



# BOULIA SHIRE COUNCIL

## Operational Plan 2024-2025

As adopted 28th June 2024, Resolution No.: 2024/B6.8

## Key Priority 1: Social License

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

### 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 events and organisations**

Action Code	Action Name	Performance Measure
1.1.1.1	Providing support to at least four (4) major annual events that are important to the local community with groups utilising external grants where possible.	All RADF funds expended and acquittals and returns completed.
1.1.1.2	Not-for-profit groups provided with information and support to access and deliver grant funding to the community.	All relevant grant information provided to groups via email.

## ***1.2: Respecting our culture and heritage***

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

<b>Action Code</b>	<b>Action Name</b>	<b>Performance Measure</b>
1.2.1.1	Promote the distribution of historical research and documentation to the community that can support the maintenance and management of heritage assets and inform the diverse community. This can inform activities during NAIDOC Week.	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**

<b>Action Code</b>	<b>Action Name</b>	<b>Performance Measure</b>
1.2.2.3	Prepare draft Shire Reconciliation Action Plan and commence consultation.	Stage 1 Reflect - to be started by March 2023.

## ***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**

<b>Action Code</b>	<b>Action Name</b>	<b>Performance Measure</b>
1.3.1.1	What activities have been completed to advocate for increased access to secondary school and university education in Boulia.	Number of black spot internet locations achieved.

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

<b>Action Code</b>	<b>Action Name</b>	<b>Performance Measure</b>
1.3.2.1	a. Support local community organisations in attracting volunteers through advertising and clarifying governance responsibilities. b. Acknowledge volunteers during Australia Day celebrations and other events.	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	Number of inspections carried out on physical infrastructure in parks, toilets to ensure they are free from defects and meet WH&S standards. CapEx needs noted for budgets.	Parks are free from rubbish, broken equipment replaced/repared and mowed as per levels of service schedule.
1.3.3.2	Provide support to community through the maintenance and management of community facilities and a framework for facilitating activities and events.	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	Manage 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	List 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 report on airport infrastructure and 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 completed. Number of sites maintained this quarter.	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	Updated information for TMR and R2R roadworks - number of KLMS completed.	Reports to Council are completed monthly with quarterly update to Council meeting on progress against plan.
2.1.2.2	RMPC road work data is recorded on REFLECT. Updated progress and outstanding items reported to Council monthly. Number of items remaining on list and number of items completed this quarter.	All work which is completed under contract is submitted to confirm work completed in a timely manner.
2.1.2.3	Prioritisation of shire road network for maintenance programs allocated fairly across the shire. List of roads to be graded this quarter and number of klms to be completed.	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	Number of collections completed for residential and commercial waste. Evidence of waste depot maintenance - car bodies removed etc.	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 timeframes. Number of issues raised. N= Number of issues rectified . N=	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. Total number of actions to complete. N=..... Percentage complete %	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. Number of bookings this quarter.	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.
2.2.2.5	Council housing is managed in accordance with tenancy requirements. Allocation of housing stock to applicants completed via the Housing Committee and reported to Council. Number of vacancies this quarter.	Housing stock is utilised for the best purpose with all applications progressing through Housing Committee.
2.2.2.6	Provision of facilities and programs across such areas as library, sports, swimming pool and meeting spaces that meet the current and future needs of the community.	Library facility is suitable for all patrons access and is clean and usable.
2.2.2.7	Bouliia Cemetery facilities are well maintained and grounds are aesthetically appealing. Number of burials completed this quarter.	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. Number of burials completed this quarter.	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 reviewed annually in December.	All Asset Management Plans completed for all major asset classes.

Action Code	Action Name	Performance Measure
2.3.1.2	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
2.3.2.1	Progress the development of the Residential Subdivision (Stage 1). Current activities?	Survey plans completed ready for implementation if funding becomes available.
2.3.2.2	Projects identified in Council's adopted long term plans be the subject of a rolling program of shovel ready feasibility studies that can be submitted to external funding bodies.	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. Percentage operational?	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 identify signage which needs to be repaired/replaced. Signage to be replaced N=.....?	All gardens are 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/Ready Tech system and new beam sections developed and allocated according to plan. Percentage complete?	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	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 \$200k are to consider ongoing ownership costs of new capital works proposals in budget deliberation. This to be achieved by identifying the renewal and capital grade expansion components of all capital works projects, and providing for the ongoing operational and maintenance requirements.	All projects to be approved by Council using the QTC Project Decision Framework tools.
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 reviewed by Council annually with residential and industrial land subdivisions for future development.	Town Planning Scheme is endorsed by Council annually and if amended 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 in line with housing plans.	Attendance at 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 for the Donohue Highway (as part of the Outback Way) to be designated a State Road

Action Code	Action Name	Performance Measure
3.2.1.1	Actions taken this financial year to lobby State Government for the Donohue Highway forming part of the Outback Way to be declared a State Rd.	Monthly teleconference updates to Outback Highway Development Corporation.

