



Quarterly Operational Review

1st July to 30th Sep 2017



BUILD STRONG DYNAMIC COMMUNITIES

Social

Support opportunities to develop the community through partnerships.

Officer	What Output	How Activity	Work Completed	% Completed
Customer Service Manager	Application for RADF funding and the assessment and allocation of funding applications during the year from community groups.	Number of programs delivered equals the funding program amount.	Application completed and \$12,000 requested.	25%

Preserve and promote the heritage and diverse cultures of our community

Officer	What Output	How Activity	Work Completed	% Completed
Customer Service Manager	Preservation of historic memorials in the shire with locations documented and a maintenance plan created.	Documentary work completed with maintenance action plan in place.		0%
Customer Service Manager	Continue the operation of the museum as a tourist attraction which showcases the heritage and history of Boulia.	Stonehouse open to the public with adequately trained staff in the delivery of historic information.	Significant improvements have been made to the Stonehouse Museum including a new disability ramp, disabled toilet renovations, concrete walkways, new display cases. Work is to commence of the stabilisation of the cracks in the Stonehouse in November.	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
Customer Service Manager	Build strong local organisations which deliver community events and attract tourists.	Number of community events held Number of local attendees Number of tourist attendees Number of community events held Number of local attendees Number of tourist attendees	Camel Races was the premier event this quarter with large numbers of tourists visiting. Council continues to play a large part in the preparation of the racecourse and surrounding areas for this event to be successful. Several community events have occurred through the generous funding of the Drought Community Funding allocation through RAPAD.	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
Road and construction maintenance	The bus to be available for sporting activities when required.	Number of sporting events where the bus was utilised.	Bouliia State School has utilised the bus on several occasions for trips to Mt Isa so children can attend sporting carnivals.	25%
Customer Service Manager	The centre staff are fully trained and the facilities are well maintained and fit for purpose.	Number of activities held at the centre. Training sessions completed for staff. Number of visitations to centre.	All tourism facilities have fully trained staff despite the constant turnover. Work has been completed on the Sports and Aquatic centre which will improve the appeal to younger members of the community.	25%
Director Works and Operations	Improved usability of the facility. Installation of a water bubbler park feature in place of the wading pool which will be open 24hrs- 7 days per week	Tenders completed with design plans and installation completed before Nov 2017 from Works for Queensland grant funding.	The water bubble park is due for completion in November 2017.	50%
Chief Executive Officer	Full utilisation of funding available when received with community consultation.	Drought funding consultation with community received. • Drought funding activities completed and reports returned on time.	Drought funding allocations are in line with community submissions which are then adopted through a council meeting before being actioned.	25%
Director Works and Operations	Re-invigorate the existing park to include a skate ramp, and other design improvements to infrastructure	Design plans approved and work completed before November 2017 from funding provided by Works for Qld program	Work on this project is on track and will be open in November 2017	25%
Director Works and Operations	Improvement to the existing facility for both male and female jockeys.	Extension on to existing shed is designed and completed from Drought Communities Program Funding	New building design has been completed and old building demolished with the help of local community groups. This project is due to be completed before April 2018	25%
Director Works and Operations	Improved access for disabled patrons to use the facilities with funding being auspiced by council.	Ramp and disabled access facilities to be completed by the local contract builder and the Work camp.	The ramp has been completed and the disabled toilets have been created by modifying the existing facility which was the most cost effective way to complete the project.	25%

Enhance digital connectivity opportunities for the Shire.

Officer	What Output	How Activity	Work Completed	% Completed
Road and construction maintenance	Continued operation of FM transmission sites	All sites operational	Work was completed on Mt Datsun due to lightning strike and batteries were replaced on all other sites.	25%
Customer Service Manager	Improved availability to digital functionality to support tourism.	Review completed on how digital exposure can benefit Boulia.(RAPAD)	Daniel Johnson (seconded to RAPAD) is spearheading how we can take advantage of new technology to improve tourism outcomes from a regional perspective.	25%

Partner with relevant organisations to support educational opportunities for the shire

Officer	What Output	How Activity	Work Completed	% Completed
Senior Admin Officer	To engage at least one trainee in the office to complete Cert 3 in administration.	Trainee engaged and studies commenced.	Council has been successful in engaging a new office trainee and has secured partial funding to assist with training. This is an ongoing project.	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
Road and construction maintenance	Support provided to SES and Fire groups to enable them to function in an emergency.	Reports provided back from the SES and QFES on activities of the group.	Regular meetings are conducted with these groups and reports to the Mt Isa precinct is on a quarterly basis.	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
Customer Service Manager	Effective community celebrations which all people feel welcome.	Number of people attending each event. Number of events held.	All drought community projects have been successful this year with good attendance. the last project will be the Diamonds and Dust Ball which this funding will support again.	25%



