



Boulia Shire Council

Operational Plan 2020-2021



Message from the Mayor



Cr Eric (Rick) Britton
Mayor of Bouliā Shire

It is with pleasure that I present the Bouliā Shire Council Operation Plan for 2020-2021 to our community. Our mission is to create a quality lifestyle for our residents whilst striving for excellence in the delivery of our services. It is an exciting time for Bouliā with the second stage of [implementation](#) of our

Corporate Plan 2019-2024 'Your vision, Your Plan, Our Future' after the extensive consultation with our community in 2019.

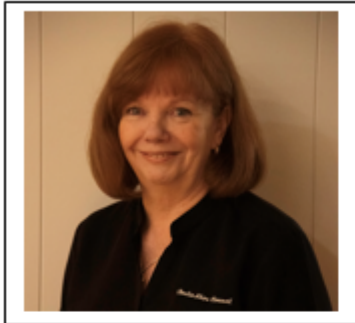
In the coming years, we will be undertaking an exciting range of capital projects including continued sealing of 'Australia's Longest Shortcut' – The Donohue Highway and our industrial centre, upgrades to the water reticulation in Urandangi, and enhancements to our local roads in addition to a comprehensive capital works program aimed at renewing and maintaining our local infrastructure.

The Operational Plan serves as the blueprint for our actions this financial year, ensuring that we achieve the vision and objectives identified by our community on time, on budget and to a high standard. I look forward to working with my fellow Councillors, the staff and the community to ensure that our Council remains a leader in providing services to the community.

A handwritten signature in black ink that reads "E.C. Britton". The signature is written in a cursive style.

Cr Rick Britton, Mayor of
Bouliā Shire

Message from the Chief Executive Officer



Lynn Moore
Chief Executive Officer

The Operational Plan sets Council's priorities over the next year, outlined under the eight themes that guide our Operational Plan: - A strong supportive community environment; Building and Maintaining quality infrastructure; Economic development-a sustainable local economy;

Caring for the environment; Robust Governance – supporting local services and facilities; Valuing our greatest asset, people; Proactive responsible leadership. These priorities will be resourced by our Ten Year Financial Plan, our Asset Management Plan and our Workforce Plan.

The Corporate Plan 2019-2024 'Your vision, Your Plan Our Future' process is designed to cascade so that high level objectives – such as the goals identified in the plan – are translated into specific actions. In particular the individual project and activities that will be undertaken each

year to achieve the commitments made in the Operational Plan. These are based on a realistic understanding of our capacity to deliver the targets identified for the next twelve months and will be reported in our Annual Report. This program is a further step in our journey to achieve all the aspirations and needs expressed by our community.

A handwritten signature in black ink that reads "Lynn Moore". The signature is written in a cursive, flowing style.

Lynn Moore
Chief Executive Officer

Key Priority 1: A strong supportive community environment

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

Service Areas

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

1.1: Promotion of community events, services and facilities

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

Action Code	Action Name	Performance Measure
1.1.1.1	Yearly application for RADF funding and the promotion, assessment and allocation of funding applications during the year to community groups and supported activities.	Number of programs delivered equals the funding program amount.

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

Action Code	Action Name	Performance Measure
1.1.2.1	Support not-for-profit community groups with grant information opportunities and grant development and promotion of Council's 'Grant finder' program.	All relevant grant information provided to groups via email.

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

Action Code	Action Name	Performance Measure
1.1.3.1	Promotion and support for community celebrations which are able to be held in Council facilities: Burke Hall, Shire Hall, Racecourse Reserve, Sports Centre.	All special commemorative days and events supported.

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

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

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

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

Action Code	Action Name	Performance Measure
1.2.2.1	Ensure the operation of Boulia's tourist attractions showcasing the heritage, history and mystery of Boulia are functional during tourism season.	Boulia Heritage Complex open to the public with adequately trained staff in the delivery of historic information.

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

Action Code	Action Name	Performance Measure
1.2.3.1	Encourage local people to be engaged to provide information on the past history of Boulia both indigenous and non-indigenous which can be recorded for posterity.	Heritage information days held.

1.3: Boulia Shire to have active inclusive communities

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

Action Code	Action Name	Performance Measure
1.3.1.1	In conjunction with Job Network provider support the continued opportunity for trainees to work with the Council.	New opportunities identified when grant funding supports this.

1.3.2: Recognise volunteers who support events throughout the year

Action Code	Action Name	Performance Measure
1.3.2.1	Assist local community organisations which deliver community events, to engage volunteers, which support the well being of the community and support continued growth in tourism.	Community events supported with advertising, in kind support etc.

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

Action Code	Action Name	Performance Measure
1.3.3.1	All Boulia Shire community services staff are fully trained and the facilities are well maintained and fit for purpose.	All staff have completed relevant training.

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

Action Code	Action Name	Performance Measure
1.3.4.1	All parks and open spaces including Robinson Park playground is clean and free from defects and meets WH&S standards.	Parks are free from rubbish, broken equipment replaced/repaired and mowed as per levels of service schedule.
1.3.4.2	Community events such as ANZAC Day, NAIDOC, Australia Day are supported by the Council for celebration by the community. Other events such as the Easter Races, Rodeo and Campdraft and the July Camel Races are supported as required through the community grants program.	Community events such as ANZAC Day, Australia Day, NAIDOC etc are well organised and promoted.

Action Code	Action Name	Performance Measure
1.3.4.3	Community Halls and open spaces are well managed, clean and key system and security deposit taken.	Halls and open spaces available to be booked as required. Checklists are used and damage reported.

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

Action Code	Action Name	Performance Measure
1.3.5.1	Library, swimming pool and WiFi continue to be promoted to encourage educational advantage, physical advantage and social advantage.	Opening hours reflective of community demand and budgetary constraints.

