
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.

Key Priority 3: Economic Development

Economic prosperity creates opportunity. Our economic strength fuels growth across our region and is responsive to opportunities, particularly in the tourism and the agricultural market. We will advocate for local businesses and work to diversify the local economy to include mining and exploration and take full advantage of the resources available to us. To do this we must work together as a community to identify, promote and activate new initiatives whilst protecting those lifestyle and community traits that we value

Service Areas

Community planning and development, Arts and cultural services, Sport and recreational engagement, Youth and indigenous development, Grant funding

3.1 : Facilitate housing and investment to support employment opportunities

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

Action Code	Action Name	Performance Measure
3.1.1.1	Support activities within WQAC to improve housing availability and affordability in western Queensland.	Attendance WQAC meetings and submissions to State Ministers.

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

Action Code	Action Name	Performance Measure
3.1.2.1	Housing stock is managed to ensure satisfactory standard is maintained. Sale of older homes to update housing stock and encourage home ownership. Budget allocation is sufficient to meet 10 yr housing forecast.	Housing stock meets council demands

3.2 : Advocate for the region through regional networks

3.2.1 : Advocate and support the development of the Outback Highway

Action Code	Action Name	Performance Measure
3.2.1.1	Outback Way Development Corporation- continuation of the joint representation for the future development of the Donohue Highway forming part of the Outback Way - Australia's longest shortcut.	Monthly teleconference updates

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
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.
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.
3.2.2.3	Attendance at the Remote Area Planning and Development Board (RAPAD)meetings- Facilitate the growth and development of the Central West and wider Outback region.	Evidenced based outcomes resulting from the membership of the regional group.
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.
3.2.2.5	Prepare submissions to Western Queensland Alliance of Councils, Local Government Association and Australian Local Government Association to lobby State and/or Federal Governments for strategic changes to Acts and regulations where warranted.	Successful outcomes from motions developed by council presented to WQLGA.

Action Code	Action Name	Performance Measure
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

3.3   : Innovate and explore opportunities

3.3.1   : Identify economic opportunities and enablers for the Shire

Action Code	Action Name	Performance Measure
3.3.1.1	Explore opportunities to utilise 'green' energy where appropriate.	
3.3.1.2	Increased digital connectivity throughout the shire by the use of technology to improve communication and connectivity	Review completed on how digital exposure can benefit Boulia.(RAPAD)

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
3.4.1.1	Signage which recognises Traditional Owner (T/O) groups within the shire by including signage on T/O area boundaries	Consultation with T/O groups on wording and location of signage. • Installation of signs completed.
3.4.1.2	Maintain and improve the experience of tourism attractions by regular maintenance and updating of facilities and new programs when required	Upgrading of existing infrastructure completed with program review to be completed when funding available.
3.4.1.3	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.
3.4.1.4	Continued use of television and other media advertising of the shire including our web site to support council tourist attractions	All advertising and TV ads reviewed and renewed as necessary for value for money outcomes.

Key Priority 4: Natural Environment

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

Service Areas

Community planning and development, Youth and indigenous development, Land development, Infrastructure services

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

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

Action Code	Action Name	Performance Measure
4.1.1.1	Fogging activities completed in times of flood	Fogging notification to residents. Fogging completed to the most effective schedule for reduction in pests
4.1.1.2	Manage stray domestic animals within the township to reduce incidence of nuisance behavior	Reports of stray domestic animals actioned within 4 hours.
4.1.1.3	The set of policies and local laws are reviewed annually to ensure that all residents are able to enjoy Boulia without impediment.	Policies and Local Laws are up to date and relevant.

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

Action Code	Action Name	Performance Measure
4.1.2.2	Cultural heritage clearances are sought during the planning process for construction activities.	Number of projects which have cultural heritage clearances completed prior to any work done.