BUILDING AND MAINTAINING QUALITY INFRASTRUCTURE

Environment

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	All street lights functional	Audit on street lights conducted with reports to Ergon on faulty lights.	New street light to be placed outside of the pool with other lighting issues discussed with Ergon with a view to increase lighting around the town precinct.	25%
Director Works and Operations	All parks and open spaces are managed in a sustainable manner with mowing and slashing completed regularly. Trees pruned or removed if dangerous	Visible appearance of town, parks and open spaces is well maintained. No dead trees on council land. Positive comments from visitors and community.	Excellent progress in this space. All parks and gardens are being maintained well and progress is being made on the entrances to town.	25%
Director Works and Operations	Improvement to the existing toilet facility to enable it to be and 'accessible' (prev disabled) toilet.	Toilet modifications completed by Nov 2017 from Works for Queensland grant funding.	Work will be finalised in November 2017	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	Reline of the remaining 2/3 of the sewer system (budget dependant)	Lifespan of system to increase to 50-100 years with limited maintenance.	100% grant funding has been received to complete this project and work will commence in Nov 2017. Work is being completed as part of a regional project which will see savings of over \$100,000	25%
Director Works and Operations	Bore system functions to above ground tanks work and supply is constant.	No water outages	New replacement observant system is working well with telemetry enabling monitoring remotely via mobile phone.	25%
Director Works and Operations	Install disinfection technology to the water system.(funding dependant)	Improved water quality and reduced turbidity.	Outback Regional Water group has commissioned a review on all facilities within the regional area to source a consistent, value for money option which will provide a	25%

Officer	What Output	How Activity	Work Completed	% Completed
			disinfection technology suitable to all communities. The initial work has been completed and will be reviewed by the group in the next quarter.	
Director Works and Operations	Water sampling conducted and variations reported to Water Board.	Reports from Water board free from errors.	Water sampling is conducted as per requirements and tested by an independent water reviewer in Brisbane, We have received no adverse testing samples this quarter.	25%
Director Works and Operations	Bore system functions to above ground tanks work and supply is constant.	No water outages	NO water outages have occurred this quarter.	25%
Director Works and Operations	Water sampling conducted and variations reported to Water Board.	Reports from Water board free from errors.		0%
Director Works and Operations	Regular collection of residential and commercial waste as per policy	No complaints from residents or businesses	Regular collection are occurring at Boulia and Urandangie. Individual collection review are to be conducted during the year.	25%
Director Works and Operations	Waste facility managed in line with EPA requirements	Waste facility is ordered and functional with little 'blow away' waste.	Review has been completed by EPA and no adverse comments made. Review of the facility will be conducted in 2018	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	Identify potential blackspot areas on roads and or bridges.	Project completed ready for funding opportunity.	Black spot areas identified by engineers.	25%

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	Compliant aerodrome grounds meet with CASA requirements	Pass of the audit via Annual inspection by CASA	Technical Inspection completed by Air Services and no issues advised to council. All aspects of airport safety are in line with requirements. Grant funding has been submitted to improve the surface of Boulia and resurface and reline Urandangie. Drought funding will be used in Nov to re-instate the animal proof fencing around Urandangie airstrip.	25%
Director Works and Operations	Compliant aerodrome facility including lights and markings meet with CASA requirements	Pass of the audit via Annual inspection by CASA	Technical inspections have been completed and we meet requirements at both airports. Funding has been applied for the replace the lighting at Urandangie airstrip.	25%
Director Works and Operations	Shire roads which are accessible to all traffic including heavy vehicles which is safe.	Shire roads maintenance program including maintenance grading is completed each year	Heavy vehicle parking areas have been completed in four locations around the shire. These are in the process of being bitumened. Shire roads grading and shoulder re-sheeting is being completed as per the roadworks schedule.	25%
Director Works and Operations	Special projects identified to improve road network are completed within timeframe.	Reporting to Roads to recovery body is approved and audited by external auditors.	All Roads to Recovery projects are completed on time and within budget.	25%
Director Works and Operations	A further 16klms of road sealed on the Donohue Highway	Work has been completed to the agreed standard between NT, WA and Qld	Awaiting funding release from the Federal Government	0%
Director Works and Operations	Council utilise extraneous council equipment to generate income.	External work is completed at a competitive rate with all costs to council covered.	Rates for internal and external work are now recorded in our fees and charges schedule.	0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	Facilities meet regulatory requirements and also meet WH&S standards.	Inspections by regulatory bodies and WH&S officers meet pass rate.	All council buildings meet WH&S standards.	25%