Key Priority 2: Building and maintaining quality infrastructure

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

Service Areas

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

2.1: Well connected - buildings and infrastructure

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

Action Code	Action Name	Performance Measure
2.1.1.1	Inspections completed meet requirements for compliance with CASA. Aerodrome facility including runway surface, lights, furniture and markings meet with CASA requirements.	Pass of the audit via Annual inspection by CASA.
2.1.1.2	Disaster Recovery Funding Arrangements (DRFA) Flood events are identified and managed with 'value for money' principles.	Road information is collected and processed in line with program requirements. Flood work is completed within budget.
2.1.1.3	Outback Way sealing program is being completed in line with budget allocation and works program.	Work has been completed to the agreed standard, within timelines and budget allocation.
2.1.1.4	Roads to Recovery projects are identified, recorded and completed within guidelines to improve the road network, footpaths and special projects etc.	Reporting to Roads to Recovery body is approved and audited by external auditors.
2.1.1.5	Shire roads are maintained within budget allocation and annual works program. Projects identified to reduce ongoing maintenance in the future.	Shire roads maintenance program including maintenance grading is completed each year.
2.1.1.6	Council manages extraneous Council equipment to obtain value for money and generate private works income where possible.	External work is completed at a competitive rate with all costs to Council covered.

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

Action Code	Action Name	Performance Measure
2.1.2.2	Transport and Main Roads RMPC roadworks are completed and maintained within budget.	Reports to Council are completed monthly with quarterly update to Council meeting on progress against plan.
2.1.2.3	Roads maintenance on RMPC contracts (TMR roads) are completed within the specifications by TMR with data recorded by REFLECT. These are within budget and submitted within approved time frames. Updated outstanding items reported to Council monthly.	All TMR contracts are completed and reports submitted to confirm work completed.

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

Action Code	Action Name	Performance Measure
2.1.3.1	Continue to lobby for the progressive sealing of 'Australia's Longest Shortcut' - the Outback Way. Representation to State Government to have the Donohue Highway declared a State road.	Funding to complete roadworks on the Outback Way is received and value for money outcomes are achieved.
2.1.3.2	Lobby for the continued widening between Winton and Boulia and Boulia to Mt Isa.	Continued representations are made to ORRTG, TMR with attendance at monthly and quarterly meetings.

2.2: Well serviced - buildings and infrastructure

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

Action Code	Action Name	Performance Measure
2.2.1.1	Regular collection of residential and commercial waste as per policy with annual review on collections completed.	All collection dates are completed within timeframe.
2.2.1.2	Environmental Protection Agency guidelines are adhered to and actions are attended to within time frames.	Reports from Water board free from errors.

Action Code	Action Name	Performance Measure
2.2.1.3	EPA requirements are met for all Council utilities - waste, water and sewerage.	Waste facility is ordered and functional with little blow away waste.
2.2.1.4	Water treatment and conditioning is consistent and remains within department guidelines. Bore system functions to above ground tanks work and supply is constant.	No water outages.
2.2.1.5	Consumer confidence in water supply for clarity, taste and low turbidity.	Consistently clear non turbid water is provided to consumers.

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

Action Code	Action Name	Performance Measure
2.2.2.1	Buildings and all Council facilities meet regulatory requirements and also meet WH&S standards. Inspections of power boxes and RCD's are completed along with test and tag.	Inspections by regulatory bodies and WH&S Officers meet pass rate.
2.2.2.2	Building facilities are well maintained with building use monitored by the venue booking forms, income is generated where possible.	Regular inspections conducted by supervisors meet level of service requirements.
2.2.2.3	Maintain the buildings, grounds, fencing and buildings in existence at the Racecourse Reserve to meet racing requirements.	All facilities are maintained with limited interruptions to planned events.
2.2.2.4	Urandangi Hall Facilities meet regulatory requirements and also meet WH&S standards.	Continual maintenance upgrades in accordance with funding from Dr Don.
2.2.2.6	Library facilities and programs are delivered to meet the needs of the community as well as meet regulatory requirements and WH&S standards.	Library programs developed and delivered for all patrons.
2.2.2.7	Bouliia Cemetery facilities are well maintained and grounds are aesthetically appealing.	No dead trees, fencing is of good standard, watering system functions.

Action Code	Action Name	Performance Measure
2.2.2.8	Urandangi Cemetery facilities are well maintained and grounds are aesthetically appealing.	Regular inspections conducted by supervisors meet level of service requirements.
2.2.2.9	That the bus is registered and well maintained to be able to be utilised for community functions and events.	Bus is able to be used when required.
2.2.2.10	All Council owned buildings are clean and well managed to ensure a good first impression to our town and that the building meets regulatory requirements and WH&S standards.	Inspections by regulatory bodies and WH&S Officers meet pass rate. Regular inspections conducted by supervisors meet level of service requirements.
2.2.2.11	Continued work in the development of the Regional Community Hub Concept completed for the final plans of the new building and subsequent funding when successful.	Concept design developed for building by architect.
2.2.2.12	Council housing is managed in accordance with tenancy requirements. Allocation of housing stock to applicants completed via the Housing Committee. Housing maintenance needs are lodged through Council's EDM system.	Housing stock is utilised for the best purpose with all applications progressing through Housing Committee.

2.3: Well planned - buildings and infrastructure

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

Action Code	Action Name	Performance Measure
2.3.1.1	Asset Management Plans completed for all major asset classes which will consider both the future anticipated income projections, and the future expenditure requirements to sustain services. The plan to consider the expenditure is identified in the Asset Management Plans and will provide input into the annual budget.	Final Asset Management Plans completed for all major asset classes.
2.3.1.3	Develop the LEVELS OF SERVICE information data base to improve the relationship between the service level and cost so that future community consultation will be well informed of the options and associated cost.	Levels of Service developed of each asset class improving with maturity each year.