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

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

Action Code	Action Name	Performance Measure
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

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

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

Action Code	Action Name	Performance Measure
4.3.1.1	Identification and management of pest animal and weed issues within the shire in accordance with the Bio-security Plan adopted by council with reporting to be done back to CWRPMG quarterly.	Pest animal baiting occurs. Weed identification and notification process occurs. CWRPMG meetings are attended by RLPO
4.3.1.2	Noxious Pest weed control on council managed land and council road reserves is maintained, monitored and reported quarterly to council but subject to grant funding.	Limited incursions with action taken for invasive species.
4.3.1.3	Bounties for wild dog and cat scalps and pig snouts are paid with a complete register of numbers reported and amounts paid by council.	• Take up of baiting program offers by the landholders. • Bounty payments continue. • Education information available on pest animals on the web site / face to face.
4.3.1.4	Town common is managed within the limits set and stock holders are encouraged to participate in any muster arranged by council. Weed control and stock levels monitored and reported to council quarterly.	• Town Common Committee meets at least once per year. • Members fees are paid promptly • Stock which is not registered with a member will be impounded. • Town common muster is completed half yearly.
4.3.1.5	Primary Stock route bores are maintained as appropriate with funding applied for as needed. Other bores are maintained as funding allows.	Stock route bores are maintained in accordance with funding received.

Action Code	Action Name	Performance Measure
4.3.1.6	Support the local land-care groups to achieve pest and weed control in conjunction with Desert Channels Queensland.	Bi-annual meetings are conducted to review progress
4.3.1.7	Review council buildings and facilities to improve sustainability/ reduction in greenhouse emissions or reduction on reliability of traditional power sources.	when new products are required to be purchased we are looking at the options which are sustainable to the environment.

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

Action Code	Action Name	Performance Measure
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.
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.

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
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.
4.3.3.2	Actively monitor town water usage and quality and investigate a fair system cost recovery for water provision.	Water usage is controlled and charges are defendable.

Key Priority 5: Governance

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

Service Areas

Community planning and development

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

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

Action Code	Action Name	Performance Measure
5.1.1.1	Council policies are reviewed in accordance with Acts and Regulations and updated in a timely manner	All policies are reviewed in accordance with the policy review register.
5.1.1.2	Provide elected members with training and professional development opportunities	Policies are reviewed and made available to staff.

5.1.2   : Effective internal and external communication and records management

Action Code	Action Name	Performance Measure
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.

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
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.
5.1.3.2	Provision of reports to Workers Comp in relation to workplace injuries and other RTW matters	Reports completed as required

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

All contractor inductions (on-line and face-to-face) have been conducted and are current. All relevant paperwork saved to Magiq

Action Code	Action Name	Performance Measure
5.1.4.1	All items are checked annually at start up prior to work commencing and spot checked during the year. Inductions are recorded in a permanent register.	Annual check completed with three spot checks completed during the year. With contractors stood down pending delivery to the organisation of the necessary qualifications for re-reinstatement.

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
5.1.5.4	Responsibilities WH&S for Directors:• Provides support and sufficient resources for safety as required • Establishes health and safety objectives aimed at continuous and sustainable improvement	Regular quarterly meetings with each Director to review progress in each area and identification of 'road blocks' to success in WH&S

Action Code	Action Name	Performance Measure
5.1.5.5	WH&S responsibilities for CEO:•Provides support and sufficient resources for safety as required.	Ensure budget allocation is reviewed each year in line with the requirements for us to remain compliant. Provide support the the WH&S to enable the role to be completed.
5.1.5.6	WH&S Responsibilities for Directors: • Provides support and sufficient resources for safety as required • Establishes health and safety objectives aimed at continuous and sustainable improvement	All incidents are reported and followed up with staff and supervisors. Regular reports to council on activities and safety results for council staff and contractors.
5.1.5.7	WH&S responsibilities:• Investigates all incidents, accidents and near misses at the workplace • Monitors safe work practices and mentor relevant stakeholders • Coordinates management action processes • Regularly monitors management action processes within Council's electronic Work Health and Safety management system • Develops and communicates key statistics in accordance with reporting timeframes	All incidents are reported and followed up with staff and supervisors. Regular reports to council on activities and safety results for council staff and contractors.
5.1.5.8	Progress on Mutual Risk Obligations to develop a health and safety project for all supervisors and managers.	Review by LGW meets expectations for compliance
5.1.5.9	Review all flagged policies, procedures, work instructions, forms, safe operating procedures (SOP) and training tools.	Staff who have allocated responsibility for specific actions review associated documents to ensure they are up to date.
5.1.5.10	Upload all reviewed documents under appropriate element numbers onto the councils safety management system (including Infoxpert) as endorsed documents with changes notified to staff-toolbox,email.	All endorsed documents are correctly loaded in Boulia Safe and hyper-links are active and working.
5.1.5.11	Develop a system to track training identified and completed for staff and contractors including verification of competency training.	A system is in place and is being used to effectively assist with the tracking of training and competencies.