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

Action Code	Action Name	Performance Measure
3.2.2.1	Activities 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	Activities from working with RAPADWSA (Water Strategic Alliance)	Improved water infrastructure.
3.2.2.3	Activities for the Remote Area Planning and Development Board (RAPAD) meetings.	Evidenced based outcomes resulting from the membership of the regional group.
3.2.2.4	Activities from the Central West Regional Pest Management Group (CWRPMG).	Group is functional and has had success in the development of a workable plan.
3.2.2.5	Updates from the Western Queensland Alliance of Councils.	Successful outcomes from motions developed by Council presented to WQLGA.
3.2.2.6	Activities of the Local Disaster Management Group (LDMG). 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**

<b>Action Code</b>	<b>Action Name</b>	<b>Performance Measure</b>
3.3.1.1	Opportunities identified to generate increased local economic activity and employment.	
3.3.1.2	Identify investment opportunities to increase connectivity, through the use of communication technology.	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**

<b>Action Code</b>	<b>Action Name</b>	<b>Performance Measure</b>
3.4.1.1	Improve signage that identifies key facilities such as Sport & Aquatic Centre, Min Min Encounter/VIC and Stonehouse, together with Traditional Owner 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.	Upgrading of existing infrastructure completed with program review to be completed when funding available.
3.4.1.3	Promote attractions in Boulia to increase visitor numbers through partnerships with regional tourism such as The Outback Way and caravan & camping shows.	Attendance of staff to trade shows and training opportunities.
3.4.1.4	Continued use of television and other media advertising across the Shire's 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 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	Reduction in the incidence of mosquitoes and sandflies after flood events. Was fogging completed? If so how many activities this quarter?	Fogging notification to residents. Fogging completed to the most effective schedule for reduction in pests.
4.1.1.2	Number of stray domestic animals within the township impounded and number housed.	Reports of stray domestic animals actioned within 4 hours.
4.1.1.3	Local laws are reviewed as required or annually.	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
4.1.2.1	Cultural heritage clearances are sought during the planning process for construction activities. Number of cultural heritage inspections completed this quarter?	Number of projects which have cultural heritage clearances completed prior to any work done.
4.1.2.2	Vacant available land recorded for future housing. New residential and rural residential blocks developed as funding permits.	Plan of all vacant land available on the Magiq document management system.

## 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
4.2.1.1	Local SES group is supported by Council. Compliance with the state requirements to have a State Emergency Service (SES) group. Number of meetings attended? Number of funding applications submitted?	SES group is supported during and after events by the use of Council equipment and staff if required. SES Management Plans are up to date.

## 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 within budget and grant funding allocation.	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. Numbers of scalps and snouts N=..... Percentage of budget paid YTD.	<ul style="list-style-type: none"> <li>Take up of baiting program offers by the landholders. Bounty payments continue. Education information available on pest animals on the website/face to face.</li> </ul>
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 completed this quarter? Stock levels this quarter as a percentage of carrying capacity.	<ul style="list-style-type: none"> <li>Town Common Committee meets at least once per year. Stock which is not registered with a member will be impounded. Town Common muster is completed half yearly.</li> </ul>

Action Code	Action Name	Performance Measure
4.3.1.5	Primary stock route bores are maintained as per Council's instructions. If appropriate, funding applied for as needed. Other bores are maintained as funding allows. Number of primary stock route bores N=..... Other bores N=....	Stock route bores are maintained in accordance with funding received.
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 attended 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. Identification of potential opportunities which may need capital expenditure for the future budgets.	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 Health 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 Council's 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 defensible.

## 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. Identify opportunities which will become available in the next quarter.	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 <i>State Records Act 1998</i> .	Council's 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