2.3.2: Identified projects to be approved by Council and shelf ready projects created ready for future funding

Action Code	Action Name	Performance Measure
2.3.2.2	Progress the development of the Residential Subdivision (Stage 1) by having survey plans prepared and a shelf ready project to enable the application for funding when available.	Survey plans completed ready for implementation if funding becomes available.
2.3.2.3	All identified future projects to have shelf ready funding applications ready for funding opportunities.	All potential projects have shelf ready funding applications completed.

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

Action Code	Action Name	Performance Measure
2.3.3.1	All street lights functional enabling the safe traversing of streets and the use of recreational facilities after dark.	Audit on street lights conducted with reports to Ergon on faulty lights.
2.3.3.2	Town entrances, all parks and recreational areas are managed in a sustainable manner with mowing and slashing completed regularly. Trees and shrubs pruned or removed if dead or dangerous.	Visible appearance of town, parks and open spaces is well maintained. No dead trees on Council land. Positive comments from visitors and community.
2.3.3.3	New seasonal plantings of shrubs and annuals in identified gardens completed. Centre median strip shrubs trimmed and 'flag' signage repaired/replaced.	All gardens are weed free and plantings have been done to peak during tourist season.
2.3.3.4	Cemeteries to have site information recorded in the new IT Vision system and new sections allocated according to plan.	All existing information loaded into the system and new additions recorded.

2.3.4: Facilitate land and infrastructure development that meets the needs of the community and fits with the financial constraints of Council, key stakeholders including State and Federal governments

Action Code	Action Name	Performance Measure
2.3.4.1	Survey plans for land titles held by Council to be reviewed and updated if necessary to enable future development.	All Council identified land for development has survey plans and shelf ready project costing ready to be implemented.
2.3.4.2	All projects over \$100k are to consider ongoing ownership costs of new capital works proposals in budget deliberation. This to be achieved by identifying the renewal and capital grade expansion components of all capital works projects, and providing for the ongoing operational and maintenance requirements.	All projects to be approved by Council using the QTC Project Decision Framework tools.

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

Action Code	Action Name	Performance Measure
2.3.5.1	Town Planning Scheme is adopted and reviewed by Council annually with the budget.	Town Planning Scheme is approved by the Minister and adopted by Council.

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

Action Code	Action Name	Performance Measure
2.3.6.1	All building applications are completed in a timely manner with the correct fees charged.	Applications processed with minimum delays.
2.3.6.2	Capital Exp: Development of the Boulia Industrial Estate to encourage new business within the town precinct.	Land Planning issues proceed as needed with the proper process followed.

Key Priority 3: Economic development - a sustainable local economy

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

Service Areas

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

3.1: Facilitate employment and investment opportunities

3.1.1: Encourage a diverse supply of housing affordability and choices

Action Code	Action Name	Performance Measure
3.1.1.1	Advertise the rates concession for new and renovated buildings within the shire.	Notices placed in CCC, provided in rates notices, advertised in regional newspapers.

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

Action Code	Action Name	Performance Measure
3.1.2.1	Housing inspections are completed on an annual basis or as required. Budget allocation is sufficient to meet 10 yr housing forecast.	Housing stock meets Council demands.

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

Action Code	Action Name	Performance Measure
3.1.3.1	Facilitation of meetings between regional organisations including RAPAD which may assist local business.	Meetings arranged as required. Council email blast, flyers, Facebook.

3.2: Support local business and advocate for the region

3.2.1: Support opportunities for new and existing businesses

Action Code	Action Name	Performance Measure
3.2.1.1	Continued use of television and other media advertising of the shire including our website to support Council tourist attractions.	All advertising and TV ads reviewed and renewed as necessary for value for money outcomes.

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

Action Code	Action Name	Performance Measure
3.2.2.1	Achievement from the active engagement in Outback Regional Road Group (ORRTG) representing the importance of our shire roads and roads of regional significance.	Savings for Council achieved through involvement in this group.
3.2.2.2	Work with RAPADWSA (Water Strategic Alliance) in joint procurement for major infrastructure water projects to enable the best utilisation of funding to achieve sound outcomes for infrastructure and therefore service delivery for water.	Improved water infrastructure.
3.2.2.4	Central West Regional Pest Management Group (CWRPMG) - Development of a strong regional group who guide the implementation of the adopted Regional Bio-Security Plan which will seek opportunities to eradicate, control and manage pest and weed issues.	Group is functional and has had success in the development of a workable plan.
3.2.2.5	Prepare submissions to Western Queensland Local Government Association and Australian Local Government Association to lobby State and/or Federal Governments for strategic changes to Acts and regulations where warranted.	Successful outcomes from motions developed by Council presented to WQLGA.
3.2.2.6	Ensure that the Local Disaster Management Group (LDMG) is functional and operates well in emergency situations. Bi-annual meetings and exercises are conducted as required.	Activations are well executed and documented. Reports to the LDMG are completed. Field and desk top exercises are completed.

Action Code	Action Name	Performance Measure
3.2.2.7	Inland Queensland Road Action Plan (IQRAP) - Development of a concise road network plan with a view to improve productivity for existing industries and businesses along supply chains, enhance competitiveness of exporters, support new private sector investment and improve resilience and connectivity for the delivery of goods and services to communities.	This group is gathering momentum. We are only one of 33 local governments who are members. The focus is to increase the quality and accessibility of the road network to maximise the economic prosperity of inland Qld.

3.2.3: Advocate and support the development of the Outback Highway

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

3.3: Innovate and explore opportunities

3.3.1: Identify economic opportunities and enablers for the Shire

Action Code	Action Name	Performance Measure
3.3.1.1	Attendance at the Remote Area Planning and Development Board (RAPAD) meetings - Facilitate the growth and development of the Central West and wider Outback region.	Evidenced based outcomes resulting from the membership of the regional group.