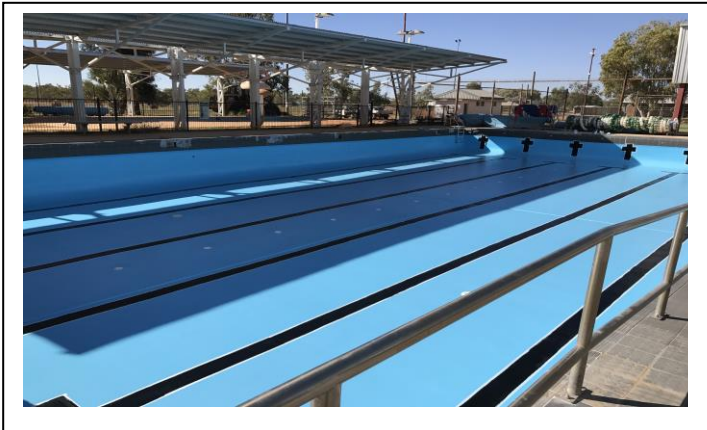
Officer	What Output	How Activity	Work Completed	% Completed
Road and construction maintenance	Facilities are well maintained and grounds are aesthetically appealing	Regular inspections conducted by supervisors meet level of service requirements.	Parks and gardens are in a much improved state with the ANZAC Memorial Garden a particular attraction.	25%
Director Works and Operations	Improve the fencing in existence to meet racing requirements.	Running rail fencing installed at the racecourse reserve from Drought Communities Drought Funding.	All fencing completed with new starting box installed.	100%
Director Works and Operations	Re-paint swimming pool and improve tiling surrounds	Pool re-painting completed and tiling surrounds repaired within the winter closure period.	Pool has been re-painted and tiles repaired with starting block covers ordered to be installed in Nov thanks to Work 4 Qld funding.	100%
Director Works and Operations	New shade structure over the main pool to be completed	Design and tenders completed and installation completed over the winter closedown.	New solid shade structure is now completed and the final inspection to be done in Oct	100%
Director Works and Operations	HALL Facilities meet regulatory requirements and also meet WH&S standards.	Regular inspections conducted by supervisors meet level of service requirements.	Hall renovations are being completed to a high level and will be due to open in Dec 2017	50%
Director Works and Operations	Refurbish the community Hall interior including walls, ceilings, and new kitchen	Hall renovation completed with inspections completed by DWO and building certifier	New kitchen is to be installed in Nov - design has been approved and facility ordered.	25%
Director Works and Operations	Urandangi Hall Facilities meet regulatory requirements and also meet WH&S standards.	Regular inspections conducted by supervisors meet level of service requirements.	Improvements to the 'Hall' at Urandangie is being completed as per the funding arrangement with RFDS.	25%
Director Works and Operations	RSL Facilities meet regulatory requirements and also meet WH&S standards.	Regular inspections conducted by supervisors meet level of service requirements.	Will commence mid 2018	0%
Director Works and Operations	RSL Building renovations including a ramp, renovated kitchen and an internal toilet to be installed.	Work to be completed by the Work camp and local qualified builder.	Due to re-commence in mid 2018 with work camp.	0%
Customer Service Manager	Library Facilities meet regulatory requirements and also meet WH&S standards.	Regular inspections conducted by supervisors meet level of service requirements.	Modifications completed to the library 'side' room have been a success with small groups able to utilise easily. TV situated in room now allows easy display from laptop etc.	25%