Action Code	Action Name	Performance Measure
5.1.5.13	Review all emergency evacuation signage is in place for all areas.	Emergency plans have been reviewed, are up to date and signage is complete in all areas of council.
5.1.5.15	Review the following procedures against requirements in preparation for consultation: high risk work method statements, Risk/ Hazard Management, compliance control, incident reporting and investigation	Al reviews are completed within agreed time-frame
5.1.5.16	Reduce the impact of injury and illness by reviewing: Toolbox talks on WSH design, machine guarding, hire equipment, thermal radiation, pressure safety, confined spaces, excavation and trenching, manual handling and ergonomics, noise management, heat stress.	All reviews are completed within agreed time-frames
5.1.5.17	Review all SDS folders to ensure all SDS are dated within a 5 year of issue date. This can be completed through Chemwatch.	All areas of council have been checked and none are out of date.
5.1.5.18	Ensure training has been completed for all staff who are in control of hazard substances that they are aware of segregation requirements and compatibility with chemicals and placarding requirements.	Training has been completed for all relevant staff.
5.1.5.19	Draft new WH&S Strategic Plan for July 2022 to June 2024	Draft document has been developed by staff and has had sufficient time to be reviewed for comment prior to adoption.
5.1.5.24	Annual reporting of lost time injury claims which should be less than 55% of all claims	Reporting to senior staff on progress or issues which will prevent this from occurring.
5.1.5.25	Annual reporting of injuries - No increase in recorded injuries from the previous year	No increase from previous year.
5.1.5.26	100% Completion of all Incident Report including investigations and implementation of any actions identified in the Investigation Report. (Include personal, members of the general public and plant incident reports)	All incident reports are recorded in I-Auditor and staff are competent in using the system

Action Code	Action Name	Performance Measure
5.1.5.28	To achieve 80% Compliance with the National Audit tool for Self-Insurers	Compliance audit completed by the regulators prior to the TMR Accreditation (usually 3 yrs). Independent audit completed annually
5.1.5.29	Continual improvement of the hazard risk register through identification of new hazards/risk and control measures.	Number of improvements made to the register.
5.1.5.30	Support training and monitoring of use of councils WH&S and I-Auditor programs. Complete annual audit of all council work sites	At least 80% compliance with the National audit tool
		No breaches of WHS regulatory requirements
		Hearing assessments for employees working in noisy environments completed
5.1.5.31	Ensure compliance with the Organisation's Drug and Alcohol policy and ongoing best practice. Record of testing completed and results to be reported to council.	Reports provided to Council and MANEX in relation to the testing conducted
5.1.5.32	Integrate mental health and wellbeing inclusions in daily activities.	This are to be supported through weekly toolbox articles.
5.1.5.33	Using the tools from WorkSafe Queensland - develop a safe workplace mentality by initiating a Boulia Shire Council safety award. Seek nomination from BSC for the external JLT/LGW WorkSafe awards	Team Safety award to be created and implemented
5.1.5.34	Actively manage WH&S Risk by reviewing the Risk management Framework annually and identify third party or contractor groups to identify and manage risks.	Toolbox talks to include contractors and the framework and risks are reviewed as required

5.2 : It is clearly evident in how council does business

5.2.1 : Councils financial activities are monitored and managed well

Action Code	Action Name	Performance Measure
5.2.1.1	Long Term Financial Plan (QTC model) used for sensitivity analysis which can deliver impact of financial decisions made by council on future projects	Long term Financial plan developed in line with QTC format-reviewed.
5.2.1.2	The SynergySoft business solution (IT) which supports council is well supported and training is available to achieve best practice.	Continued rollout of modules with all staff trained and competent
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
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
5.2.1.6	The budget reviews are to be completed quarterly and reported to the council.	Operational Plan (including Budget) adopted by 30 June each year
5.2.1.7	Ensure insurance records are kept secure and retrievable if required.	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
5.2.2.1	Quarterly Audit Committee meetings are called to review Financials, Internal and External Audit and Risk reviews and ensure council is performing in accordance with the Local Government regulations.	Quarterly Audit Committee meetings are held four times per year to review Audit Plans, Draft Financial Statements, previous audit management responses and actions.
5.2.2.2	Internal and External Audits comments are recorded in Pulse software system and actioned.	Internal audit to be recorded on Pulse software for updating and permanent record

Action Code	Action Name	Performance Measure
5.2.2.3	Implementation of actions set out in the Internal Audit Committee Action Plan	Completion of all actions of the Internal Audit Committee Action Plan designated for completion in this financial year

5.2.3   : Financial accountability for new projects

Action Code	Action Name	Performance Measure
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

5.2.4   : Transparency and accountability through management reporting

Action Code	Action Name	Performance Measure
5.2.4.1	Provision of key financial information to MANEX and Council	Provision of budget information to staff
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.
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

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

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

Action Code	Action Name	Performance Measure
5.3.1.1	Fees and charges reflect the industry norm and mark-up on goods is reflective of costs	Costs to visit our exhibition is reflective of other tourist attractions and minimal stock write off.

