



Burdekin Shire Council

AGENDA

ORDINARY COUNCIL MEETING

**HELD AT COUNCIL ADMINISTRATION BUILDING,
145 YOUNG STREET, AYR**

on 11 May 2021

COMMENCING AT 9:00AM

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Burdekin Shire Council

TUESDAY 11 MAY 2021

ORDER OF BUSINESS:

ITEM	PRECIS	PAGE
1	PRAYER	1
2	DECLARATIONS OF INTEREST	1
3	MINUTES AND BUSINESS ARISING	1
3.1	Ordinary Council Meeting Minutes - 27 April 2021	1
4	EXECUTIVE	16
4.1	CEO	16
4.1.1	Council Workshops - April 2021	16
4.2	ECONOMIC DEVELOPMENT	18
5	CORPORATE AND COMMUNITY SERVICES	18
5.1	CLIENT SERVICES	18
5.2	COMMUNITY DEVELOPMENT	18
5.3	FINANCIAL AND ADMINISTRATIVE SERVICES	18
5.4	GOVERNANCE	18
5.4.1	Freehold Lease - Whole of Lot 3 on Survey Plan 323829 - Burdekin Shire Council and the State of Queensland	18
5.4.2	Trustee Lease - Whole of Lot 21 on Crown Plan H616106 - Rotary Club of Home Hill Incorporated	22
5.4.3	Q3 Report - Operational Plan 2020/2021	25
6	INFRASTRUCTURE, PLANNING AND ENVIRONMENTAL SERVICES	93
6.1	ENVIRONMENTAL AND HEALTH SERVICES	93
6.2	OPERATIONS	93
6.3	PLANNING AND DEVELOPMENT	93
6.4	TECHNICAL SERVICES	93
7	NOTICE OF MOTION	93



Burdekin Shire Council

7.1	Councillor McLaughlin's Attendance at the Queensland Disaster Management Conference - 9 to 11 June 2021 - Brisbane	93
8	RECEIPT OF PETITIONS	94
9	CORRESPONDENCE FOR INFORMATION	94
10	GENERAL BUSINESS	94
11	CLOSED BUSINESS ITEMS	94
12	DELEGATIONS	94

1 PRAYER

2 DECLARATIONS OF INTEREST

3 MINUTES AND BUSINESS ARISING

3.1 Ordinary Council Meeting Minutes - 27 April 2021

Recommendation

That the minutes of the Ordinary Council Meeting held on 27 April 2021 be received as a true and correct record.



Burdekin Shire Council

MINUTES

ORDINARY COUNCIL MEETING

**HELD AT COUNCIL ADMINISTRATION BUILDING,
145 YOUNG STREET, AYR**

on 27 April 2021

COMMENCING AT 9:00AM



Burdekin Shire Council

TUESDAY 27 APRIL 2021

ORDER OF BUSINESS:

ITEM	PRECIS	PAGE
1	PRAYER	1
2	DECLARATIONS OF INTEREST	1
2.1	Approved Leave of Absence - Councillor Furnell - 27 to 30 April 2021	2
3	MINUTES AND BUSINESS ARISING	2
3.1	Ordinary Council Meeting Minutes - 13 April 2021	2
3.2	Local Disaster Management Group Meeting Minutes - 19 March 2021	2
3.3	Economic Development Advisory Group Meeting Minutes - 25 March 2021	2
4	EXECUTIVE	3
4.1	CEO	3
4.2	ECONOMIC DEVELOPMENT	3
5	CORPORATE AND COMMUNITY SERVICES	3
5.1	CLIENT SERVICES	3
5.1.1	Burdekin and Haughton Catchment Resilience Strategy	3
5.2	COMMUNITY DEVELOPMENT	4
5.3	FINANCIAL AND ADMINISTRATIVE SERVICES	4
5.3.1	Monthly Financial Report for Period Ending 31 March 2021	4
5.4	GOVERNANCE	4
5.4.1	Conflict of Interest for Workers Policy	4
5.4.2	Trustee Lease - Whole of Lot 236 on Crown Plan GS910 - Burdekin Sub Branch of Vietnam Veterans' Association of Australia Incorporated	5
6	INFRASTRUCTURE, PLANNING AND ENVIRONMENTAL SERVICES	6

Ordinary Council Meeting 27 April 2021



Burdekin Shire Council

6.1	ENVIRONMENTAL AND HEALTH SERVICES	6
6.1.1	Adoption of Vending Policies	6
6.1.2	Proposed Fruit and Vegetable Stall - Plantation Park, Ayr	6
6.2	OPERATIONS	8
6.2.1	Quotations Received for the Tenders TBSC/20/023 Duplicate Trunk Main Construction and QBSC/20/024 Duplicate Trunk Main Underbore	8
6.3	PLANNING AND DEVELOPMENT	8
6.3.1	Endorsement of the Burdekin Shire Council Our Coast - Our Lifestyle (Coastal Hazard Adaptation Strategy) Strategic Plan	8
6.4	TECHNICAL SERVICES	10
6.4.1	Vehicle Policy Review	10
7	NOTICE OF MOTION	11
8	RECEIPT OF PETITIONS	11
9	CORRESPONDENCE FOR INFORMATION	11
10	GENERAL BUSINESS	11
11	CLOSED BUSINESS ITEMS	11
12	DELEGATIONS	11

ATTENDANCE

Councillors L.A. McLaughlin (Mayor), S.P. Perry (Deputy Mayor), K.D. Boccalatte, J.T. Bonanno, M.J. Detenon and M. Musumeci

Mr. T. Brennan - Chief Executive Officer
Mr. N. O'Connor – Director Corporate and Community Services
Mr. W. Saldumbide – Acting Director of Infrastructure, Planning and Environmental Services
Mrs. K. Olsen - Manager Financial and Administrative Services (Part)
Mrs. E. Devescovi – Manager Client Services (Part)
Mr. D. Mulcahy – Manager Environmental and Health Services (Part)
Mr. S. Great - Manager Planning and Development (Part)
Mr. K. Byers - Manager Technical Services (Part)

Minutes Clerk – Ms. G. Biffanti

Apologies: Councillor Furnell – Approved Leave of Absence
Mr. N. Wellwood – Director of Infrastructure, Planning and Environmental Services

1 PRAYER

The meeting prayer was delivered by Pastor Ray Hobbs of the Seventh Day Adventist Church.

2 DECLARATIONS OF INTEREST

The Mayor called for declarations of interest.

Councillor Boccalatte advised she had a Declarable Conflict of Interest in relation to Item 6.3.1 Endorsement of the Burdekin Shire Council Our Coast - Our Lifestyle (Coastal Hazard Adaptation Strategy) Strategic Plan as her parents own a permit to occupy property located at Wunjunga. Councillor Boccalatte advised she would ask other Councillors to determine whether she could remain in the meeting for discussion and voting when the item came up for discussion in the meeting.

Councillor Perry advised she had a Declarable Conflict of Interest in relation to Item 6.3.1 Endorsement of the Burdekin Shire Council Our Coast - Our Lifestyle (Coastal Hazard Adaptation Strategy) Strategic Plan as her family own properties located at Alva Beach and Groper Creek. Councillor Perry advised she would ask other Councillors to determine whether she could remain in the meeting for discussion and voting when the item came up for discussion in the meeting.

Councillor Detenon advised he had a Declarable Conflict of Interest in relation to Item 6.3.1 Endorsement of the Burdekin Shire Council Our Coast - Our Lifestyle (Coastal Hazard Adaptation Strategy) Strategic Plan as his parent's own a property located at Groper Creek. Councillor Detenon advised he would ask other Councillors to determine whether she could remain in the meeting for discussion and voting when the item came up for discussion in the meeting.

2.1 Approved Leave of Absence - Councillor Furnell - 27 to 30 April 2021

Resolution

Moved Councillor Bonanno, seconded Councillor Detenon that Councillor Furnell be granted approved leave of absence from 27 to 30 April 2021.