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	Bouliia Cemetery Facilities are well maintained and grounds are aesthetically appealing.	Regular inspections conducted by supervisors meet level of service requirements.	Work camp have completed tidy up of cemetery with further work to be done on the future layout of the facility.	25%
Director Works and Operations	Urandangi Cemetery Facilities are well maintained and grounds are aesthetically appealing.	Regular inspections conducted by supervisors meet level of service requirements.	Grounds are tidy and maintained to a standard.	0%
Director Works and Operations	That the bus is able to be utilised for community functions and events being well maintained, registered and roadworthy.	Bus utilised for events and other activities	utilised on a regular basis by external parties.	25%
Director Works and Operations	Airport building Facilities meet regulatory requirements and also meet WH&S standards.	Inspections by regulatory bodies and WH&S officers meet pass rate. Regular inspections conducted by supervisors meet level of service requirements.	Inspections completed and no issues identified by external reviewers. Building continues to be utilised as a Council meeting room for monthly meetings which is a reasonable use of an otherwise empty building at present.	25%
Director Works and Operations	Post Office building Facilities meet regulatory requirements and also meet WH&S standards.	Inspections by regulatory bodies and WH&S officers meet pass rate. Regular inspections conducted by supervisors meet level of service requirements.	Building currently meets standards but does not have a disabled access ramp. Funding has been applied for to complete this project. Part of the existing building is to be allocated as office space to the Pitta Pltta as part of an exchange for airport land, this will occur once an ILUA is agreed upon by the Pitta Pitta Group.	25%
Chief Executive Officer	Re-design and plan for new council building	New council plan developed for building.	Due to the high volume of projects being completed at present this project will only progress to the initial design requirements.	10%
Director Works and Operations	Council building-depot New demountable depot office to be installed to improve working conditions for staff.	Design and tender documents completed with work completed by Nov 2017 from the Works for Queensland grant funding program.	Tenders have been completed and accepted. Building has been ordered for installation.	25%

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	New cement shed with access for a forklift will secure the council stores and comply with WH&S requirements.	Design to be completed by engineer and tender process managed by GBA,.	Original tenders were not accepted. New design was reviewed due to costs associated with building. This project will proceed mid 2018	10%
Director Works and Operations	Accessible ramp to be installed at Tom Howard Cottage with renovations to the toilets.	New ramp completed with changes made to the toilet	This new ramp has been completed and is an asset to the building. The quality of workmanship is excellent and was completed by our resident local builder. This ramp is functional and adds to the appearance of the building. The disabled toilet has also now been completed with the existing toilet gutted and modified to a multipurpose m/f/disabled facility. This provided a good cost effective way to achieve the desired outcome.	100%
Director Works and Operations	Stonehouse Museum Work identified on the walls of the building to be repaired.	Plastering to be completed by a qualified person. Other remedial work to be completed on site.	Work has now commenced and is due to be finished by mid Nov. Repairs are being made with flexible material approved by the original inspectors and work is being completed by a local trades person.	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Butcher paddock and Corridgee paddock lease Sub-leases arranged and leaseholders engaged for 5 year leases on both properties.	Leases on Butcher Paddock and Corridgee Paddock signed and registered. Lease payments received from leaseholders.	Leases have been signed by all parties and are awaiting registration by State Land Asset Management which is being completed by legal representation for council.	50%
Chief Executive Officer	Identification and progression of land areas suitable for both business, rural and residential occupancy within the shire.	Land availability options cleared with Native Title holders and DNRM. ILUA requirements met. Legal documents and agreements are signed and registered with DNRM. Titles issued on identified land.	Titles have been issued on several parcels of land and a request for a preliminary concept design for the residential (behind the school), rural residential (Selwyn Rd) and industrial estate (Mt Isa Rd - airport) has been issued to our Town Planner.	25%



STRENGTHEN THE LOCAL ECONOMY

Economic

Promote tourism as an economic driver for the region.

Officer	What Output	How Activity	Work Completed	% Completed
Customer Service Manager	Improvement in visitor numbers and sales revenue	Numbers of visitors to show Increase in income as a percentage of expenditure for sales.	The sales as a percentage of visitor numbers have increased this half year and are demonstrated. This is partially due to the redesign of the 'sales' area. More improvements are to be made in line with external consultants recommendations which is to move the 'office' and 'entry' to the old 'cafe' area..	25%
Customer Service Manager	Improved sustainability of the Min Min attraction	Replacement of existing infrastructure completed with program review completed by Nov 2017 from Works for Queensland grant funding	The development of procedure manuals and plans are well in progress which captures corporate knowledge previously only held in the head of its developer. This risk to council has now been decreased. New faces for the models also are due to be installed in November and then will be scheduled to be replaced (one each year). This will keep the show 'up to speck'. A Works for Queensland funding project.	25%
Customer Service Manager	Increase visitor numbers by 5% Utilisation of electronic media to promote Boulia.	Visitors to Min Min/ Stonehouse/and accommodation outlets	This is a regional project encompassing all RAPAD councils and will be rolled out on a progressive timetable. This is an unknown at present. Upgrading of our brochures, website, to emphasise the 'Land of the Min Min Light' as our key tourist attraction. Value adding the marine fossils and Stonehouse attractions.	15%
Director Works and Operations	Support local tourism in Urandangie by the installation of showers and BBQ shelter at the	Structures installed by Nov 2017 from Works for Queensland grant funding	Structure has now been ordered as part of round one of the Works for Queensland. Round two funding was also needed due to	25%

