



2nd Quarterly Operational Review

1st Oct to 31st Dec 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.	Funding allocations made by the RADF. Program is almost fully expended.	50%

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.	Due to commence in February 2018	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.	Stabilisation of the cracks in the walls has been completed and the whitewashing of the walls has been finished with the assistance of the work-camp	50%

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	Successful organisation of the re-opening of the Robinson Park which coincided with Bob and Val's Christmas Party. This included the Skate park demonstration and BBQ, sausage sizzle and entertainment by the local group and Ali S.	50%

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.	Requests for the bus are actioned as received. Uses this period :	50%
Customer Service Manager	The pool 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.	Training of staff was completed prior to the opening but again this year we have a high turnover of staff.	50%
Director Woks 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.	Works for Queensland funding has enabled the new splash park to open along with the re-painting of the pool. The facility has proved popular and works well with 24 hours access but does have a timer attached to the system for control of water use.	100%
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 activities have been delivered within the funding period and in line with funding requirements.	100%
Director Woks and Operations	Re-invigorate the existing park to include a skate ramp, and other design improvements to infrastructure	Design plans approved and work competed before November 2017 from funding provided by Works for Qld program	Work for Queensland funding has enabled this project to be realised. The skate park was opened on 2nd Dec with the official re-opening of the Robinson Park	100%
Director Woks 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	With the assistance of the Drought Communities Program (Federal Gov). Tenders submitted and the old jockey's room has been demolished with the assistance of the local club members. The new jockey's room has been ordered and will be delivered in Feb and in operation by the first race meeting in 2018.	50%

Officer	What Output	How Activity	Work Completed	% Completed
Director Woks 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 project has been completed with the assistance of grant funding applied for by the Camel Race Committee and Drought Funding (Fed Gov). The remaining painting of the fencing will be completed in Jan 2018 by the Work-camp.	90%

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	All sites are operational as at Dec 2017. Maintenance completed with some batteries being replaced,	50%
Customer Service Manager	Improved availability to digital functionality to support tourism.	Review completed on how digital exposure can benefit Boullia.(RAPAD)	RAPAD group of councils are progressing the idea of the 'Inland Telegraph'. This initiative has been spearheaded by Winton with the legal issues on ownership of content still to be finalised.	50%

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.	A trainee has been engaged and has been successful.	100%

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.	All terrain vehicle purchased with an application submitted for a secure shed to store the vehicle. Discussions with QFES and SES have come to an agreement to be able to use the fire station in conjunction with SES for training etc. This will avoid having to duplicate office space. This is a very logical step forward from both groups.	50%

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.	Estimated attendees over the re-opening of Robinson Park - well over 150 people over the course of day and into the evening. Diamonds and Dust Ball will be held in Feb when the hall re-opens.	50%

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 Woks and Operations	All street lights functional	Audit on street lights conducted with reports to Ergon on faulty lights.	Order for Ergon to install the street light has been completed outside of the pool. Waiting on the correct people to enable installation to arrive in Boulia. Street lighting options on the other streets in Boulia which are dark are also being discussed	50%
Director Woks 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 results achieved here with further improvements to be seen over the coming months after the searing heat of summer.	50%
Director Woks 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.	Works for Qld project completed with toilet are redesigned.	100%

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 Woks 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 received from the Department of State Development - Building Our Regions. Tenders completed with initial work to be done in Dec and follow up work to be commenced in Jan with the completion of the project due in Feb,	80%
Director Woks and Operations	Bore system functions to above ground tanks work and supply is constant.	No water outages	All bores functioning well. New Hydrosmart water conditioning system to be functional before the end of year which should improve the quality of the delivered bore water.	50%
Director Woks and Operations	Install disinfection technology to the water system.(funding dependant)	Improved water quality and reduced turbidity.	Tenders have been placed through the Outback Regional Water group for the new disinfection technology system which will be progressed midyear. Several other councils are joining with us for the tender which will reduce costs. (Approx. \$100K) and allow us to complete other required work on the water system at the same time.	50%
Director Woks and Operations	Water sampling conducted and variations reported to Water Board.	Reports from Water board free from errors.	Water sampling completed which reveals our water quality is well within the accepted guidelines. Turbid water is still a problem when the water use is high and the bore water flows directly to town.	50%
Director Woks and Operations	Bore system functions to above ground tanks work and supply is constant.	No water outages	No water alerts or outages have been reported this quarter. Isolated time restrictions have been placed for overuse.	50%
Director Woks and Operations	Water sampling conducted and variations reported to Water Board.	Reports from Water board free from errors.	Sampling conducted with Drinking Water Quality Management Plan audit conducted by the Water Board without any functional issues recorded.	50%