CARRIED

3 MINUTES AND BUSINESS ARISING

3.1 Ordinary Council Meeting Minutes - 13 April 2021

Recommendation

That the minutes of the Ordinary Council Meeting held on 13 April 2021 be received as a true and correct record.

Resolution

Moved Councillor Musumeci, seconded Councillor Boccalatte that the recommendation be adopted.

CARRIED

3.2 Local Disaster Management Group Meeting Minutes - 19 March 2021

Recommendation

That the minutes of the Local Disaster Management Group Meeting held on 19 March 2021 be received as a true and correct record.

Resolution

Moved Councillor Perry, seconded Councillor Detenon that the recommendation be adopted.

CARRIED

9.11am Mrs. Olsen entered the meeting.

3.3 Economic Development Advisory Group Meeting Minutes - 25 March 2021

Summary of recommendations and actions for consideration and adoption:

Item 1 Burdekin Marketing Campaign

Council investigates if there is State or Federal Government funding available to develop and implement a marketing campaign to promote the Burdekin as a place to live and work.

Recommendation

That:

1. the minutes of the Economic Development Advisory Group Meeting held on 25 March 2021 be noted, and;
2. the recommendations as detailed in the minutes and summarised in Item 1 above be adopted.

Resolution

Moved Councillor Perry, seconded Councillor Musumeci that the recommendation be adopted noting the removal of James Lewty and Matthew Oar from the Attendees as they were included in the Apologies.

CARRIED

4 EXECUTIVE

4.1 CEO

4.2 ECONOMIC DEVELOPMENT

5 CORPORATE AND COMMUNITY SERVICES

5.1 CLIENT SERVICES

5.1.1 Burdekin and Haughton Catchment Resilience Strategy

Executive Summary

This recommendation forms part of the Burdekin and Haughton Catchment Resilience Strategy which is a body of work coordinated by the Queensland Reconstruction Authority (QRA).

As part of the support and assistance measures provided by the Queensland Government in response to the Monsoon Trough event, specific opportunities to build resilience within affected communities were identified, including the delivery of the Burdekin and Haughton Flood Resilience Strategy.

Recommendation

That Council:

- endorse the Draft Burdekin and Haughton Flood Resilience Strategy (the Strategy), subject to any Council-specific briefings and minor amendments as may be required;
- note the ongoing work to finalise the supporting Action Plan, which is intended for ownership by each participating Council and will not be released publicly;
- note the completed Process One element of the Queensland Emergency Risk Management Framework for relevant Councils as per the endorsed Terms of Reference;

-
- note the Draft Local Knowledge Maps drawn from the Local Knowledge Capture Process for selected areas within the catchment;
 - note the two (2) project videos which support the Strategy document; and
 - note the intention to establish a Burdekin Basin Working Group to support collaborative implementation of the Strategy, in perpetuity.

Resolution

Moved Councillor Boccalatte, seconded Councillor Detenon that the recommendation be adopted.

CARRIED

9.33am Mrs. Devescovi left the meeting.

5.2 COMMUNITY DEVELOPMENT

5.3 FINANCIAL AND ADMINISTRATIVE SERVICES

5.3.1 Monthly Financial Report for Period Ending 31 March 2021

Recommendation

That the Monthly Financial Report for Period Ending 31 March 2021 be received.

Resolution

Moved Councillor Perry, seconded Councillor Boccalatte that the recommendation be adopted.

CARRIED

9.44am Mrs. Olsen left the meeting.

5.4 GOVERNANCE

5.4.1 Conflict of Interest for Workers Policy

Executive Summary

Council's reputation and the trust that the community places in Council relies on transparency, accountability, and good governance practices. The community has a fair expectation that Council workers will perform their duties in an impartial way, putting the public interest first at all times. From time to time there may be occasions where a Council worker's public duties may give rise to a conflict with the Worker's private interests.

To ensure the highest of ethical standards are upheld a Conflict of Interest Policy (COIs) has been developed for Council Workers to follow a recognised process for the proper identification, disclosure

and management of COIs. The newly developed policy does not apply to elected members whose responsibilities regarding the management of all interests are defined and governed by the *Local Government Act 2009*.

The policy aims to strengthen Council's approach to fraud and corruption control by ensuring that the actions and decisions of Council Workers are free from bias while also improving accountability and transparency.

Recommendation

That Council adopts the Conflict of Interest for Workers Policy as attached to this report.

Resolution

Moved Councillor Musumeci, seconded Councillor Detenon that the recommendation be adopted.

CARRIED

9.47am Mr. Mulcahy entered the meeting.

5.4.2 Trustee Lease - Whole of Lot 236 on Crown Plan GS910 - Burdekin Sub Branch of Vietnam Veterans' Association of Australia Incorporated

Executive Summary

Council approval is requested to consent to entering into a new Trustee Lease as follows:

Trustee:	Burdekin Shire Council
Lessee:	Burdekin Sub Branch of Vietnam Veterans' Association of Australia Incorporated
Interest:	Reserve for Recreation
Leased Area:	Whole of Lot 236 on Crown Plan GS910
Term:	Ten (10) years
Expiry:	10 April 2031 (nil Option)
Rent:	\$0.10 per annum if demanded

Recommendation

That Council agree to enter into a new Trustee Lease with Burdekin Sub Branch of Vietnam Veterans' Association of Australia Incorporated for a further ten (10) year term.

Resolution

Moved Councillor Perry, seconded Councillor Musumeci that the recommendation be adopted.

CARRIED

6 INFRASTRUCTURE, PLANNING AND ENVIRONMENTAL SERVICES

6.1 ENVIRONMENTAL AND HEALTH SERVICES

10.00am Mr. Great entered the meeting.

6.1.1 Adoption of Vending Policies

Executive Summary

Council receives from time to time applications under its local laws to undertake mobile and/or roadside vending activities on Council Roads and/or Council Owned or Controlled Land.

The preparation and adoption of relevant policies will assist in providing clarity to potential applicants and providing guidance to Council Officers in the assessment and determination of applications.

Recommendation

1. That Council adopts the attached Vending on Council Roads Policy.
2. That Council adopts the attached Vending on Council Owned or Controlled Land Policy.

Resolution

Moved Councillor Musumeci, seconded Councillor Boccalatte that the recommendation be adopted.

CARRIED

6.1.2 Proposed Fruit and Vegetable Stall - Plantation Park, Ayr

Executive Summary

An application has been made by Mango Man Brothers to operate a fruit and vegetable stall at Plantation Park, Ayr and a recommendation on the application is provided.

Council has recently considered a Draft Policy for Vending on Council Owned and Controlled Land and the conditions outlined herein conform with the draft policy.

Recommendation

That Council approves the application from Mango Man Brothers to operate a fruit and vegetable stall on the right side of the shelter which is adjacent to the sign as you enter Plantation Park, Ayr from the Bruce Highway subject to the following conditions:

- a. The conduct of the approved use must be in accordance with the application submitted and any supporting documentation, except as otherwise specified by any conditions of approval.
- b. The preparation, handling and serving of food and drinks are to be conducted in accordance with the requirements of the *Food Act 2006* and *Food Standards Australia and New Zealand (FSANZ) Food Standards Code*.
- c. Compliance with the *Environmental Protection (Noise) Policy 2019*.
- d. Hold public liability insurance in an amount not less than \$10 million against claims for personal injury and property damage resulting from the approved use.