Officer	What Output	How Activity	Work Completed	% Completed
	existing toilet facility		the location and costs of placing the toilet/shower block at Urandangie. The new structure should be maintenance free for 10-15 years.	
Customer Service Manager	Increase the number of visitors to Boulia through partnerships with other regional tourism providers.	Completion of famils and external visits with the Far West Alliance to trade shows.	Continuation of attending trade shows with Diamantina will proceed but Barcoo are not as keen to proceed. RAPAD is looking for a regional model to promote the entire western corridor.	25%
Chief Executive Officer	Recognition of various 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.	Only preliminary discussions held, designs of signage yet to be completed. No firm GPS locations have been received for location of signage.	10%

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

Officer	What Output	How Activity	Work Completed	% Completed
Customer Service Manager	All houses and units owned by council are rented out. 80% occupancy rate.	Occupancy rate achieved.	AS at 30th Sept - occupancy rate was above 80%	25%

Support opportunities for existing and emerging industries and business.

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Support requests for further development of sites within Boulia Shire to enable increased employment of local people.	Increased number of businesses using Boulia as a base employing local people.	Council is actively supporting the creation of office space as part of the Pitta Pita ILUA which will support local employment. Council is progressing the concept design of the industrial estate which may enable other industries access to land and then to engage local people.	25%

Identify other economic opportunities and enablers for the Shire.

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	RAPADF facilitate the growth and development of the Central West and wider Outback region. By working together member local governments are united in their desire to enhance the quality of life for all residents	Evidenced based outcomes resulting from the membership of the regional group.	The RAPAD group of councils is progressing the digitisation of the area to support the potential development of the tourism industry in the remote outback. The link provides valuable data gathering capabilities which we will be able to use to ascertain where best to market and promote ourselves.	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	ORRTG Strong representation for all RAPAD councils to road funding bodies.	Monthly meetings to review progress.	Regular monthly teleconferences attended with quarterly face to face meetings attended.	25%
Director Works and Operations	Utilisation of TMR funding to achieve best possible outcome in road service delivery.	Projects identified and completed as per the agreed schedule of works. Improved road access.	Regular meetings with TMR occur to review our progress against TMR funding allocation. All actions completed across the agreed schedule of works which improves the road access for the residents of Boulia. All works are within budget and time frames.	25%
Director Works and Operations	Utilisation of funding to achieve best possible outcome in service delivery for water infrastructure.	Improved water infrastructure.	Water infrastructure is functioning at the best possible result at present.	25%
Chief Executive Officer	OHDC Strong representation for the future development of the Donohue	Monthly teleconference updates	This group has been successful in supporting Boulia in the \$5m allocation from the Federal Government funding allocation of \$100m. The group meet monthly via teleconference and have a strong reputation for solidarity and working together. OHDC celebrates its 20th anniversary in 2017	25%

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Highway as a tourist/heavy vehicle link east-west.	Further allocation of funding to seal sections of the Donohue Hwy.	A further allocation of \$5m has been promised by the Federal Government which was due to be released in June 2017. Due to bureaucratic issues and red tape the funding is yet to be received.	25%
Customer Service Manager	OQTA Improve exposure for Boulia's Tourist product.	Joint attendance at trade shows. Queensland wide promotions National exposure	Attendance at meetings and membership of OQTA is continuing. Joint initiatives to promote National exposure are serviced by the Trade show attendance.	25%
Chief Executive Officer	CWRPMG Development of a strong regional group who identify and manage pest and weed issues.	Group is functional and has had success in identifying and lobbying government for changes to funding allocations.	The group has met during the year but has had little traction. Mayor Rick Britton has now taken on the role as convenor which should see an increase in the outcomes for the group.	25%
Chief Executive Officer	Lobby government departments for funding and changes to Acts where warranted.	Cross boundary assistance and support given to other members of the group.	Submissions to WQLGA and ALGA for the review of State Road definition has been completed which recommends that if there is a direct benefit to the state for a road link then consideration should be for the State to take control thereby eliminating the costs to council for ongoing maintenance.	25%
Chief Executive Officer	LDMG group is functional and operates well in emergency situations.	Activations are well executed and documented. • Reports to the LDMG are completed • Field and desk top exercises are completed	June field exercise was completed with police, health, and council. SES and Mt Isa QFES	25%
Chief Executive Officer	IQRAP Improve productivity for existing industries and businesses along supply chains, enhance competitiveness of exporters, support new private sector investment and improve resilience and connectivity for the delivery of goods and services to community	This group is developing and gathering momentum. We are only one of 33 local governments who are members. The focus is to increase the quality and accessibility of the road network to maximise the economic prosperity of inland Qld.	The Mayor is actively engaged in this group of which he is the chairperson. It is being acknowledged as a supporting plan which identifies the local issues and provides recommendations over the long term.	25%