3.3.2: Enhance digital connectivity opportunities for the Shire

Action Code	Action Name	Performance Measure
3.3.2.1	Maintenance and renewal of FM transmission sites ensures continued operation.	All sites operational.
3.3.2.2	Increased digital connectivity throughout the shire by the use of modern technology which improves communication and connectivity.	Review completed on how digital exposure can benefit Boulia (RAPAD).

3.3.3: Grants, commercial and regulatory functions and other revenue sources increases

Action Code	Action Name	Performance Measure
3.3.3.2	Grant application register is kept on applications approved, pending, unsuccessful.	Grant applications register is presented to Council monthly.

3.4: Promote tourism as an economic driver for the shire

3.4.1: All opportunities used to increase the shires exposure to the tourism market

Action Code	Action Name	Performance Measure
3.4.1.1	Signage which recognises Traditional Owner (T/O) groups within the shire by including signage on T/O area boundaries.	Consultation with T/O groups on wording and location of signage. Installation of signs completed.
3.4.1.5	Promote the attractions in Boulia to increase the number of visitors to Boulia through partnerships with other regional tourism providers. ie caravan and camping shows.	Attendance of staff to trade shows and training opportunities.

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

Action Code	Action Name	Performance Measure
3.4.2.1	Maintain and improve the experience of tourism attractions by regular maintenance and updating of facilities and new programs when required.	Upgrading of existing infrastructure completed with program review to be completed when funding available.

Key Priority 4: Caring for the environment

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

Service areas:

Town planning, Development assessment, Strategic land use planning, Building and plumbing services, RLPO services, Environmental health, Disaster management, Emergency services, Flood mitigation project

Service Areas

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

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

4.1.1: Employ efficient development planning processes and practices

Action Code	Action Name	Performance Measure
4.1.1.1	Cultural heritage clearances are sought during the planning process for construction activities.	All cultural heritage clearances have been completed prior to any work done.

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

Action Code	Action Name	Performance Measure
4.1.2.1	Development applications and building approvals are actioned within a timely manner.	All approvals are actioned within the timeframe.

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

Action Code	Action Name	Performance Measure
4.1.3.1	Fogging activities completed in times of flood.	Fogging notification to residents. Fogging completed to the most effective schedule for reduction in pests.

Action Code	Action Name	Performance Measure
4.1.3.2	Manage stray domestic animals within the township to reduce incidence of nuisance behavior.	Reports of stray domestic animals actioned within 4 hours.
4.1.3.3	The set of policies and local laws are reviewed annually to ensure that all residents are able to enjoy Boullia without impediment.	Policies and Local Laws are up to date and relevant.

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

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

Action Code	Action Name	Performance Measure
4.2.1.2	Local SES group is supported by Council. Compliance with the state requirements to have a State Emergency Service (SES) group.	SES Group is supported during and after events by the use of Council equipment and staff if required. SES Management Plans are up to date.

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

Action Code	Action Name	Performance Measure
4.2.2.1	Meetings held with all agencies at least twice per year or as required for disaster events. Activities including field exercises are conducted as required.	Field exercises conducted in May and/or Nov.

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

Action Code	Action Name	Performance Measure
4.2.3.1	Consultation forms part of the development of plans of management which includes affected groups and interested persons.	

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

4.3.1: Ensure the regions sustainability through integrated weed and pest management practices

Action Code	Action Name	Performance Measure
4.3.1.1	Support the local land-care groups to achieve pest and weed control.	Meetings and assistance provided.

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

Action Code	Action Name	Performance Measure
4.3.2.1	All facilities over which we are required to hold a licence meet the Qld standards and licence renewal is achieved.	Visitation and audit by Environmental Health Officer to review all of Council operated facilities and business operating in Boulia.
4.3.2.2	Leases over the Butcher Paddock and Coridgee Laneway are managed in accordance with our lease requirements for stock holdings.	Leases are sub-leased with income generated to cover lease fees to Qld Gov and managed in accordance with those requirements - reviewed annually.

4.3.3: Apply practical water conservation practices that ensure that the town retains a green look and feel

Action Code	Action Name	Performance Measure
4.3.3.1	Watering of Council's parks and median strips is managed to suit the best water source.	Watering through drought periods is scheduled.

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

Action Code	Action Name	Performance Measure
4.3.4.1	Identification and management of pest animal and weed issues within the shire in accordance with the Bio-security Plan adopted by Council with reporting to be done back to CWRPMG quarterly.	Pest animal baiting occurs. Weed identification and notification process occurs. CWRPMG meetings are attended by RLPO.

Action Code	Action Name	Performance Measure
4.3.4.2	Noxious Pest weed control on Council managed land and Council road reserves is maintained, monitored and reported quarterly to Council but subject to grant funding.	Limited incursions with action taken for invasive species.
4.3.4.3	Reduction in the number of pest animals by paying of bounties for wild dog and cat scalps and pig snouts with a complete register of numbers reported and amounts paid by Council for the bounty.	Take up of baiting program offers by the landholders. Bounty payments continue. Education information available on pest animals on the website/face to face.
4.3.4.4	Town Common is managed within the limits set and stock holders are encouraged to participate in any muster arranged by Council. Weed control and stock levels monitored and reported to Council quarterly.	Town Common Committee meets at least once per year. Members fees are paid promptly. Stock which is not registered with a member will be impounded. Town Common muster is completed half yearly.
4.3.4.5	Primary stock route bores are maintained as appropriate with funding applied for as needed. Other bores are maintained as funding allows.	Stock route bores are maintained in accordance with funding received.

Key Priority 5: Robust Governance

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

Service Areas

Community planning and development

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

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

Action Code	Action Name	Performance Measure
5.1.1.1	Boulia Certified Agreement options are enacted within payroll from the agreement 2019-2023.	Regular reviews of conditions being paid to staff.
5.1.1.2	Administration - HR Policies and procedures in place to ensure staff have clear guidelines in relation to working for the Council.	Policies are reviewed and made available to staff.