-
- e. Indemnify the Council and the State Government (in respect of State owned land) against all actions, proceedings, claims, demands, costs, losses, damages and expenses which may be brought against, or made upon, the Council or the State as a result of the activity.
 - f. Restricted to the designated site as approved by Council.
 - g. If the approval holder or the holder's employee or agent intentionally or negligently damages the Council controlled area, it must pay to the Council the amount it would cost to rectify the damage.
 - h. Mobile vendor vehicles are to be roadworthy vehicles that are licenced by the Department of Transport and Main Roads.
 - i. Ensure that the vehicle and all equipment used in the operation of the activity are maintained in good working order and in a clean and sanitary condition at all times.
 - j. No obstruction to pedestrian flow or vehicular traffic.
 - k. Only serve customers from the non-traffic side of the vehicle used in the operation of the activity.
 - l. Compliance with existing parking restrictions which apply to the area at all times.
 - m. The activity must not have an unreasonable detrimental effect on the amenity of the surrounding area.
 - n. Litter is to be cleared at all times from in and around the vendor site by the operator.
 - o. Appropriate rubbish bins are to be provided by the operator in numbers adequate to service the patrons and removed, along with all rubbish from the site at the end of each trading day.
 - p. Not discharge trade waste generated by the operation of the activity otherwise than in accordance with an approval under the Water Supply (Safety and reliability) Act 2008.
 - q. Trees and other significant streetscape elements such as benches, pergolas and rubbish bins are not to be obstructed, covered, removed, relocated or modified.
 - r. Permanent structures are not permitted.
 - s. Any temporary fixtures (such as umbrellas, bins and stools) are to be safe to use and removed at the end of trading. The use of and location of these fixtures must be approved.
 - t. Fixtures are not to be placed where they present a barrier or danger to pedestrians or vehicles.
 - u. Not place a sign or device advertising the activity on any Council owned or controlled area or road without approval.
 - v. Must provide own power supply.
 - w. Mobile vehicle to be removed at the end of trading each day.
 - x. The approval is not valid for events on at the approved location unless specifically approved by the event organiser.
 - y. Comply with any conditions imposed by the Department of Transport and Main Roads.
 - z. The approval may be revoked at any time.

Resolution

Moved Councillor Detenon, seconded Councillor Perry that the recommendation be adopted.

CARRIED

10.13am Mr. Mulcahy left the meeting.

6.2 OPERATIONS

6.2.1 Quotations Received for the Tenders TBSC/20/023 Duplicate Trunk Main Construction and QBSC/20/024 Duplicate Trunk Main Underbore

Executive Summary

Following the identification of Per- and polyfluoroalkyl substances (PFAS) in production bores within the Nelson's Lagoon borefield Council were successful in securing a \$10 million Special Purpose Grant from the Department of Local Government, Racing and Multicultural Affairs to ensure the ongoing reliability and safety of the drinking water supply for the residents of Ayr and surrounds. The funding received provides Council with the opportunity to design and construct new water supply infrastructure including a 10 ML water reservoir, a duplicate trunk main and the commissioning of new production bores to offset loss of production capacity following the decommissioning of four (4) Nelson's Lagoon production bores.

Since receiving the grant funding Council have been scoping and designing individual elements of the agreed upgrades prior to calling tenders for their construction.

This report analyses the results of tenders received for the construction of the following packages and recommends the awarding of same:

- TBSC/20/023 Duplicate Trunk Main Construction; and
- TBSC/20/024 Duplicate Trunk Main Underbore.

Recommendation

1. That Council accepts the fixed price tender of \$ 796,245.00 from Roebuck Civil this being the most advantageous tender received for TBSC/20/023 Duplicate Trunk Main Construction.
2. That Council accepts the fixed price tender of \$ 609,785.00 from DJ MacCormick this being the most advantageous tender received for TBSC/20/024 Duplicate Trunk Main Underbore.

Resolution

Moved Councillor Musumeci, seconded Councillor Detenon that the recommendation be adopted.

CARRIED

6.3 PLANNING AND DEVELOPMENT

6.3.1 Endorsement of the Burdekin Shire Council Our Coast - Our Lifestyle (Coastal Hazard Adaptation Strategy) Strategic Plan

Councillor Boccalatte – Declarable Conflict of Interest

Councillor Boccalatte confirmed her earlier advice that she had a Declarable Conflict of Interest in this matter as her parents own a permit to occupy property located at Wunjunga. Councillor Boccalatte advised she could prioritise the public interest over her private interest in making a decision on the matter. In accordance with Section 150ES of the *Local Government Act 2009* Councillor Boccalatte sought a determination from other Councillors not conflicted in the matter, as to whether she could remain in the meeting for discussion and voting on this item.

Moved Councillor Bonanno, seconded Councillor Musumeci that Council is satisfied that Councillor Bocalatte can effectively manage her Declarable Conflict of Interest on this matter and as such she may remain in the meeting for discussion and voting on the item.

CARRIED

Councillor Perry – Declarable Conflict of Interest

Councillor Perry confirmed her earlier advice that she had a Declarable Conflict of Interest in this matter as her family own properties located at Alva Beach and Groper Creek. Councillor Perry advised she could prioritise the public interest over her private interest in making a decision on the matter. In accordance with Section 150ES of the *Local Government Act 2009* Councillor Perry sought a determination from other Councillors not conflicted in the matter, as to whether she could remain in the meeting for discussion and voting on this item.

Moved Councillor Bonanno, seconded Councillor Musumeci that Council is satisfied that Councillor Perry can effectively manage her Declarable Conflict of Interest on this matter and as such she may remain in the meeting for discussion and voting on the item.

CARRIED

Councillor Detenon – Declarable Conflict of Interest

Councillor Detenon confirmed his earlier advice that he had a Declarable Conflict of Interest in this matter as his family own property located at Groper Creek. Councillor Detenon advised he could prioritise the public interest over his private interest in making a decision on the matter. In accordance with Section 150ES of the *Local Government Act 2009* Councillor Detenon sought a determination from other Councillors not conflicted in the matter, as to whether he could remain in the meeting for discussion and voting on this item.

Moved Councillor Musumeci, seconded Councillor Bonanno that Council is satisfied that Councillor Detenon can effectively manage his Declarable Conflict of Interest on this matter and as such he may remain in the meeting for discussion and voting on the item.

CARRIED

Executive Summary

The Burdekin Shire's "Our Coast-Our Lifestyle" strategy has been developed over eight (8) phases with the support of the Queensland Government's QCoast 2100 program and the Local Government Association of Queensland (LGAQ).

The Strategic Plan, part of the final Phase eight (8) of the Coastal Hazard Adaptation Strategy (CHAS), is now complete. To finalise the CHAS, Council endorsement is now being sought.

Recommendation

That Council endorse the finalisation of the Burdekin Shire Council's Coastal Hazard Adaptation Strategy (CHAS) and the 'Our Coast – Our Lifestyle' Strategic Plan.

Resolution

Moved Councillor Musumeci, seconded Councillor Perry that the recommendation be adopted.

Amendment

Moved Councillor Boccalatte, seconded Councillor Detenon that Council endorse the finalisation of the Burdekin Shire Council's Coastal Hazard Adaptation Strategy (CHAS) and note the action summary included as part of the 'Our Coast – Our Lifestyle' Strategic Plan.

FOR: Councillors McLaughlin, Bonanno, Boccalatte, Detenon and Musumeci

AGAINST: Councillor Perry

5/1

CARRIED

The Amendment then became the substantive motion. The motion was put to vote.

FOR: Councillors McLaughlin, Perry, Boccalatte, Detenon and Musumeci

AGAINST: Councillor Bonanno

5/1

CARRIED

10.53am Mr. Great left the meeting.

10.55am Meeting adjourned for morning tea.

11.22am Meeting resumed.

11.23am Mr. Byers entered the meeting.

6.4 TECHNICAL SERVICES

6.4.1 Vehicle Policy Review

Executive Summary

Amendments to the Vehicle Policy are recommended to ensure the policy objectives and principles are achieved. Price rises resulting from the current pandemic require an amendment to the levels of the price thresholds for the various levels of salary sacrifice. This is required to maintain the current level of employee benefit while maintaining the current level of vehicles available to all Council staff.

The changes result in a minor increase in Council's Operational and Capital expenses, however the increase is much less than the potential increase in costs if Council Officers withdraw from the salary

sacrifice arrangement and Council is required to purchase additional pool vehicles for which the total cost is borne by Council.

Recommendation

That Council adopts the amended Vehicle Policy.