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Effective representation for local issues by submission of resolutions to WQLGA for consideration ALGA for submission to the Federal Government at ministerial Councils meetings.	Resolutions are submitted and passed for review.	Two submissions were completed this year to present to WQLGA with both being supported by the Queensland councils to present to ALGA.	25%
Chief Executive Officer	Effective representation for local issues by submission of resolutions to ALGA for consideration by the Federal Government.	Resolutions are submitted and passed for review.	Two resolution of council progressed from WQLGA to ALGA which is the final stage before representations to the ministers for considerations.,	25%
Customer Service Manager	Clear and accountable allocation of housing stock to applicants.	Housing stock is utilised for the best purpose.	Housing Committee is consulted on all housing allocations which include council staff, Councillors, police, health and community services.	25%
Finance Manager	Audit Committee- Regular meetings are held in line with requirements	Functional Audit committee.	Audit committee meets when required and consists of Councillors, staff, external auditor and external accountant. All actions raised by internal and external auditors are reviewed and progress against targets noted.	25%
Chief Executive Officer	EBA committee- Committees are formed inclusive of all areas of the council	Well balanced EBA supporting both staff and the council sustainability.	EBA groups are in place and initial meeting with external resource has been completed.	25%
Director Works and Operations	The plant committee to complete reviews on plant usage making suggestion on turn over, purchase and replacement to achieve maximum value for money outcomes.	Plant purchases are within budget and plant is maintained within specified parameters to enable sound operations of the council.	The plant committee has determined what plant is required for future road works and submitted to council for review in line with our current budget. New NAVMAN plant system to be installed by the end of year which will improve safety for our staff but also provide information on how well each piece of machinery is performing.	25%



CARING FOR OUR PEOPLE AND OUR ENVIRONMENT

Environment

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

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	The set of policies and local laws to ensure that all residents are able to enjoy Boulia without nuisance are reviewed annually.	Policies and Local Laws are up to date and relevant.	All policies and local laws are reviewed as required and version control is kept up to date after review by council through the council minutes.	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Works and Operations	All facilities over which we are required to hold a licence meet the Qld standards and licence renewal is achieved.	Visitation and audit by environmental health officer to review all of council operated facilities and business operating in Boulia.	Licensing review is completed by an external Heath and Environmental Officer who issues the relevant licence as they are due. All businesses in Boulia are currently are licenced and they do not have any issues to be corrected which would impact their operation of their business.	25%
	Identification and management of pest animal and weed issues within the shire.	Pest animal baiting occurs. Weed identification and notification process occurs. CWRPMG meetings are attended by RLPO	Pest animal baiting has been completed this quarter by several properties. Weed spraying has also been completed for Parkinsonia. No formal meetings of the CWRPMG have occurred this quarter.	15%
	Leases over the Butcher Paddock and Corridgee Laneway are managed in accordance with our lease.	Leases are sub-leased with income generated to cover lease fees to Qld Gov and managed in accordance with those requirements.	These leases have just been issued and therefore no inspections have been carried out.	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Review of the Town Planning Scheme which is now due for review	Town Planning Scheme is reviewed and adopted by council.	Council is taking advantage of the LGAQ template scheme to which we have had the initial discussion and will be completing community consultation over the next few months.	25%
Director Works and Operations	All building applications are completed in a timely manner with the correct fees charged.	Applications processed with minimum delays.	Only one application received which was referred to the external building certifier.	25%
Chief Executive Officer	Native Title requests are dealt with as they eventuate.	Land Planning issues proceed as needed with the proper process followed.	Council engages and external resource to ensure we comply with Native Title requests (Lawyer)	25%