Officer	What Output	How Activity	Work Completed	% Completed
Director Woks and Operations	Regular collection of residential and commercial waste as per policy	No complaints from residents or businesses	Regular collections completed. Letter to business owners to be complied to determine individual requirements for waste collection in the Peak, Off Peak and Shoulder periods.	50%
Director Woks and Operations	Waste facility managed in line with EPA requirements	Waste facility is ordered and functional with little 'blow away' waste.	Response completed on actions taken on review completed in May 2017. No adverse comments. A full review and re-design of the facility will be completed in 2018.	50%

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Woks and Operations	Identify potential blackspot areas on roads and or bridges.	Project completed ready for funding opportunity.	Four heavy vehicle pull off areas have been identified and subsequently sealed which provides a safe rest area in high use areas.	50%
Director Woks and Operations	Compliant aerodrome grounds meet with CASA requirements	Pass of the audit via Annual inspection by CASA	Fencing to be completed at Urandangi airport in Feb 2018. Grant funding to resurface the Boulia airport has been unsuccessful at this stage.	50%
Director Woks and Operations	Compliant aerodrome facility including lights and markings meet with CASA requirements	Pass of the audit via Annual inspection by CASA	Lighting at Urandangi is compliant but will need replacing 1-2 years. Both airports are compliant at present. Line marking to be reviewed for Boulia, Urandangi and Emergency landing strip on the Donohue Highway.	50%
Director Woks 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	Work completed on the heavy vehicle parking areas.	50%
Director Woks 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.	Roads to Recovery funding projects are: and these are completed	50%
Director Woks 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	\$4.5m Funding allocation has been allocated between the State and Federal Governments. These funds are controlled by TMR with documentation prepared in readiness to commence the next section in Jan 2018.	10%
Director Woks and Operations	Council utilise extraneous council equipment to generate income.	External work is completed at a competitive rate with all costs to council covered.	Limited requirement for council equipment at present.	50%

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Woks and Operations	Facilities meet regulatory requirements and also meet WH&S standards.	Inspections by regulatory bodies and WH&S officers meet pass rate.	All buildings meet requirement with potential of external Test and Tagging to be completed to ensure liabilities are met. Due Jan 2018	50%
Road and construction maintenance	Facilities are well maintained and grounds are aesthetically appealing	Regular inspections conducted by supervisors meet level of service requirements.	All gardens have shown a distinct improvement during this period. New watering system installed to improve method of water delivery.	50%
Director Woks 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 stewards box installed.	100%
Director Woks 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 Woks 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 Woks 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 to practical completion. Painting , curtains and floor polishing to be completed by end of Jan.	80%
Director Woks and Operations	Refurbish the community Hall interior including walls, ceilings, and new kitchen	Hall renovation completed with inspections completed by DWO and building certifier	Hall now at practical completion stage.	90%
Director Woks and Operations	Urandangi Hall Facilities meet regulatory requirements and also meet WH&S standards.	Regular inspections conducted by supervisors meet level of service requirements.	Fencing installed to keep goats away. Actions completed as per set timetable by RFDS.	50%
Director Woks and Operations	RSL Facilities meet regulatory requirements and also meet WH&S standards.	Regular inspections conducted by supervisors meet level of service requirements.	This project is on hold until W4Q projects are completed.	0%