5.1.2: Effective internal and external communication and records management

Action Code	Action Name	Performance Measure
5.1.2.1	Be proactive in providing information to staff on issues which may affect them.	Information delivered via email, payslip notice or meetings.
5.1.2.2	Provision of an accurate and comprehensive Records Management service for the Organisation as required under the State Records Act 1998.	Council's system is up to date with current upgrades and staff are trained in the use of the system.

5.1.3: Adopt an integrated risk management approach

Action Code	Action Name	Performance Measure
5.1.3.1	Review existing Enterprise Risk Management Framework and ensure that Operational, Financial, Reputational and Corporate Risks are identified and reported on through the Audit Committee.	Risk Management framework is reviewed and developed further.
5.1.3.2	Provision of reports to Workers Comp in relation to workplace injuries and other RTW matters.	Reports completed as required.

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

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

5.1.5: Workplace Health and Safety focus

Action Code	Action Name	Performance Measure
5.1.5.1	To implement the 'Bouliia Safe' - Workplace Health and Safety Management system across the Bouliia Shire Council workforce.	Continuous improvement evident in the implementation. Quarterly action plans completed.
5.1.5.2	Completion of all Quarterly action activities for WH&S by all sections of the workforce.	Close out all items within 30 days on notification from Management.

Action Code	Action Name	Performance Measure
5.1.5.3	Completion of Hazard Inspections as outlined in the I-Auditor Schedule.	Completion of hazard inspections.
5.1.5.4	Monitor and report to supervisors on completion of all WH&S action activities by staff.	Rectifications action plans completed.
5.1.5.5	All staff have completed WH&S training requirements.	WH&S training by staff is completed.
5.1.5.6	Attendance at all WH&S meetings including ManEx meetings as appropriate.	WH&S meeting attendance.
5.1.5.7	Provision of Lost time Injury and incident trends and suggested rectification plans.	Report completed and presented to Council on an annual basis.
5.1.5.8	Complete checklist/hazards inspections as per I-Auditor scheduling.	All inspections are completed as per I-Auditor scheduling.
5.1.5.9	Escalate uncompleted recommendations from hazard inspections that require a budget allocation into Pulse.	Budget allocation is recorded for escalated actions or a reason why it is not.
5.1.5.10	WH&S Departmental reports as generated through PULSE and I-Auditor are communicated quarterly to ManEx.	Four quarterly reports are received and reviewed by ManEx.
5.1.5.11	WH&S to prepare 'Bouliá BUZZ' newsletter to be distributed to staff.	Quarterly newsletter detailing achievements are delivered to staff.
5.1.5.12	Review all flagged policies, procedures, work instructions, forms, safe operating procedures (SOP) and training tools.	Staff who have allocated responsibility for specific actions review associated documents to ensure they are up to date.

Action Code	Action Name	Performance Measure
5.1.5.13	Upload all reviewed documents under appropriate element numbers onto the Council's safety management system (including Infxpert) as endorsed documents.	All endorsed documents are correctly loaded in Boulia Safe and hyper-links are active and working.
5.1.5.14	Work groups to be consulted on the review outcomes and have the opportunity to raise any concerns with any reviewed documents prior to rollout.	At least two consultation group meetings held each year to review forms.
5.1.5.15	On completion of the review, upload all reviewed documents and place them into Council's safety management system (including Infxpert). This provides document protection and version control.	Documents can be located easily in Infxpert.
5.1.5.16	Develop a system to track training identified and completed for staff and contractors including verification of competency training.	A system is in place and is being used to effectively assist with the tracking of training and competencies.
5.1.5.17	WH&S statistics to be presented to ManEx on the first meeting of the month to review 30 day actions not completed.	Twelve monthly reports received by ManEx.
5.1.5.18	WH&S budget to be reviewed quarterly against targets.	Achievements against targets are within budget.
5.1.5.19	Review all emergency plans and signage is in place for all areas.	Emergency plans have been reviewed, are up to date and signage is complete in all areas of Council.
5.1.5.20	WH&S to communicate any changes to documentation to staff members for action.	Email blast combined with internal notices and tool box talks are used to disseminate information to staff.
5.1.5.21	Review the following procedure against requirements in preparation for consultation: high risk work method statements, Risk/Hazard Management, compliance control, incident reporting and investigation.	All reviews are completed within agreed time-frame.

Action Code	Action Name	Performance Measure
5.1.5.22	Review the following procedure against the legal requirement in preparation for consultation: WSH design, machine guarding, hire equipment, thermal radiation, pressure safety, confined spaces, excavation and trenching.	All reviews are completed within agreed time-frames.
5.1.5.23	Review all SDS folders to ensure all SDS are dated within a 5 year of issue date. This can be completed through Chemwatch.	All areas of Council have been checked and none are out of date.
5.1.5.24	Ensure training has been completed for all staff who are in control of hazard substances that they are aware of segregation requirements and compatibility with chemicals and placarding requirements.	Training has been completed for all relevant staff.
5.1.5.25	Draft new WH&S plan for July 2022 to June 2024.	Draft document has been developed by staff and has had sufficient time to be reviewed for comment prior to adoption.
5.1.5.26	90% Completion of all tasks and actions in PULSE.	
5.1.5.27	90% Completion of Hazard Inspections as outlined in I-Auditor schedule.	
5.1.5.28	90% Completion of all rectification actions as outlined in I-Auditor from their proposed completion date.	
5.1.5.29	90% Completion of WHS Training in accordance with key requirements as identified within the position description and training needs analysis from performance review and recorded in the HR module against individuals records.	
5.1.5.30	80% attendance at all ManEx Meetings.	
5.1.5.31	90% Provide statistics on lost time injuries and any incident trends weekly to ManEx and recorded in ManEx minutes.	
5.1.5.32	Annual reporting of lost time injury claims which should be less than 55% of all claims.	