Action Code	Action Name	Performance Measure
5.3.1.2	Depot workshop- percentage of 'downtime' for council plant and equipment	Limited downtime and minimal lost productivity.

5.3.2   : Optimise performance of council business units using available technology

Action Code	Action Name	Performance Measure
5.3.2.1	Closed Circuit Television network operations in the Shire are operational and checked on a regular basis with the contractor.	No breach of regulatory requirements in relation to operation of CCTV Operations
5.3.2.2	Maintain and upgrade IT requirements and servers to ensure capacity is sufficient to meet business demands. Adequate licence renewals for current software	All current software renewed on schedule
5.3.2.3	Manage telephone and Ergon accounts and equipment and services to ensure we are not paying for unnecessary services	Accounts paid, nil outages and plans are cost effective for council.

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

Action Code	Action Name	Performance Measure
5.3.3.1	Council is in receipt of the annual budget documentation ready to be adopted each year.	Budget preparation is timely and involves Executive team and department heads with bids for funding received from departments for consideration by council
5.3.3.3	Monthly and quarterly financial reports to council deliver information on variations to budget and enable decisions on long term financial impacts to be reviewed.	Work to complete budget commenced in Jan and two workshops held.

5.3.4: Implement good practice in managing and maintaining our assets

Action Code	Action Name	Performance Measure
5.3.4.1	The plant committee to complete reviews on plant usage making suggestion on turn over, purchase and replacement to achieve maximum value for money outcomes. This is to include risk assessments.	Plant purchases are within budget and plant is maintained within specified parameters to enable sound operations of the council.

Action Code	Action Name	Performance Measure
5.3.4.2	Tourism attractions are managed and are sustainable with future enhancements progressed as budget permits	Business plan and management manuals completed by Greg Tuckwell (consultant)

Key Priority 6: Lifestyle and Community

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

Service Areas

Community planning and development

6.1   : Facilitate opportunities for community development

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

Action Code	Action Name	Performance Measure
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
6.1.1.2	Au-spiced funding for Royal Flying Doctors Service (RFDS) is managed in accordance with planned activities to upgrade Urandangi Health facility	Activities completed with quarterly reports submitted

6.1.2   : Assist local community groups and support local events

Action Code	Action Name	Performance Measure
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.

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

Action Code	Action Name	Performance Measure
6.1.3.1	Continue to oversee the operation of the Boulia Aquatic Centre and sporting fields	Facilities are open and usable for the public at least 95% of the year.

Action Code	Action Name	Performance Measure
6.1.3.2	Continue to provide Australia Post services for as long as this is required to be provided by council	Australia Post facility is operational with trained staff who are available

Key Priority 7: Our Team - Our People

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

Service Areas

Public assets and facilities, Libraries, Arts and cultural services, Sport and recreational engagement, Youth and indigenous development, Parks and recreational services, Sport and recreational facilities

7.1 : An accountable and innovative culture

7.1.1 : Support practices that develop a motivated and focused workforce

Action Code	Action Name	Performance Measure
7.1.1.1	Provision of WH&S information and awareness to operational staff at the commencement of field work or changes to the workplace. Also provide opportunity for engagement and learning for managers, officers and staff regarding key WH&S issues and strategic priorities ie ; audits.	JLTA audit is completed and a pass is achieved by the group.
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
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.
7.1.1.4	Recruitment and selection processes are transparent	The recruitment process is completed in a smooth and professional manner with documents provided that are up to date and relevant. All documentation is collected as required and saved electronically.
7.1.1.5	Mayor and or panel to complete annual review of the CEO	The Chief Executive Officer review is completed against the targets in th Corporate Plan and the Annual Operational Plan for progress.