Officer	What Output	How Activity	Work Completed	% Completed
Director Woks 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.	Work to recommence with work-camp. Ramp partially completed.	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.	Library is being used to its best capability.	50%
Director Woks and Operations	Bouliia Cemetery facilities are well maintained and grounds are aesthetically appealing.	Regular inspections conducted by supervisors meet level of service requirements.	Future layout to include a beam section. Cemetery is currently maintained by the work-camp.	50%
Director Woks 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 maintained. Requests for tree planting will depend on level of water use. A new line would need to be installed to the cemetery for this to occur.	50%
Director Woks 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	Registration and inspections are conducted in Mt Isa. Bus is able to be utilised as required.	50%
Director Woks 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.	WH&S met. Council continue to utilise this building as a meeting room which is a very practical solution at this stage.	25%
Director Woks 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.	Disabled access to be installed Jan 2018. Meeting office space for Pitta Pitta is being negotiated under an ILUA agreement.	50%
Chief Executive Officer	Re-design and plan for new council building	New council plan developed for building.	Due to the high volume of projects currently being completed this project will only proceed to a design stage.	0%

Officer	What Output	How Activity	Work Completed	% Completed
Director Woks 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.	Building has been installed, electricity connected, internet to be done Jan 2018. Furniture ordered Dec 2017 should be ready for occupation in Feb 2018	80%
Director Woks 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,.	This project will commence mid 2018	10%
Director Woks 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 Woks 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 for Queensland project. Work now 90% complete with only the painting to be completed.	90%

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 Cooridgee paddock lease Sub-leases arranged and leaseholders engaged for 5 year leases on both properties.	Leases on Butcher Paddock and Cooridgee Paddock signed and registered. Lease payments received from leaseholders.	Still awaiting confirmation from State Land Asset Management for registration - due June 2018. Both Lessees have taken up the leases	90%
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.	Initial industrial land blocks to be developed at airport when able to be done.	50%

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 for the Min Min Encounter and Stonehouse tourist attractions.	Numbers of visitors to show Increase in income as a percentage of expenditure for sales.	A very evident increase in sales higher than the increase in visitor numbers which is a good result for the centre.	50%
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	Works for Queensland project - the installation of the new faces will happen in Jan 2018 along with the delivery of the manuals.	90%
Customer Service Manager	Increase visitor numbers by 5% Utilisation of electronic media to promote Boulia.	Visitors to Min Min/ Stonehouse/and accommodation outlets	A total revamp of the website and brochure is being completed with reference to what other areas are including and targeting our key attractions.	50%
Director Woks and Operations	Support local tourism in Urandangi by the installation of showers and BBQ shelter at the existing toilet facility	Structures installed by Nov 2017 from Works for Queensland grant funding	Work for Queensland project. Facility has been ordered but because of the remote location it will rely on the second round of funding to complete the project.	70%
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.	Continue joint collaboration with Diamantina, and OQTA for attendance at trade shows.	50%
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.	Further correspondence to be sent to QSNTS on the location of boundaries of each group.	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 Dec the occupancy rate was at 90 % with no houses identified as potential sales.	50%

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.	No further development of industrial land at this stage. The Pitta Pitta office space through the ILUA is being negotiated with the Lawyer.	25%

Identify other economic opportunities and enablers for the Shire.

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	RAPAD facilitate the growth and development of the Central West and wider Outback region. By working together member local governments are united in their desire to enhance the quality of life for all residents	Evidenced based outcomes resulting from the membership of the regional group.	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	50%

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Woks 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.	50%
Director Woks 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.	50%
Director Woks and Operations	Utilisation of funding to achieve best possible outcome in service delivery for water infrastructure.	Improved water infrastructure.	Hydrosmart installed Dec 2017, External Water Audit completed and passed. Water infrastructure is functioning at the best possible result at present	50%
Chief Executive Officer	OHDC Strong representation for the future development of the Donohue	Monthly teleconference updates	The group has been successful in representing councils along the outback way to secure funding from the State and Federal Governments.	50%
Chief Executive Officer	Highway as a tourist/heavy vehicle link east-west.	Further allocation of funding to seal sections of the Donohue Hwy.	Funding has been released with work to commence in Jan 2018	50%
Customer Service Manager	OQTA Improve exposure for Boulia's Tourist product.	Joint attendance at trade shows. Queensland wide promotions National exposure	Attendance at meetings completed with membership maintained. Results limited for western Queensland.	50%
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	50%