Resolution

Moved Councillor Perry, seconded Councillor Musumeci that the recommendation be adopted.

CARRIED

11.25am Mr. Byers left the meeting.

7 NOTICE OF MOTION

8 RECEIPT OF PETITIONS

9 CORRESPONDENCE FOR INFORMATION

10 GENERAL BUSINESS

11 CLOSED BUSINESS ITEMS

12 DELEGATIONS

There being no further business the meeting closed at 11.43am.

These minutes were confirmed by Council at the Ordinary Council Meeting held on 11 May 2021.

MAYOR

4 EXECUTIVE

4.1 CEO

4.1.1 Council Workshops - April 2021

File Reference	1394
Report Author	Mr. Terry Brennan – Chief Executive Officer
Authoriser	Mr. Terry Brennan – Chief Executive Officer
Meeting Date	11 May 2021

Link to Corporate/Operational Plan

Burdekin Shire Council Corporate Plan 2017-2022

5.3.1 Demonstrate open and transparent leadership

Executive Summary

The Council conducted two (2) Workshops during the past month on 6 and 20 April 2021 with a range of policy and operational issues discussed by Councillors and staff.

A brief summary of the items discussed at the Workshops is outlined in the report.

Recommendation

That the report on the Council Workshops held on 6 and 20 April 2021 be received and noted.

Background

Council has adopted governance arrangements which are based on it holding Council Meetings on a fortnightly basis each month, with the exception of December and January each year. In conjunction with these arrangements, it holds Workshops with Councillors on the alternate week to scheduled Council Meetings.

During the past month, Workshops were held on 6 and 20 April 2021 covering a range of policy and operational issues.

A brief summary of the issues discussed at the Workshops is outlined below:

6 April 2021

- Proposed New Policy – Purchase Cards
- Draft Coastal Hazard Adaptation Strategy (CHAS)
- Draft Charter – Burdekin Road Safety Advisory Committee
- CBD Parking
- Temporary Road Closure Enquiries
- Draft Charter – Burdekin Shire Youth Council
- Council Property – 121-131 First Avenue, Home Hill
- Proposed New Policy - Conflicts of Interest - Council Workers
- Illegal Dumping at Alva Beach and Communication with Residents

-
- Groper Creek Caravan Park – Various issues
 - Works for Queensland Funding – Nomination of projects by deadline

20 April 2021

- Rates Relief Request
- Council Property – 62 Twelfth Avenue, Home Hill
- Giru Tennis Courts – Project Consultation
- Proposed Car Parking Layouts – Plantation Park
- Loading Zone in Edwards Street, Ayr – Harvey Norman
- Charlie's Hill – Concept for Car Park Formation
- Drysdale and Bower Streets, Ayr – Blackspot Funding Works
- Ayr Water Supply – Outline of Tenders for Duplicate Trunk Water Main Construction and Under Bore Construction
- Review of existing Vehicle Policy
- Signage to Alva and references to term Beach
- Request for Road Closure – Section of Majors Road, Upper Haughton
- Repairs to Barratta Road – Post recent weather events

Consultation

Consultation was undertaken with various parties in the presentation of the Workshop topics.

Budget & Resource Implications

Not Applicable.

Legal Authority & Implications

Not Applicable.

Policy Implications

Any policy proposals are subsequently referred to a Council Meeting via a report for consideration and if approved, formal adoption.

Risk Implications (Strategic, Operational, Project Risks)

Strategic Risk due to possible reputation damage if policies are not effectively developed with input and support from Councillors.

Attachments

Not Applicable.

4.2 ECONOMIC DEVELOPMENT

5 CORPORATE AND COMMUNITY SERVICES

5.1 CLIENT SERVICES

5.2 COMMUNITY DEVELOPMENT

5.3 FINANCIAL AND ADMINISTRATIVE SERVICES

5.4 GOVERNANCE

5.4.1 Freehold Lease - Whole of Lot 3 on Survey Plan 323829 - Burdekin Shire Council and the State of Queensland

File Reference 159

Report Author Ms. Tamara Bateman - Governance and Property Officer

Authoriser Mr. Nick O'Connor - Director Corporate and Community Services

Meeting Date 11 May 2021

Link to Corporate/Operational Plan

Burdekin Shire Council Corporate Plan 2017-2022

2.5.1 Review land supply and uses as required to meet community and business needs

Executive Summary

Council approval is requested to enter into a new Lease as follows:

Lessor:	The State of Queensland (Represented by Public Safety Business Agency)
Lessee:	Burdekin Shire Council
Interest:	Fee Simple
Leased Area:	Whole of Lot 3 on Survey Plan 323829 (1,930m ²)
Term:	5 years plus 1 x 5 year Option
Rent:	\$0.10 per annum if demanded

Recommendation

That Council agree to enter into a new Lease with the State of Queensland over Lot 3 on Survey Plan 323829.

Background

It was identified that a portion of Council's "Lloyd Mann Gardens" parkland was encroaching on the adjoining State of Queensland owned land (utilised by the Queensland Police Service).

Council Officers sought to correct the issue from an administrative perspective.

A new survey was undertaken by Brazier Motti and revealed a total encroachment area of 1,930m².

Council Officers expected to secure tenure by way of purchasing the encroached area. A valuation of the encroached area was conducted by Acumentis and the market value was considered to be \$40,000.00 (excluding GST).

Council staff requested the proposed \$40,000.00 purchase price be waived as it exceeded what was originally contemplated by Council Officers.

Public Safety Business Agency advised that following a Queensland Police Service (QPS) Capital Projects meeting, QPS identified a future demand for the land and offered a lease arrangement as the most appropriate alternative.

Consultation

Department of Resources
Discussed at Council Workshop on 4 May 2021

Budget & Resource Implications

The Public Trustee of Queensland prepared the Lease documentation.

Council as Lessee will bear the costs of and incidental to the preparation, negotiation and execution of the Lease (capped at \$2,000.00 plus GST) and registration fees.

Legal Authority & Implications

Not Applicable.

Policy Implications

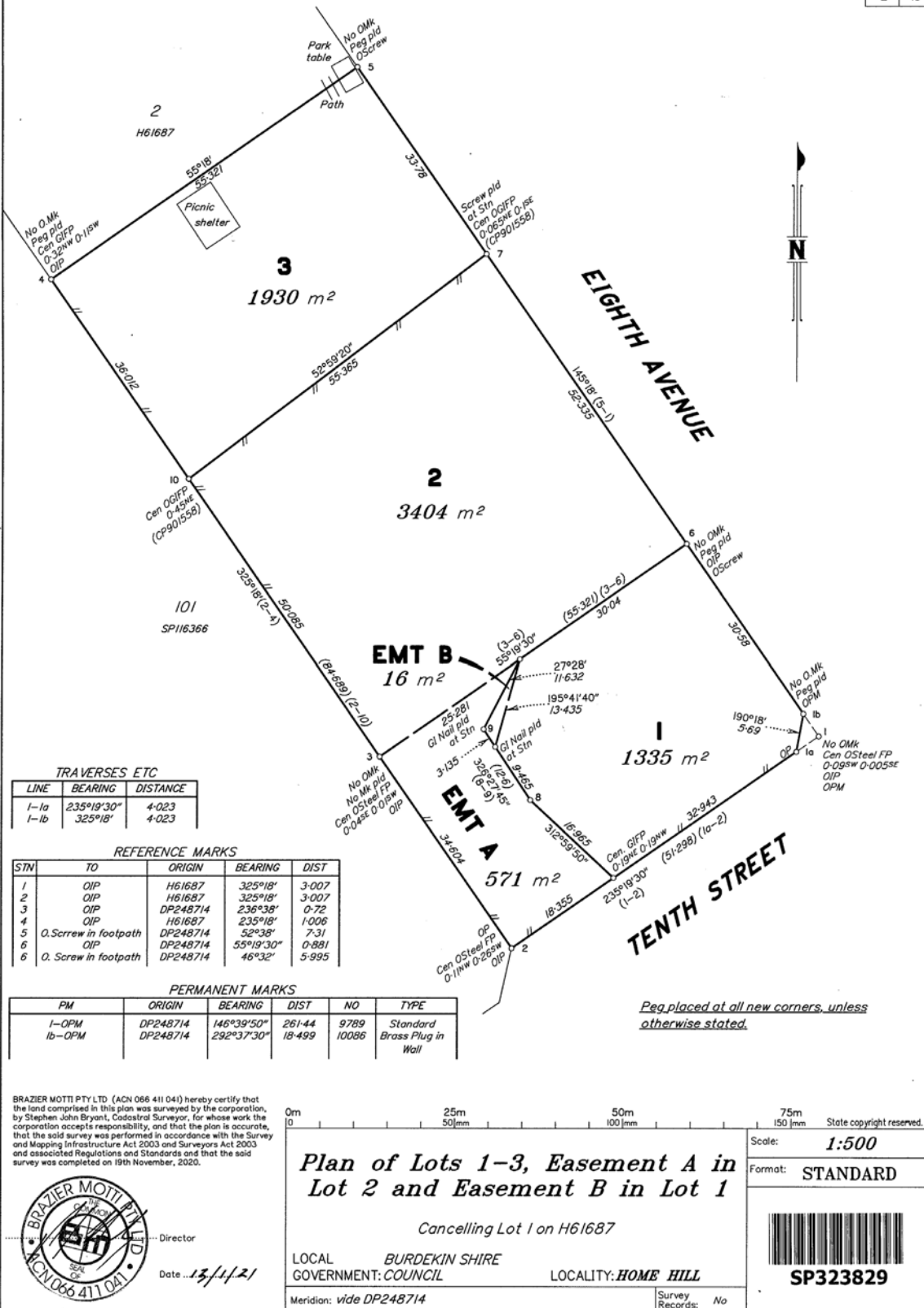
Not Applicable.