Action Code	Action Name	Performance Measure
5.1.5.33	Annual reporting of injuries - No increase in recorded injuries from the previous year.	No increase from previous year.
5.1.5.34	Reportable incidents are reported within the required time-frames.	100% of reportable items are actioned correctly.
5.1.5.35	100% Completion of all Incident Report including investigations and implementation of any actions identified in the Investigation Report. (Include personal, members of the general public and plant incident reports).	
5.1.5.36	Undertake an Internal Audit at the completion of the WHS Plan.	Annual review of plan and changes recorded on PULSE.
5.1.5.37	To achieve 80% Compliance with the National Audit tool for Self-Insurers.	
5.1.5.38	Organisational Target for uncompleted action Items - Close out all items within 30 Days on Notification from Management.	Review of uncompleted actions - NIL expected.
5.1.5.39	Continual improvement of the hazard risk register through identification of new hazards/risk and control measures.	Number of improvements made to the register.

5.2: Accountability is clearly evident in how Council does business

5.2.1: Ensure Council's financial activities are monitored and managed well

Action Code	Action Name	Performance Measure
5.2.1.1	Long Term Financial Plan to be updated to QTC model to a stage where it gives Council a good indication of the impact of financial decisions made by them on future decisions.	Long Term Financial Plan developed in line with QTC format.

Action Code	Action Name	Performance Measure
5.2.1.2	A business solution (IT) which covers the needs of Council at present and into the future is supported by each layer of the organisation and training is available to achieve best practice.	Partnership with the RAPAD group to identify future solutions for Boulia in line with the region progressed.
5.2.1.3	Council funds are invested in accordance with legislative provisions and the Organisation's adopted Investment Policy. This is reported monthly to Council.	Investments made in accordance with Investment Policy.
5.2.1.4	Raise and recover Rates, Charges and other debtors on behalf of the functions of the Organisation and report on a monthly basis to Council.	Rates and Annual Charges Levied by due date, user charges and other debtors raised and recovered effectively.
5.2.1.5	Monthly reporting to Council for accurate and correct costing of expenditure (including Accounts Payable, Stores and Assets) on behalf of the functions of the Organisation.	Accounts payable paid within required time-frame, all stores issued at correct value and correctly costed to functions, all assets accounted for accurately.
5.2.1.6	The Operational Plan to be linked in the Annual Budget which will be reflected in the actions included in the plan.	Operational Plan (including Budget) adopted by 30 June each year.
5.2.1.7	Manage Council's insurance portfolio.	100% of insurances reviewed and maintained annually.

5.2.2: Maintain high standards of Corporate Governance through effective audits

Action Code	Action Name	Performance Measure
5.2.2.1	Audit Committee - Regular meetings are held in line with requirements to review and monitor audit comments and ensure Council is performing in accordance with the Local Government regulations.	Audit Committee meetings are held twice per year to review Audit Plans, Draft Financial Statements, previous audit management responses and actions.
5.2.2.2	Internal Audit Plan to be reviewed quarterly and actioned to achieve goals.	Internal audit to be recorded on Pulse software for updating and permanent record.

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

Action Code	Action Name	Performance Measure
5.2.3.1	All projects submitted to Council for review must include 'whole of life costings'.	All projects submitted have included whole of life costs. With PDF program used on projects over \$100K.

5.2.4: Ensure transparency and accountability through management reporting

Action Code	Action Name	Performance Measure
5.2.4.1	Provision of key financial information to ManEx and Council.	Provision of budget information to staff.
5.2.4.2	Preparation and collation of the Annual Report document in conjunction with senior managers to ensure the important legislative requirements are met and the report is a sound representation of the Council's achievement during the year.	Annual report prepared with input from all senior managers and submitted to Council within time frames.
5.2.4.3	Discharge Council's statutory financial reporting obligations.	Statements submitted to the Office of Local Government by 31 October each year.
		Unqualified audit report.
5.2.4.4	Undertake a review of policies and procedures register to identify policies due for review.	Policy owners are to be advised of policy reviews due and time-frame for these to be adopted by Council.
5.2.4.5	Council has a clear picture of the overall financial position and performance against adopted budget.	Monthly Financial reporting to Council includes snapshot of current performance against budget figures.
5.2.4.6	Monthly financial reporting is completed and presented to Council of which Council is clear and Councillors are able to review costs against budget.	Delivery of Quarterly Budget Review to Council.

5.3: Stability - a safe secure working environment

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

Action Code	Action Name	Performance Measure
5.3.1.2	Identify key risk areas in Council operations to be reviewed as part of the internal audit.	Undertake two (2) internal audit reviews per annum.
5.3.1.3	Implementation of actions set out in the Internal Audit Committee Action Plan.	Completion of all actions of the Internal Audit Committee Action Plan designated for completion in this financial year.
5.3.1.4	Support training and monitoring of use of Council's WH&S and I-Auditor programs. Complete annual audit of all Council work sites.	No breaches of WHS regulatory requirements.
		Hearing assessments for employees working in noisy environments completed.
		At least 80% compliance with the National audit tool.
5.3.1.5	Ensure compliance with the Organisation's Drug and Alcohol policy and ongoing best practice. Record of testing completed and results to be reported to Council.	Reports provided to Council and ManEx in relation to the testing conducted.
5.3.1.6	Attend a planning meeting to authorise the WH&S plan.	

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

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

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

Action Code	Action Name	Performance Measure
5.4.1.3	Depot workshop, Council plant and equipment is fully operational at all times.	Limited downtime and minimal lost productivity.