Officer	What Output	How Activity	Work Completed	% Completed
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	50%
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	Good support from Mt Isa DDMG received. Emergency air search equipment availability submitted to DDMG from request to landholders.	50%
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	50%
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.	New submissions to be discussed with council for the annual WQLGA in Emerald in 2018. ALGA meeting to occur in June with submission to be placed online by the end of March.	50%
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.	Further resolutions of council to be progressed from WQLGA to ALGA which is the final stage before representations to the ministers for considerations.	50%

Officer	What Output	How Activity	Work Completed	% Completed
Customer Service Manager	Housing Committee: 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.	50%
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. Next meeting scheduled.....	50%
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.	New Award pay schedules are being assessed against existing levels and allowances by external consultant	50%
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 has been installed which will improve safety for our staff but also provide information on how well each piece of machinery is performing.	50%

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 : 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. No new policies or laws introduced this quarter.	50%

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

Officer	What Output	How Activity	Work Completed	% Completed
Director Woks 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.	Licencing 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.	50%
RLPO	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	Next meeting will be 26 th February 2018	15%
RLPO	Leases over the Butcher Paddock and Coridgee 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.	50%

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.	Initial plan developed by the DILGP to be reviewed by council in Jan/ Feb 2018 this will then go out for community consultation.	50%
Director Works and Operations	All building applications are completed in a timely manner with the correct fees charged.	Applications processed with minimum delays.	Development and building application have been processed by the new online system MyDAS2 and through the Town Planners as required.	50%
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). No requests are in train at present	100%

Facilitate health and medical service provision for Boulia and Urandangi

Officer	What Output	How Activity	Work Completed	% Completed
Chief Executive Officer	Strong relationships built on a political level between State and Federal governments including Central West Health and ICIF.	Improved health and medical facilities for Boulia and Urandangi.	Drought Community Funding has been approved for the joint collaboration between Boulia Shire and Queensland Health for the construction of the Wellbeing Centre to be located at the Primary Health Care. The Urandangi Clinic has been upgraded with the installation of security fencing.	50%
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	All identified activities for this quarter have been completed with budget in order and reported on quarterly to RFDS.	50%

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

Officer	What Output	How Activity	Work Completed	% Completed
RLPO	Management and control of domestic animals within the township.	Limited numbers of stray animals. Unwanted or impounded animals are disposed of humanely.	A new dog pound has been installed at the depot. Animals which were detained were humanely put down or were re-homed. Local residents do sometimes request excess animals to be humanely put down which is carried out.	50%
RLPO	Pest weed control on council managed land is maintained.	Limited incursions with action taken for invasive species.	Gravel pit spraying program has commenced.	10%
RLPO	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 -80 dog scalps this quarter=\$2400 paid by council Bounty- 421 pig snouts this quarter=\$2105 paid by council. Information available on council web site.	50%
RLPO	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 \$2331 paid this half year. Town common muster / meeting has not been held this quarter.	50%
RLPO	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 \$ xxx to keep stock route bores on primary routes working.	50%
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 required. SES Management Plans are up to date	Council continues to support the SES in both human resources and equipment requirements.	50%

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. LDMG- Activation meeting for flood events are held and reported. LDMG Management Plans are up to date including QFES requirements. Meetings are attended and action	Pre-start meeting held in November with results forwarded back to DDMG in Mt Isa.	50%

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.	50%
HR Officer	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	This will be reviewed in line with the new award negotiations.	10%
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	50%

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 Jan 2018	50%
Customer Service Manager	Stonehouse Museum Business plan incorporating management guides and sustainability review completed	Plans completed which identify future sustainability and infrastructure requirements into the future.	To commence 2018	10%
Chief Executive Officer	Post Office Business plan incorporating management guides and sustainability review completed	Plans completed which identify future sustainability and infrastructure requirements into the future.	Review 2018	10%

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.	50%
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.	50%
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 into the QTC framework.	50%

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 Julie Dorries	50%

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	50%
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.	50%
Director Woks 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.	50%

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.	50%
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 working papers being provided to external consultant in Dec 2017	50%

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	50%

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	50%

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 was arranged with Employee Assistance Provider for November with further face to face meeting during the induction period in Jan 2018	50%
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.	50%

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.	50%
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	50%

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	10%
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	50%

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	50%

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 12 months in advance. with attendance at meetings noted for the annual report.	50%
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.	50%

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 (or DWO as appropriate) in person or by teleconference as required.	50%