Facilitate health and medical service provision for Boulia and Urandangie

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Strong relationships built on a political level between State and Federal governments	Improved health and medical facilities for Boulia and Urandangie. Improved health and medical facilities for Boulia and Urandangie.	The progression of the Well Being Centre in Boulia and the upgrading of the medical centre in Urandangie is progressing with positive outcomes for both areas.	25%
Chief Executive Officer	Auspiced funding for RFDS is managed in accordance with planned activities to upgrade facility over two years	Activities completed with quarterly reports submitted Activities completed with quarterly reports submitted	All identified activities for this quarter have been completed with budget in order and reported on quarterly to RFDS.	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
	Management and control of domestic animals within the township.	Limited numbers of stray animals. Unwanted or impounded animals are disposed of humanely.	28 number of animals were detained of which 1 was humanely put down and 27 were re-homed. Local residents do sometimes request excess animals to be humanely put down which is carried out.	25%
	Pest weed control on council managed land is maintained.	Limited incursions with action taken for invasive species.	800 Litres of spray used to control Parkinsonia on council owned land	25%
	Reduction in the number of pest animals by use of baiting and the paying of bounties for wild dog scalps and pig snouts	<ul style="list-style-type: none"> • Take up of baiting program offers by the landholders. • Bounty payments continue. • Education information available on pest animals on the web site / face to face. 	Bounty \$1560- dog scalps this quarter Bounty \$440 pig snouts this quarter Information available on council web site.	25%
	Town common is managed with weed control and stock levels monitored	<ul style="list-style-type: none"> • Town Common Committee meets at least once per year. • Members fees are paid promptly • Stock which is not registered with a member will be impounded. • Town common muster is completed half yearly. 	Town common fees are being paid with \$1150 paid this quarter Town common muster / meeting has not been held this quarter.	25%
	Stock route bores are maintained as appropriate with funding applied for as needed	Stock route bores are maintained in accordance with funding received.	Funding has been applied for \$ 11,000 to keep stock route bores on primary routes working.	25%
Chief Executive Officer	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	Council continues to support the SES in both human resources and equipment requirements.	25%

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Local disaster management group (LDMG) and a Rural Fire Brigade.(RFS)	LDMG -Half yearly meetings are held and reported back to DDMG.	Meeting held in June which was a field exercise with a further meeting to be held in November prior to the wet season.	25%

ROBUST GOVERNANCE

GOVERNANCE

Manage Council's Human Resources in an effective manner.

Officer	What Output	How Activity	Work Completed	% Completed
Executive Assistant	Administration-HR Policies and procedures in place to ensure staff have clear guidelines in relation to working for the council.	Policies are reviewed and made available to staff.	These are to be reviewed in line with the EBA All current policies are available to staff on line and on our web site.	10%
Director Works and Operations	Human Resource plan is developed to identify potential needs in the future.(succession planning)	Plan will be used in the budget process for 2018-2019	Discussion to take place in Dec 2017 with ManEx group.	0%
Executive Assistant	Review of existing EBA and commence consultation with staff to develop an equitable EBA which is fair to staff and sustainable for council.	Enterprise Bargaining agreement is developed and adopted by council in accordance with the new State Award 2017	EBA discussions/ consultation has been completed with external provider who will assist in making sure we are legally compliant.	25%

Ensure Councils commercial activities are managed well and provide benefits to the community.

Officer	What Output	How Activity	Work Completed	% Completed
Customer Service Manager	Min Min Encounter Business plan incorporating management guides and sustainability review completed	Business plan and management manuals completed by Greg Tuckwell (consultant)	Plans due from Greg Tuckwell are due to be completed in Nov	25%
Customer Service Manager	Stonehouse Museum Business plan incorporating sustainability review completed	Plans completed which identify future sustainability and infrastructure requirements.	To commence 2018	0%

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Post Office Business plan sustainability review completed	Plans completed which identify future sustainability and requirements into the future.	Review 2018	0%

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

Officer	What Output	How Activity	Work Completed	% Completed
Finance Manager	Risk Management is identified as part of the business	Risk management Framework is developed and implemented across the organisation.	Risk management for finance has been completed and action reviewed to ensure segregation of duties is clear.	25%
Chief Executive Officer	A business solution (IT) which covers the needs of council at present and into the future	Partnership with the RAPAD group to identify future solutions for Boulia in line with the region progressed.	New IT solution identified and will be implemented in Sep 2018. Significant work will be required to be completed to enable this to happen but it will secure the future of the council with respect to ongoing fit for purpose financial systems. The whole of RAPAD apart from Blackall Tambo are moving to the new system which will provide consistency across several councils.	25%
Finance Manager	Long Term Financial Plan to be updated to QTC model to a stage where it gives Council a good indication of the impact of financial decisions made by them on future decisions.	Long term Financial plan developed in line with QTC format.	Initial plans have been completed for the 10 year review and input onto the QTC framework.	25%

Provide a safe working environment for all staff and visitors to council facilities.