5.4.2: Optimise performance of Council business units using available technology

Action Code	Action Name	Performance Measure
5.4.2.1	Maintain compliant Closed Circuit Television network operations in the Shire.	No breach of regulatory requirements in relation to operation of CCTV Operations.
5.4.2.2	Maintain Servers and Facilities with adequate licence renewals for current software.	All current software renewed on schedule.
5.4.2.3	Monitor and manage telephone and Ergon accounts for electricity and telecommunication equipment and services to ensure we are not paying for unnecessary services.	Accounts paid, nil outages and plans are cost effective for Council.

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

Action Code	Action Name	Performance Measure
5.4.3.1	Council is in receipt of the annual budget documentation ready to be adopted each year.	Budget preparation is timely and involves Executive team and department heads with bids for funding received from departments for consideration by Council.
5.4.3.2	Council is able to monitor the budget and determine the progress of projects and work completed in line with budget projections.	Quarterly budget reviews completed and presented to Council with comments on variations to budget.
5.4.3.3	Monthly and quarterly financial reports to Council deliver information on variations to budget and enable decisions on long term financial impacts to be reviewed.	Work to complete budget commenced in Jan and two workshops held.

5.4.4: Implement good practice in managing and maintaining our assets

Action Code	Action Name	Performance Measure
5.4.4.1	The Plant Committee to complete reviews on plant usage making suggestion on turn over, purchase and replacement to achieve maximum value for money outcomes. This is to include risk assessments.	Plant purchases are within budget and plant is maintained within specified parameters to enable sound operations of the Council.
5.4.4.3	Tourism attractions are managed and are sustainable with future enhancements progressed as budget permits.	Business plan and management manuals completed by Greg Tuckwell (consultant).

5.5: Advocacy - punching well above our weight

5.5.1: Advocate for improved services and infrastructure

Action Code	Action Name	Performance Measure
5.5.1.1	Advocate for increased coverage for internet in remote locations.	Number of black spot internet locations achieved.

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

Action Code	Action Name	Performance Measure
5.5.2.1	Councillors report via the monthly Council meetings on meetings they attend as per the committees they have been nominated for.	All external meetings attended by Councillors or senior staff are to have a written report completed and submitted to Council at the following meeting.

Key Priority 6: Supporting local services and facilities

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

Service Areas

Community planning and development

6.1: Facilitate opportunities

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

Action Code	Action Name	Performance Measure
6.1.1.1	Involvement in regional health programs to improve the live-ability of Boulia and Urandangi.	All meetings attended with reports completed back to Council.

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

Action Code	Action Name	Performance Measure
6.1.2.1	Support 'free to attend' functions and facilities where possible to encourage community engagement.	Council supports 'free to attend' functions where possible.

6.2: Support an active healthy community

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

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

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

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

Action Code	Action Name	Performance Measure
6.2.3.1	Auspiced funding for Royal Flying Doctors Service (RFDS) is managed in accordance with planned activities to upgrade Urandangi Health facility.	Activities completed with quarterly reports submitted.
6.2.3.2	Local involvement in the support of the clinic and health committee groups for the betterment of health in Boulia and Urandangi.	

Key Priority 7: Valuing our greatest asset - people

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

Service Areas

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

7.1: An innovative culture

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

Action Code	Action Name	Performance Measure
7.1.1.1	Staff understand the importance of WH&S and all are competent in the use of the WH&S system and achieve an audit pass on inspections.	JLTA audit is completed and a pass is achieved by the group.
7.1.1.2	Deliver accurate and timely processing of the payroll and associated reporting requirements.	All payments to staff are delivered within time frames and without error.
7.1.1.3	Record, preserve and protect employee records for payroll and human resource management.	All employee records are up to date and secured electronically and have a backup paper file.
7.1.1.4	Assistance with the recruitment and selection process from advertising to the final letter of offer for new employees.	The recruitment process is completed in a smooth and professional manner with documents provided that are up to date and relevant. All documentation is collected as required and saved electronically.
7.1.1.5	Mayor and or panel to complete annual review of the CEO.	
7.1.1.6	CEO to complete six (6) monthly performance reviews of senior staff including WH&S compliance.	Performance reviews for the July-December period completed.

Action Code	Action Name	Performance Measure
7.1.1.7	Complete annual performance review of your employees for Works and Operations including WH&S compliance.	Reviews completed on anniversary.
7.1.1.8	Complete performance reviews for your staff in Community Services including WH&S compliance.	Reviews completed on anniversary.
7.1.1.9	Complete performance reviews for your staff in Finance and Administration including WH&S compliance.	Reviews completed on anniversary.

7.1.2: Keeping pace with technological changes in the workplace environment

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

7.2: A great place to work

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

Action Code	Action Name	Performance Measure
7.2.1.1	Staff Committees are encouraged to be formed in all areas of the Council and to ensure employees have input into the group decisions.	Well balanced EBA supporting both staff and the Council sustainability.

7.2.2: Develop and maintain a positive and future focused culture that demonstrates and supports Council's vision and values

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

Action Code	Action Name	Performance Measure
7.2.2.2	Assist the CEO in the development of a workforce strategy which includes an appropriate staff succession plan including training, attraction and retention.	Workforce Plan developed in conjunction with all staff.

7.2.3: Provide access to external support networks for emotional assistance

Action Code	Action Name	Performance Measure
7.2.3.1	Continue to provide the Employee Assistance Program and support the local RFDS visits.	Quarterly reports on access to services received (no personal details) only the volume of access.