Risk Implications (Strategic, Operational, Project Risks)

Not Applicable.

Attachments

1. Survey Plan 323829.



WARNING : Folded or Mutilated Plans will not be accepted.
Plans may be rolled.
Information may not be placed in the outer margins.

Sheet
2 of
2

(Dealing No.)

4. Lodged by

(Include address, phone number, email, reference, and Lodger Code)

I. Existing		Created		
Title Reference	Description	New Lots	Road	Secondary Interests
50949205	Lot 1 on H61687	I-3	—	Easements A & B

SURVEY REPORT

Stations I-6 and Ib have been reinstated from original marks and or reference marks with good agreement to DP248714.

Note: The purpose of this survey is to allow The Burdekin Shire Council (proprietor of adjoining lot 2 on H61687) ownership of lot 3 on this survey plan. The Council has for a considerable time maintained and improved the area encompassed by lot 3 on this plan. Both the Burdekin Shire Council and the State of Queensland (represented by the Public Safety Business Agency) are aware of the improvements as shown on this plan.

I-3	Lot 1 on H61687
Lots	Orig

2. Orig Grant Allocation :

3. References :

Dept File :
Local Govt :
Surveyor : 42546/001-01 - 42546_002A.dwg - SJB - 01/2021

5. Passed & Endorsed :

By: BRAZIER MOTTI PTY LTD
Date: 11/1/21
Signed: [Signature]
Designation: Liaison Officer

6. Building Format Plans only.

I certify that :

- * As far as it is practical to determine, no part of the building shown on this plan encroaches onto adjoining lots or road.
- * Part of the building shown on this plan encroaches onto adjoining * lots and road

Cadastral Surveyor/Director * Date
* Delete words not required

7. Lodgement Fees :

Survey Deposit \$
Lodgement \$
..... New Titles \$
Photocopy \$
Postage \$
TOTAL \$

8. Insert Plan Number
SP323829

42546/002A

5.4.2 Trustee Lease - Whole of Lot 21 on Crown Plan H616106 - Rotary Club of Home Hill Incorporated

File Reference	2331
Report Author	Ms. Tamara Bateman - Governance and Property Officer
Authoriser	Mr. Nick O'Connor - Director Corporate and Community Services
Meeting Date	11 May 2021

Link to Corporate/Operational Plan

Burdekin Shire Council Corporate Plan 2017-2022

2.5.1 Review land supply and uses as required to meet community and business needs

Executive Summary

Council approval is requested to consent to entering into a new Trustee Lease as follows:

Trustee:	Burdekin Shire Council
Lessee:	Rotary Club of Home Hill Incorporated
Interest:	Reserve for Recreation
Leased Area:	Whole of Lot 21 on Crown Plan H616106 (1,210m ²)
Term:	10 years
Expiry:	4 January 2031 (nil Option)
Rent:	\$0.10 per annum if demanded

Recommendation

That Council agree to enter into a new Trustee Lease with the Rotary Club of Home Hill Incorporated for a further 10 year term.

Background

The Rotary Club of Home Hill Incorporated have historically leased the whole of Lot 21 on Crown Plan H616106.

The Lessee has confirmed its intention to enter into a new Trustee Lease for a term of 10 years.

The new Trustee Lease will be subject to (but not limited to), the Prescribed Terms pursuant to the *Land Regulation 2020* and Council's Standard Terms for a Trustee Lease (Dealing No. 713293560).

Consultation

Department of Resources

Budget & Resource Implications

Staff resources will be utilised to prepare Trustee Lease documentation.

The Lessee will bear the costs of registering the new Trustee Lease.

Legal Authority & Implications

Not Applicable.

Policy Implications

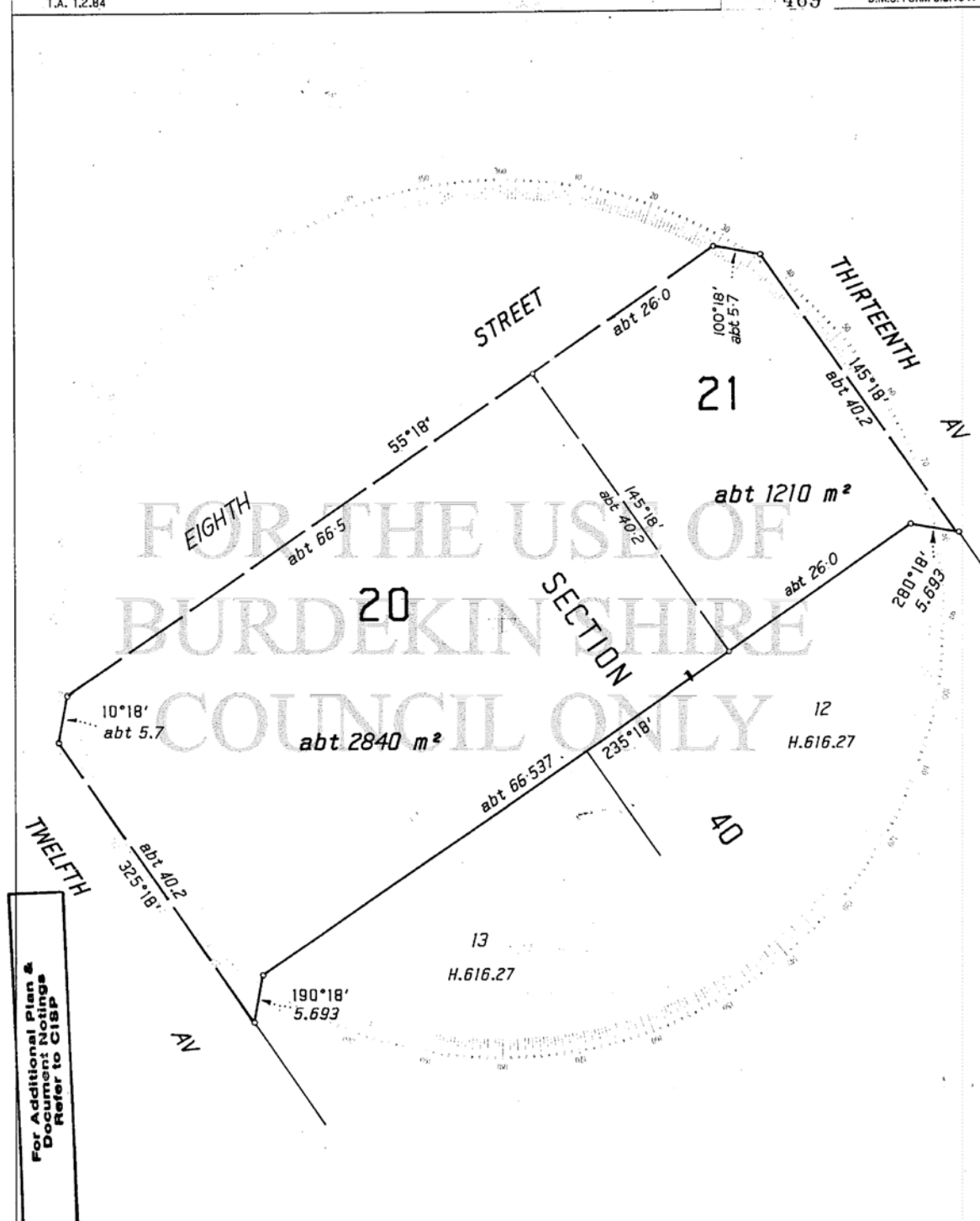
Not Applicable.