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. Date meeting held with 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. Number of reports completed this quarter?	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 can be conducted online and face-to-face. Record of inductions 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 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
5.1.5.1	<p>WH&amp;S responsibilities for CEO:</p> <ul style="list-style-type: none"> <li>Provides support and sufficient resources for safety as required.</li> </ul> <p>What support has been provided this quarter?</p>	<p>Ensure budget allocation is reviewed each year in line with the requirements for us to remain compliant.</p> <p>Provide support to the WH&amp;S to enable the role to be completed.</p>
5.1.5.2	<p>WH&amp;S Responsibilities for Directors:</p> <ul style="list-style-type: none"> <li>Provides support and sufficient resources for safety as required.</li> <li>Establishes health and safety objectives aimed at continuous and sustainable improvement.</li> </ul> <p>What support has been provided?</p>	<p>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.</p>
5.1.5.3	<p>WH&amp;S responsibilities:</p> <ul style="list-style-type: none"> <li>Investigates all incidents, accidents and near misses at the workplace N=?</li> <li>Monitors safe work practices and mentor relevant stakeholders.</li> <li>Coordinates management action processes.</li> <li>Regularly monitors management action processes within Council's electronic Work Health and Safety management system.</li> <li>Develops and communicates key statistics in accordance with reporting timeframes.</li> </ul>	<p>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.</p>
5.1.5.4	<p>Review all flagged policies, procedures, work instructions, forms, Safe Operating Procedures (SOP) and training tools.</p> <p>Number of SOP and policies reviewed this 1/4. N=.....</p>	<p>Staff who have allocated responsibility for specific actions review associated documents to ensure they are up to date.</p>
5.1.5.5	<p>Upload all reviewed documents under appropriate element numbers onto the Council's safety management system (including Magiq).</p> <p>* endorsed documents with changes are notified to staff via toolbox/email.</p>	<p>All endorsed documents are correctly loaded in Boulia Safe and hyper-links are active and working.</p>

Action Code	Action Name	Performance Measure
5.1.5.6	All training identified, completed and recorded for staff and contractors including verification of competency training. Number (N) of staff training programs completed. N=.....	A system is in place and is being used to effectively assist with the tracking of training and competencies.
5.1.5.7	Review all emergency evacuation signage in place for all areas. Advise of total number of signs absent/damaged/replaced this quarter.	Emergency plans have been reviewed, are up to date and signage is complete in all areas of Council.
5.1.5.8	Review the following procedures against requirements in preparation for consultation: high risk work method statements, risk/hazard management, compliance control, incident reporting and investigation.	All reviews are completed within agreed timeframe.
5.1.5.9	Reduce the impact of injury and illness by reviewing: Toolbox talks on WHS design, machine guarding, hire equipment, thermal radiation, pressure safety, confined spaces, excavation and trenching, manual handling and ergonomics, noise management, heat stress. List tasks undertaken this quarter.	All reviews are completed within agreed timeframes.
5.1.5.10	Review all SDS folders to ensure all SDS are dated within a 5 year of issue date. This can be completed through Chemwatch. List number of folders reviewed this quarter.	All areas of Council have been checked and none are out of date.
5.1.5.11	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. List number of training sessions completed.	Training has been completed for all relevant staff.
5.1.5.12	Update WH&S Strategic Plan for July 2024 to June 2026.	Draft document has been developed by staff and has had sufficient time to be reviewed for comment prior to adoption.
5.1.5.13	Annual reporting of lost time injury claims which should be less than 55% of all claims. Number (N) of claims this quarter. N =.....	Reporting to senior staff on progress or issues which will prevent this from occurring.
5.1.5.14	Annual reporting of injuries - No increase in recorded injuries from the previous year. Number (N) of injuries this quarter? N=.....	No increase from previous year.

Action Code	Action Name	Performance Measure
5.1.5.15	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). Number (N) of reports N=.....	All incident reports are recorded in I-Auditor and staff are competent in using the system.
5.1.5.16	To achieve 80% compliance with the National Audit Tool for Self-Insurers. Ongoing work completed to ensure continuous improvement. Actions completed this quarter?	Compliance audit completed by the regulators prior to the TMR Accreditation (usually 3 yrs). Independent audit completed annually.
5.1.5.17	Continual improvement of the hazard risk register through identification of new hazards/risk and control measures. Number of reviews completed this quarter? N=.....	Number of improvements made to the register.
5.1.5.18	Support training and monitoring of use of Council's WH&S and I-Auditor programs. Complete ongoing audit of all Council work sites and new staff. Number of staff reviewed this quarter? N=.....	Hearing assessments for employees working in noisy environments completed.
		At least 80% compliance with the National Audit Tool.
		No breaches of WHS regulatory requirements.
5.1.5.19	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. Number of tests conducted: outside workers/contractors/office staff/Councillors. N=-.....	Reports provided to Council and ManEx in relation to the testing conducted.
5.1.5.20	Support supervisors to be able to integrate mental health and wellbeing activities into worksites. Number of initiatives completed this quarter. N=.....	This area to be supported through weekly toolbox articles.
5.1.5.21	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. Awards to be presented at the Council meetings each quarter.	Team Safety award to be created and implemented.