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

Action Code	Action Name	Performance Measure
7.2.4.1	Investigate all contractors and workforce to ensure appropriate licences, tickets, certificates and qualifications are held and maintained in respect to the relevant contract or project.	All reviews completed for contractors and workforce quarterly.
7.2.4.2	Develop a Noise register and commence testing of all plant and equipment which includes any noisy work environments.	All plant and equipment is scheduled to be tested at least once per year and recorded in the noise register.
7.2.4.3	Introduce electronic fleet management system.	Fleet management system is used to monitor the productivity of the Council's fleet which is reported to the Plant Committee and ManEx.
7.2.4.4	Prepare for annual start up by reviewing training needs, booking trainers, complete an assessment sheet on awareness training, prepare PowerPoint delivery of WH&S.	All staff complete refresher inductions, complete necessary training and confirmation of requirements to work for Boulia shire such as licences and tickets.
7.2.4.5	Ensure I-Auditor tasks are set for Fire Safety drills for all permanent locations: Min Min Encounter, Library, Council Office, Depot, Sports and Aquatic Centre, Stonehouse.	I-Auditor scheduled tasks have been set up for all areas and reported back to ManEx.

Action Code	Action Name	Performance Measure
7.2.4.6	Complete swimming pool audit using WH&S RLSSA Aquatic facility safety checklist annually prior to pool opening.	Audit of the checklist completion is done prior to pool opening or primary use period.
7.2.4.7	All claims for compensation through LGW must be supported by a prior registered incident report in I-Auditor.	Reporting of incidents through I-Auditor is documented through ManEx via the WH&S Officer.
7.2.4.8	Attend weekly ManEx meetings and also conduct and attend worksite meetings as appropriate.	All meetings attended as required at both ManEx and toolbox meetings.
7.2.4.8	Undertake Fire Warden training with staff using fire extinguishers.	Annual training and demonstrations have been completed.
7.2.4.9	SWMS - any shortfalls identified to be updated in the risk management template.	All shortfalls recorded in the risk register and reviewed by ManEx.
7.2.4.10	Undertake lighting survey.	Annual lighting survey completed.
7.2.4.11	Onsite and roadwork signage is correct and ensures safety of workers and the general public.	Signage is in line with the job management plan and TMR requirements.

7.3: Living our values

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

Action Code	Action Name	Performance Measure
7.3.1.1	Full utilisation of our customer management system to enable confident staff able to attend to all customer enquiries and deal with priority situations.	Annual re-fresher training on customer service as required.
7.3.1.2	Provide a range of administrative, customer services and facilities for the continued operation of Council.	Policies, forms and up to date information is available on request.

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

7.5: Education

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

Action Code	Action Name	Performance Measure
7.5.1.1	Support provided to SES and Rural Fire Service groups to enable them to function in an emergency.	Grant applications submitted for equipment as required.

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

Action Code	Action Name	Performance Measure
7.5.2.1	Partner with Boulia Community Services to provide educational programs in our facilities.	Several planned programs over the school holidays conducted in our facilities.

7.5.3: Support further education for all employees relevant to their roles

Action Code	Action Name	Performance Measure
7.5.3.1	Encourage all staff to take advantage of the Go1 training system and other opportunities as they eventuate with information provided to managers to facilitate this.	All staff reviews to be added to the training file request and training arranged in accordance with the budget.

7.6: Develop new employment opportunities

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

Action Code	Action Name	Performance Measure
7.6.1.1	Liaise with training organisations who can provide trainees with support and encouragement. Research opportunities for training growth within the Council.	All trainee positions offered and filled.

Key Priority 8: Proactive and responsible leadership

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

Service areas

Council workplaces (office and depot), Tourist attractions locations, Local businesses

Service Areas

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

8.1: Genuine community engagement

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

Action Code	Action Name	Performance Measure
8.1.1.1	Annual community meeting after following the end of year financial results are released.	Meeting held in early December after the final results are released.
8.1.1.2	Regular information being released through Channel Country Chatter, Facebook, with the Website content reviewed for accuracy and content twice per year.	Verbal feedback, monitored visits through Facebook.

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

Action Code	Action Name	Performance Measure
8.1.2.1	Council agendas are released for review 7 days prior to the meeting and agenda items are placed on the website within 2 business days after the meeting.	Monthly activity is available for viewing by the public on our website within 2 business days.

Action Code	Action Name	Performance Measure
8.1.2.2	Councillor contact information is available on the internet and is up to date. Provide Councillors with timely information and reports using the new Bigtincan program which allows policies, annual report, corporate plan and all agendas and minutes to be accessible 24 /7.	Business Papers, Minutes, Councillor Correspondence and other Council documents sent within statutory time-frames.
8.1.2.3	Ensure Council meetings acknowledge the traditional owners and are conducted in accordance with the regulatory provisions eg: Code of Meeting Practice and Code of Conduct and that Conflict of Interest/ Register of Interest forms are completed as required by Councillors.	No breaches to Code of Meeting Practice or Code of Conduct.

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

Action Code	Action Name	Performance Measure
8.1.3.1	Notifications to customers to be sent via email blast, Facebook, web page, flyers.	All notices sent within 4 hours of receipt.

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

Action Code	Action Name	Performance Measure
8.1.4.1	Council meeting dates listed on the website and in the Channel Country Chatter.	Council meeting dates notified and Business agenda and minutes loaded onto website.

8.2: Strong representation

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

Action Code	Action Name	Performance Measure
8.2.1.1	Twelve ordinary Council meetings are held each year with two special budget meetings and two planning session days.	All meetings attended by all Councillors.

Action Code	Action Name	Performance Measure
8.2.1.2	Representation at all elected meeting groups supporting Boulia initiatives.	Reports received from attendees at the meetings presented to Council for information.

8.2.2: Develop and maintain partnerships with regional organisations

Action Code	Action Name	Performance Measure
8.2.2.1	Active representation in all Council representative bodies including the RAPAD group of Councils.	Attendance at all meetings with success achieved with group projects.

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

Action Code	Action Name	Performance Measure
8.2.3.1	Council actively reviews the progress of the Operational Plan on a quarterly basis with items listed on the Action List for immediate follow up by staff.	Plan implemented with success against budget allocation and planned activities.