Risk Implications (Strategic, Operational, Project Risks)

Not Applicable.

Attachments

1. Sketch Plan H616106.



SURVEY AREA		MINDING FIELD		LAND AGENTS DISTRICT		TOWNSVILLE		LOCAL AUTHORITY		BURDEKIN S.C.	
COMPILED FROM..... H.616.27. & sketch with letter..... dated... 20.6.83. on SL 95781											
I, the CHIEF EXAMINER..... hereby certify that the Department of Mapping and Surveying has made this plan pursuant to Regulation 29 of the Surveyors Regulations 1978 and that the plan is accurate.				MERIDIAN		SCALE 1: 400		TOWN HOME HILL			
C.A.M. vide 6 APR 1984				C.S.		T.A.		PARISH INKERMANN			
Licensed Surveyor				C.S.		T.A.		County Salisbury			
PLAN H.616.106				SL 25781		C.S.		PLAN H.616.106			

5.4.3 Q3 Report - Operational Plan 2020/2021

File Reference 418

Report Author Mrs. Rebecca Stockdale - Senior Governance Officer

Authoriser Mr. Nick O'Connor - Director Corporate and Community Services

Meeting Date 11 May 2021

Link to Corporate/Operational Plan

Burdekin Shire Council Corporate Plan 2017-2022

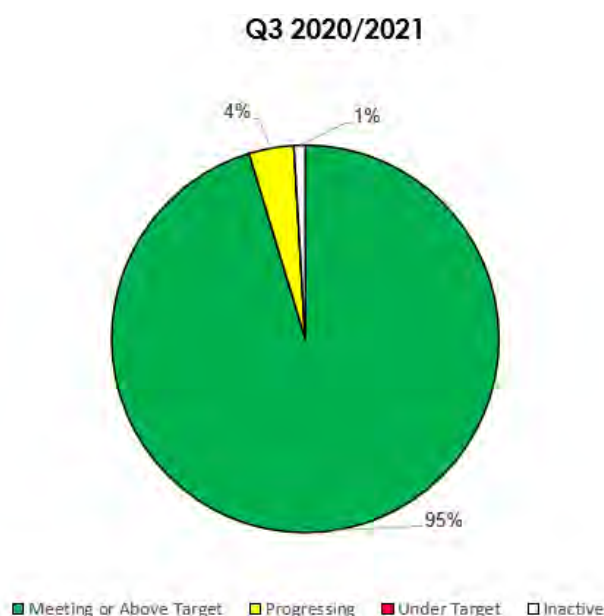
5.3.3 Adhere to the governance framework and public reporting systems

Executive Summary

The Q3 Report for the Operational Plan 2020/2021 provides a fair representation of Council's performance and activities during the period 1 January to 31 March 2021 inclusive. Council's adopted Operational Plan 2020/2021 sets out the agreed activities for each section and department across Council and includes targets and measurement statements for each activity. Management have prepared comments to reflect the progress towards achieving the activities over the first three (3) quarters of this financial year.

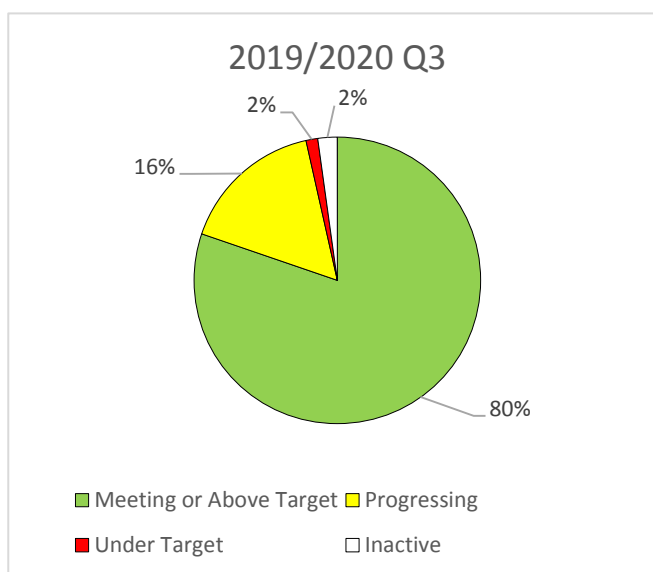
A traffic light system has been applied to provide an "at a glance" indication of how each project or activity is tracking. With a total of 213 agreed activities, Council's performance this quarter is very encouraging. There are 203 activities meeting or above target, eight (8) activities classed as progressing and two (2) activities marked as inactive. No activities are considered to be under target at this time.

Status	Activities (#)	Activities (%)
Meeting or Above Target	203	95%
Progressing	8	4%
Under Target	0	0%
Inactive	2	1%
TOTAL	213	100%



At the same time last financial year (2019/2020):

Status	Activities (#)	Activities (%)
Meeting or Above Target	183	80%
Progressing	37	16%
Under Target	3	2%
Inactive	5	2%
TOTAL	213	100%



Recommendation

That Council adopts the Q3 report for the Operational Plan as attached to this report.

Background

Council is required to prepare and adopt an annual Operational Plan. The Chief Executive Officer (CEO) must provide quarterly written assessments of the local government's progress towards implementing the annual Operational Plan. A report on the Operational Plan activities carried out during the third quarter of the 2020/2021 financial year has been prepared for Council.

Consultation

Council discussed this report at a Workshop on 4 May 2021. Managers and Supervisors were consulted in the preparation of this report.

Budget & Resource Implications

Activities within the Operational Plan must be discharged in accordance with Council's adopted budget.

Legal Authority & Implications

Section 174 Local Government Regulation 2012

174 Preparation and adoption of annual operational plan

- (1) A local government must prepare and adopt an annual operational plan for each financial year.
- (2) The local government may, but need not, adopt the annual operation plan for a financial year at the same time the local government adopts its budget for the financial year.
- (3) The chief executive officer must present a written assessment of the local government's progress towards implementing the annual operational plan at meetings of the local government held at regular intervals of not more than 3 months.
- (4) A local government may, by resolution, amend its annual operational plan at any time before the end of the financial year.
- (5) A local government must discharge its responsibilities in a way that is consistent with its annual operational plan.

Policy Implications

Not Applicable.

Risk Implications (Strategic, Operational, Project Risks)

Council applies the adopted Enterprise Risk Management Framework to the delivery of all agreed activities within the Operational Plan. By reporting on the progress towards implementing the Operational Plan on a quarterly basis, Council mitigates the risk of non-compliance with legislation. Unmitigated risks can impact on the achievement of the agreed activities contained within the Operational Plan. By identifying and addressing these risks and treating them appropriately, Council helps to ensure the delivery of the agreed activities as adopted.