Action Code	Action Name	Performance Measure
5.1.5.22	Actively manage WH&S Risk by reviewing the Risk Management Framework annually and identify third party or contractor groups to identify and manage risks. Sections reviewed this quarter?	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: Council's financial activities are monitored and managed well**

Action Code	Action Name	Performance Measure
5.2.1.1	Monitoring of Council's financial activities will be done via: *Long Term Financial Plan (QTC model) used for sensitivity analysis which can deliver impact of financial decisions made by Council on current and future projects. *SurePact project solutions which will provide current income and expenditure and progress on Council's projects and contracts. *NextGen: Council's transparent procurement model for quotes/tenders etc. Reporting to be completed along with the quarterly budget reviews.	Long Term Financial Plan developed in line with QTC format - reviewed.
5.2.1.2	The SynergySoft/Altus 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, income and expenditure trends are to be completed quarterly and reported to the Council through SynergySoft/Altus and SurePact.	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. Report delivered to Council xx / xx /xxxx	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 Audit comments are recorded in Pulse software system and actioned.	Internal audit to be recorded on Pulse software for updating and permanent record.
5.2.2.3	Implementation of actions set out in the Internal Audit Committee Action Plan are progressed and reported to Council. Report done xx / xx / xxxx	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.
5.2.3.2	New projects undertaken are completed through SurePact.	
5.2.3.3	Procurement through Local Buy, VendorPanel and Next Gen to be reported for local content purchase 1/4ly to Council (using ARC Blue system).	

### 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 - changes reported by exception.	Provision of budget information to staff.

Action Code	Action Name	Performance Measure
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. Action to be within one month after signing of Annual Financial Statements. Completed xx / xx / xxx	Annual report prepared with input from all senior managers and submitted to Council within timeframes.
5.2.4.3	Discharge Council's statutory financial reporting obligations by using the financial checklist provided by the Local Government Department.	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: Council's 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 to Council.	Costs to visit our exhibition is reflective of other tourist attractions and minimal stock write off.
5.3.1.2	Depot workshop - percentage of 'downtime' for Council plant and equipment - report submitted to the Plant Committee for review each quarter which includes the revenue and expense plant reports.	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.

Action Code	Action Name	Performance Measure
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. Bi-annual 3 Year Strategic ICT Plan reviews are carried out to ensure future solutions are fit for purpose and meeting the overall strategic direction of Council ICT systems and solutions.	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. Actions which have been completed this quarter - reviews/cancellations N=.....	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 before the 30th June.	Budget preparation is timely and involves Executive team and department heads with bids for funding received from departments for consideration by Council.
5.3.3.2	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.
5.3.4.2	Tourism attractions are managed sustainably through maintenance contracts, with future enhancements progressed as budgets permit.	Management and maintenance manuals completed by 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 Shire through the Healthy Outback Communities Program.	All meetings attended with reports completed back to Council.

#### **6.1.2: Assist local community groups and support local events**

Action Code	Action Name	Performance Measure
6.1.2.1	Support functions and other activities that can 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	Sport & Aquatic Centre provides benefits to the community through its range of facilities.	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. Number of trained staff available including external relief. Number of days closed this 1/4.	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 timeframes 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. Number of new recruits this quarter. Number of local employed. Number of 'outsourced' staff.	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.	Chief Executive Officer review is reviewed against targets of Corporate and Operational Plans for progress.

Action Code	Action Name	Performance Measure
		The Chief Executive Officer review is completed against the targets in the Corporate Plan and the Annual Operational Plan 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 and feedback to staff in Economic and Community Development, that meet corporate timetable. These are to address 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.
7.1.2.2	Post Office training is up to date with compliance modules completed for all relevant staff.	
7.1.2.3	All compliance training is completed annually - Public Sector Ethics, Code of Conduct, Deed of Confidentiality and Public Interest Disclosure (PID).	

## 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	Certified Agreement 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 2023-2026.	Regular reviews of conditions being paid to staff.
7.2.1.3	Actively provide information to staff on issues which may affect them. Topics this quarter. N=?	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. N=... ideas/complaints, suggestions this 1/4.	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. Report on number of requests provided to Council.	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 requirements.
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.
7.2.4.3	Monitor heat/humidity working conditions on road works when extreme weather is here. Number of tests and dates completed.	Fleet management system is used to monitor the productivity of the Council's fleet which is reported to the Plant Committee and ManEx.
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 Bouliia 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/Magiq.	Reporting 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. Action completed xx / xx / xxxx	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.

Action Code	Action Name	Performance Measure
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.
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. Training opportunities this quarter.	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 Finance Manager.	Meeting held within 3 months after the final results are released.
8.1.1.2	Scheduled information is provided to the community through a range of publications/updates of Website, Channel Country Chatter, e-mail blast, monthly Hot Spot and Facebook.	Verbal feedback, monitored visits through Facebook.
8.1.1.3	Council meeting dates listed on the website and in the Channel Country Chatter.	Council meeting dates notified and Business agenda and minutes loaded onto website.



### 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 2 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 - Camel Races, School, Boulia Community Support, Rodeo, Campdraft etc.	Reports received from attendees at the meetings presented to Council for information.

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