Officer	What Output	How Activity	Work Completed	% Completed
Workplace Health and Safety	All areas within council meet the basic standards for WH&S.	Regular reporting to ManEx on incidents and prevention activities.	Monthly reporting completed. Silver Award has been achieved by Council thanks to WH&S Officer	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
Customer Service Manager	Min Min expenditure Fees and charges reflect the industry norm and mark-up on goods is reflective of costs	Costs to visit our exhibition is reflective of other tourist attractions and minimal stock write off.	Actioned - fees comparable to other attractions. Tighter control over stock orders has resulted in limited write offs.	25%
Customer Service Manager	Stonehouse Fees and charges reflect the industry norm and mark-up on goods is reflective of costs	Costs to visit our exhibition is reflective of other tourist attractions and minimal stock write off.	Actioned - fees comparable to other attractions. Tighter control over stock orders has resulted in limited write offs.	25%
Director Works and Operations	Depot workshop Council plant and equipment is fully operational at all times.	Limited downtime and minimal lost productivity.	Good results this quarter with limited downtime for machinery.	25%



AN EVOLVING WORKPLACE

GOVERNANCE

Adopt employment practices that develop and support a motivated and focussed workforce.

Officer	What Output	How Activity	Work Completed	% Completed
Workplace Health and Safety	All staff are compliant in the use of the WH&S system and achieve an audit pass on inspections.	JLTA audit is completed and a pass is achieved by the group.	Improved compliance across the organisation with a Silver Award achieved through hard work by all staff.	25%
Senior Admin Officer	EBA groups are formed and have reviewed the existing EBA.	EBA meetings are attended by the CEO with LGAQ and other groups as requested. EBA is progressed.	EBA is progressing with meeting with external consultant occurring in September 2017	25%

Keeping pace with technological changes in the workplace environment

Officer	What Output	How Activity	Work Completed	% Completed
Senior Admin Officer	Support staff to further their development in Local Government in the use of progressive programs and resources.	Staff competent in the use of the systems used by council	New system to be introduced in Sep 2018 of which training and development will be done in groups.	25%

Develop and maintain a positive and future focussed culture that demonstrates and supports Council's vision and values.

Officer	What Output	How Activity	Work Completed	% Completed
Senior Admin Officer	All staff are aware of how to notify ideas/ complaints/suggestions	Records of suggestions/ complaints/ issues to be kept on staff file.	This is completed and refreshed during the annual induction session completed by the WH&S officer.	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
Senior Admin Officer	Confident staff able to attend to all customer enquiries and deal with difficult situations	Annual Re-fresher training on customer service as required.	Communication session has been arranged with Employee Assistance Provider for November	25%
Senior Admin Officer	Provide a range of administrative, customer services and facilities for the continued operation of council.	Less than 5 complaints received per annum	No formal complaints have been received this quarter except for the quality of our water. This complaint was not given to council but referred straight to the Ombudsman. Action has been taken to identify the cause of the 'dirty' water.	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Implement the Modern Award with the consultation of the Consultative Committee in the preparation of the new Enterprise Bargaining Agreement (EBA)	Modern award implement as released with EBA successfully agreed upon	Initial review of pays, allowances and the old EBA has been completed.	25%
Chief Executive Officer	Develop appropriate staff succession plan including attraction and retention policies	Policies are developed reviewed and approved by council.	Will be progressed in line with the EBA	25%

PROACTIVE AND RESPONSIBLE LEADERSHIP

Governance

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

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Annual meeting after following the end of year financial results are released	Meeting held in early December after the final results are released	This will be progressed in Dec / Jan prior to the commencement of the budget for 2018-19	0%
Customer Service Manager	Regular information being released through Channel Country Chatter, Facebook, Websites.	Verbal feedback, monitored visits through Facebook.	All avenues available to council are used to disseminate information to the wider community. Website, email blast, flyers, Facebook.	25%

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

Officer	What Output	How Activity	Work Completed	% Completed
Executive Assistant	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 with in 2 business days.	Actioned each month .	25%

To represent and collectively make decisions to benefit the entire community

Officer	What Output	How Activity	Work Completed	% Completed
Executive Assistant	Twelve ordinary Council meetings are held each year with two special budget meetings and two planning session days.	All meetings attended by all Councillors.	Meetings scheduled 6 months in advance. with attendance at meetings noted for the annual report.	25%

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Representation at all elected meeting groups supporting Bouliia initiatives	Reports received from attendees at the meetings presented to council for information.	Representation at RAPAD, Outback Queensland Tourism, Rural Financial Services, Outback Regional Water group, Outback Regional roads group, Outback Highway Development Corporation, Central West Regional Pest Management Group.	25%

A cohesive and stable council providing leadership and confidence

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Active representation in the RAPAD group of councils.	Success achieved with group projects	All meetings attended by the Mayor and CEO in person or by teleconference as required.	25%