Attachments

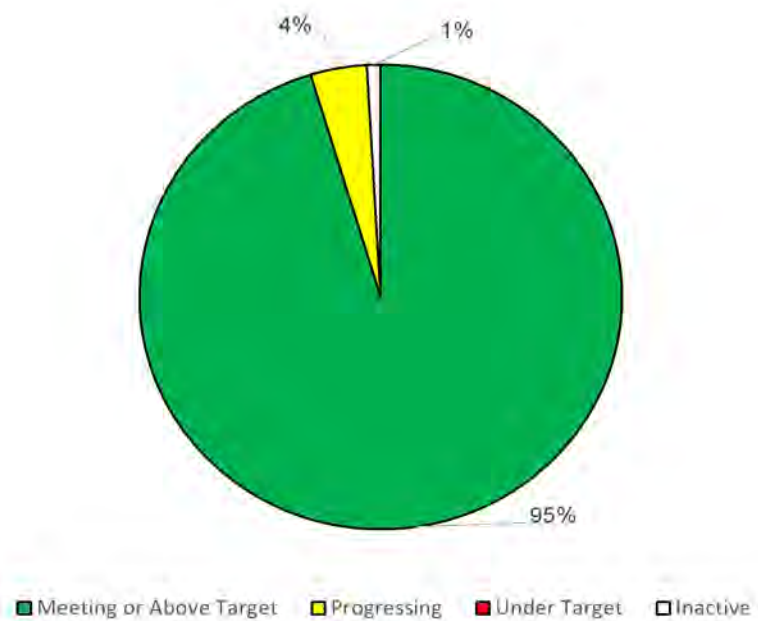
1. Operational Plan Q3 Report 2020/2021.

Operational Plan Q3 Report





2020/2021






Traffic Light Score Card Q3 20/21



Executive Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
EXC1	<i>Undertake effective planning and coordination of Council programs and operations through senior leadership group.</i>	5.2.3. Build effective leadership and management capability	Regular meetings of Executive Leadership Team (ELT) and Senior Leadership Group (SLG). Level of planning and coordination of Council operations across Departments.	Meetings held on at least a monthly basis. Effective coordination of Council activities delivered.	Regular meetings of the ELT are being held, generally on a fortnightly basis, whilst the SLG meets on a monthly basis. Coordination of activities is undertaken in a range of ways including the above meeting processes, project teams meetings, internal committees and working groups and PCG meetings which monitor delivery of the capital program.	
EXC2	<i>Initiate improvements to organisational culture through adoption of a strategy to improve customer service and employee wellbeing.</i>	5.4.1. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council	Undertake staff satisfaction survey and analyse results. Develop Strategy and Action Plan.	30 September 2020. 31 March 2021.	All of Staff survey has been completed with high level of participation. Results from the survey have guided the development of the Action Plan by the project team and working groups. Draft action plan has been finalised and focuses on 7 initiatives, with employee wellbeing being the initial focus.	
EXC3	<i>Manage risks effectively through ongoing enhancements to Council's Enterprise Risk Management Systems.</i>	5.3. Commitment to continuous improvement, customer service and accountability 5.3.3. Adhere to the governance framework and public reporting systems 5.4.2. Provide suitable training and development opportunities to meet organisational and service delivery needs	Provision of regular updates to Audit Committee. Review and update of Council's Operational and Strategic Risk Registers. Provision of staff training in use of ERM framework to manage risks. Complete review of Business Continuity Plan and associated sub-plans. Carry out BCP testing.	Provision of updates at least twice per year. Annual review of all Risk Registers completed by 31 March 2021. Staff identified and training provided by 31 December 2020. Review completed by 30 June 2021. Testing carried out by 31 December 2020.	Risk management updates are provided to the Audit committee in accordance with its scheduled program. Annual review and update of strategic risk register and operational risk registers has been completed. Regular Take 5 Learning Byte reviewed and scheduled to be delivered annually to all staff. Review of BCPs and Subplans to be completed in Q4. BCP desktop test successfully completed in December 2020.	
EXC4	<i>Undertake negotiation of new Enterprise Bargaining agreement covering the Council workforce.</i>	5.4.1. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council	Planning completed to enable commencement of negotiations. Commencement of negotiations in accordance with Certified Agreement.	Plan completed by September 2020. Begin negotiations by 31 October 2020.	Initial planning completed for EB negotiations and follow up research and planning is occurring between meetings. The start of negotiations was delayed to February 2021 and 3 meetings have been held to date, with further meetings planned. Negotiations are proceeding satisfactorily to date.	

Operational Plan Q3 Report
2020/2021







EXC5	<i>Develop and maintain effective regional partnerships through membership of North Queensland Regional Organisation of Councils (NQROC), Townsville Enterprise Ltd (TEL) and other relevant regional bodies.</i>	5.2.2. Develop co-operative and collaborative partnerships on matters of regional, state and national importance	Participate in activities of NQROC and relevant sub-committees. Key outcomes identified in Service Level Agreement with Townsville Enterprise.	Attend meetings of North Queensland Regional Organisation of Councils (NQROC) and sub-committees. 30 September 2020.	Council representatives have attended relevant meetings of NQROC and its subcommittees, along with participation in LAWMAC activities. Service level agreement with TEL finalised in first quarter and KPIs are monitored.	
EXC6	<i>Undertake training activities for councillors to help them meet their legislative responsibilities.</i>	5.2.1. Demonstrate the Council's strategic direction to government, business and the community through strong leadership and advocacy	Appropriate training activities are undertaken as required.	30 June 2021.	No specific training activities over the last quarter but councillors are scheduled to attend DLG training in Townsville in early April.	
EXC7	<i>Provide administrative support to the Mayor and Elected Members to assist in undertaking civic duties including the provision of support to arrange citizenship ceremonies.</i>	5.4.1. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council	Accurate and efficient management and coordination of Mayor's and CEO's correspondence, calendars, invitations, travel and accommodation. Citizenship ceremonies conducted in accordance with the requirement of the Citizenship Act.	Performance development objectives met on performance reviews. 100% satisfaction with citizenship ceremonies.	Administrative support continues to be provided to a high standard to the Mayor and CEO. Covid 19 has disrupted the program for citizenship ceremonies. A ceremony was held in conjunction with the Australia Day award presentations on 26 January.	



Media and Communications

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
MC01	<i>Develop and issue media releases including posting releases to Council website informing the community on Council events and projects.</i>	5.1.2. Be responsive and proactive in providing information in the public interest	Number of media releases.	30 per quarter.	49 media releases were distributed in the third quarter of 2020-21.	
MC02	<i>Facilitate the production of Corporate Publications including Quarterly Staff Newsletters, the Annual Report and Annual Budget Documents.</i>	5.1.5. Deliver Council messages in accordance with Council's Style Guide in all Council communication	Prepare Annual Report and Budget document by deadlines. Prepare staff newsletter on quarterly basis. Prepare other all-staff communications as required.	100% compliance with statutory obligations. One staff newsletter produced quarterly. All staff communications prepared within two business days of requests.	Preparatory design work has commenced for the 2021-22 Budget. Staff newsletter was produced and distributed in late March and several all-staff communications were prepared as required.	
MC03	<i>Manage, monitor and promote Council's social media platforms as an effective community engagement tool.</i>	5.1.4. Improve digital platforms to improve access to information	Number of unique "news items" published to Council's social media platforms. Quarterly reports provided to Council advising the rate of engagement with "news items" across all Social Media Platforms.	50 unique "news items" per quarter. Quarterly reports.	172 unique news items distributed across social media.	
MC04	<i>Provide support to Mayor, Councillors and Officers in responding to media enquiries.</i>	5.1.2. Be responsive and proactive in providing information in the public interest	Timely, factual and positive coverage of Council issues in various forms of media.	90% response rate within two business days of enquiry.	Timely response to all relevant media enquiries, a majority the same day they are received.	