Action Code	Action Name	Performance Measure
		Chief Executive Officer review is reviewed against targets of Corporate and Operational Plans for progress.
7.1.1.6	CEO to Complete performance reviews senior staff DWO, DCS, CSM including WH&S and Human Resources	Performance reviews for the July-December period completed
7.1.1.7	Complete annual performance review of your employees for Works and Operations including WH&S compliance.	Reviews completed on anniversary.
7.1.1.8	Complete performance reviews for your staff in Community Services including WH&S compliance	Reviews completed on anniversary
7.1.1.9	Complete performance reviews for your staff in Finance and Administration including WH&S compliance	Reviews completed on anniversary

7.1.2   : Keeping pace with technological changes in the workplace environment

Action Code	Action Name	Performance Measure
7.1.2.1.	Encourage the staff to utilise the Go1 training package to support staff to further their development in Local Government by the use of progressive programs and resources.	Courses sourced for staff so they are competent in the use of the systems used by council

7.2   : A great place to work

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

Action Code	Action Name	Performance Measure
7.2.1.1	Staff Committees are encouraged to be formed in all areas of the council and to ensure employees have input into the group decisions.	Well balanced EBA supporting both staff and the council sustainability.
7.2.1.2	Boulia Certified Agreement options are enacted within payroll from the agreement 2019-2023	Regular reviews of conditions being paid to staff

Action Code	Action Name	Performance Measure
7.2.1.3	Be proactive in providing information to staff on issues which may affect them.	Information delivered via email, payslip notice or meetings.

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
7.2.2.1	All staff are aware of how to notify ideas/ complaints/suggestions	Records of suggestions/ complaints/ issues to be kept. PID training to be part of training regime.
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.

7.2.3   : Provide access to external support networks for emotional assistance

Action Code	Action Name	Performance Measure
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.

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

Action Code	Action Name	Performance Measure
7.2.4.1	The reporting of onsite and roadwork signage is correct and ensures safety of workers and the general public	Signage is in line with the job management plan and TMR requirments
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 lest once per year and recorded in the noise register.
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

Action Code	Action Name	Performance Measure
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.
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.
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..
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.
7.2.4.8	Undertake Fire Warden training with staff using fire extinguishers.	Annual training and demonstrations have been completed.
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
7.2.4.10	Undertake general inspections for overall safety and office lighting effectiveness.	Annual lighting survey completed.
7.2.4.11	75% of actions assigned to relevant stakeholders to be addressed by allocated timeframe	No outstanding actions from employees or contractors

7.3 : Living our values

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

Action Code	Action Name	Performance Measure
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.

Action Code	Action Name	Performance Measure
7.3.1.2	Workplace Health and Safety - Staff continue to achieve minimum standards and reporting functions to achieve a safe workplace and TMR accreditation.	External audit obtains an above 70% pass mark

7.4   : Develop new employment opportunities

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

Action Code	Action Name	Performance Measure
7.4.1.1	Liaise with training organisations who can provide trainees with support and encouragement. Research opportunities for training growth within the council.	All trainee positions offered and filled
7.4.1.2	Regular communication with Job Network provider to ensure the continued opportunity for trainees to work with the council.	New opportunities identified when grant funding supports this

Key Priority 8: Leadership

Our Shire is well recognised and respected both in Queensland and the Federal arena and this is critical for the future growth of the region. We recognise the challenge population decline brings and will find ways to manage it and do what we can to reverse the trend. We will build on what already makes our shire and the surrounding regions great, including our exceptional people, local enterprise, and natural resources by developing our strategic focus and competitive advantage underpinned by strong regional partnerships.

Service Areas

Public assets and facilities, Libraries, Community planning and development, Arts and cultural services, Grant funding, Land development, Project design and management, Sport and recreational facilities

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
8.1.1.1	Annual community meeting after following the end of year financial results are released in coordination with the Director of Corporate Services	Meeting held in early December after the final results are released
8.1.1.2	Regular information is released through FaceBook, Channel Country Chatter, and the Website.	Verbal feedback, monitored visits through Facebook.
8.1.1.3	Council meeting dates listed on the web site and in the Channel Country Chatter	Council meeting dates notified and Business agenda and minutes loaded onto web site.

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
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.
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.
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

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

Action Code	Action Name	Performance Measure
8.1.3.1	Twelve ordinary Council meetings are held each year with two special budget meetings and two planning session days.	All meetings attended by all Councillors.
8.1.3.2	Representation at all elected meeting groups supporting Boulia initiatives	Reports received from attendees at the meetings presented to council for information.