Economic Development

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
ED1	Encourage and support individuals and businesses to better participate in regional economic development initiatives.	2.1.1. Acknowledge the contribution of individuals and business to developing the Burdekin economy	Individuals and businesses are showcased across various economic development activities.	20 businesses showcased annually across four economic development activities.	Hosted Burdekin Industry Breakfast on 17 March. Presentations by Ravenswood Gold, Wilmar and Federal Government Local Employment Program. Attended by 45 people.	
ED2	Encourage businesses and individuals to participate in activities to promote employment and training opportunities to young people.	2.1.3. Promote employment and training opportunities to retain young people	Attendance and delivery of events to promote employment/training opportunities.	In compliance with funding program guidelines, one event delivered and two events attended annually.	Promoted all training and webinars that had been released to chambers of commerce, relevant businesses and organisations via email, EDMs, media releases and social media. Participated in a Growers Workforce Planning Workshop to support the horticultural sector.	
ED3	Support initiatives and facilitate programs that build capacity of individuals and local businesses to better utilise digital technology.	2.2.1 Facilitate the provision of information to encourage a digitally connected business community to enable competitiveness	Increase in local businesses digital presence.	10% increase in business attendance at digital information and/or training workshops.	Assisted Ayr Chamber of Commerce with a grant application, which was successful, to host 4 small business workshops in 2021. The small business workshops will focus on online marketing to reinvigorate the business community and assist business owners to implement new and exciting initiatives to encourage local spend.	
ED4	Promote funding opportunities available to businesses for research and development.	2.2.2 Encourage business to invest in research and development	Funding opportunities are identified and appropriate businesses are advised through EDM distribution.	100% of funding opportunities flagged with businesses.	Promoted all funding programs that had been released to chambers of commerce, relevant businesses and organisations via email, EDMs, media releases and social media. Continued to also promote COVID-19 funding and support services available.	
ED5	Host industry breakfasts/mentoring sessions to encourage development and expansion of existing business and to encourage start-up and small businesses.	2.2.3. Support the development and expansion of existing business 2.2.4. Support projects and initiatives that encourage start-up and small business	Attendance numbers at industry breakfasts and mentoring sessions.	2% annual increase in attendance.	Hosted Burdekin Industry Breakfast on 17 March. Presentations by Ravenswood Gold, Wilmar and Federal Government Local Employment Program. Attended by 45 people.	
ED6	Implement actions identified in the Burdekin Economic Development Strategy.	2.4.1 Review and implement an Economic Development Strategy	Number of action items completed within agreed timeframes.	30 June 2021.	Economic Development Advisory Group meetings held on 4 February and 25 March. Provided letter of support to local company to support grain storage development in the Burdekin. Department of Agriculture and Fisheries grant application successful to conduct a series of workshops/field days to upskill growers in alternative crops.	



Operational Plan Q3 Report
2020/2021

ED7	<i>Co-ordinate pre-lodgement meetings with Planning and Development and project proponents/developers.</i>	2.4.2 Promote pre-lodgement meetings with developers to facilitate industry investment in Burdekin Shire	When requested, pre-lodgement meetings are successfully facilitated effectively.	100% of requested pre-lodgement meetings are facilitated effectively.	Hosted meeting with project proponents investigating options to establish biofutures project in the Burdekin. Hosted meeting with Australia-Singapore Military Training Initiative (ASMTI) project contractors (CPB Contractors) to promote opportunities to local businesses.	
ED8	<i>Collaborate with Townsville Enterprise Pty. Ltd. (TEL) to identify, promote and implement Economic Development opportunities for the Burdekin region.</i>	2.2.3. Support the development and expansion of existing business 2.2.4. Support projects and initiatives that encourage start-up and small business 2.3.1. Support business and industry networks 2.3.2. Assist in building an entrepreneurial culture in the Burdekin	Number of collaborative initiatives conducted with Townsville Enterprise. Number of activities undertaken by Townsville Enterprise Pty Ltd (TEL) in accordance with service level agreement.	Two collaborative initiatives conducted annually. Activities outlined in service level agreement are delivered by TEL.	Continued to promote workshops and events hosted by Townsville Enterprise Ltd. Connected local project with Townsville Enterprise to provide an overview of proposed project.	
ED9	<i>Market and promote industrial estate opportunities to potential developers/investors.</i>	2.5.1 Review land supply and uses as required to meet community and business needs 2.4.4 Support development, diversification, sustainability and expansion of the economic base	Number of marketing/promotional activities undertaken.	Agreed activities implemented.	Continued to liaise with The Marketing Factory to develop Brand and Marketing Strategy for Ayr Industrial Estate expansion. Street names for expansion finalised by Council.	




Tourism

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
TOU1	<i>Continue membership of Townsville Enterprise and host industry forums/workshops to encourage development of tourism product.</i>	2.2.5 Encourage and support the development of tourism product	Increased presence in regional and national tourism promotion and marketing Number of forums/workshops held/businesses engaged with	5% increase in visitor numbers and tourism product.	Participated in NQ Tourism Workshop Group meeting. Attended Tourism Futures Forum on 19 March. Working with TEL to develop packages for Sweet Days Hot Nights Festival.	
TOU2	<i>Provide support to the Visitor Information Centres in Ayr and Home Hill.</i>	2.2.5. Encourage and support the development of tourism product 3.2.1. Promote and encourage community participation and volunteerism within community organisations 3.2.2. Build capability of individuals working with community organisations 3.3.4. Welcome visitors to the Burdekin	Visitor numbers and satisfaction. Number of tourism products that promote the Burdekin investigated and assessed. Number of volunteer familiarisations/workshops conducted.	5% increase in visitor numbers post COVID-19. Five tourism products assessed bi-annually. Six familiarisations/workshops annually	Hosted Tourism Famil on 10 February. Hosted TAFE volunteer workshop on 23 March.	
TOU3	<i>Participate in Tourism/Defence Expos.</i>	3.3.2. Highlight the benefits of living, working and playing in the Burdekin	Number of information packs distributed to participants.	Attend three expos and distribute a minimum of 100 information packs at each event.	Completed various initiatives to encourage people looking for work to Pick Burdekin, to assist with the shortage of workers in the horticultural sector.	
TOU4	<i>Promote the Burdekin as a business and lifestyle destination. Source and develop new advertising opportunities to market Burdekin tourism and lifestyle e.g. Qld on Show, Qld Country Week, RegionsQ.</i>	3.3.2. Highlight the benefits of living, working and playing in the Burdekin	Number of promotional opportunities identified and pursued.	Four opportunities annually.	Burdekin advertising feature in April PakMag school holiday edition.	
TOU5	<i>Enhance online presence including the Visit Burdekin website, destination events calendar and Tourism Social Media Platforms.</i>	2.2.5. Encourage and support the development of tourism product 5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback	Website maintained with current information. Number of hits and likes on sites.	5% increase in hits and likes on sites.	Quarterly statistics for 'Visit Burdekin' social media: Facebook - 3.91% increase in followers. Instagram - 3.28% increase in followers. Continued to update Visit Burdekin website as required.	



Operational Plan Q3 Report
2020/2021

TOU6	<i>Continue to implement project and activities outlined in the Burdekin Tourism Strategy.</i>	2.2.5. Encourage and support the development of tourism product 5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback	Number of action items completed within timeframes.	100% completion of selected activities.	Coordinated TAFE volunteer workshop on 23 March. Provided Virtual Reality headset to Townsville Maritime Museum to promote 110 year anniversary of SS Yongala. Hosted meeting with accommodation providers on 3 February to discuss opportunities and new marketing collateral.	
TOU7	<i>Continue to develop 'Sweet Days Hot Nights Festival' as a destination event for the Burdekin.</i>	3.3.3. Encourage creative and cultural pursuits that enhance the community identity 3.3.4. Welcome visitors to the Burdekin	Strategic Plan to be developed for Festival. Attendance numbers at the event. Feedback from sponsors of event.	Strategic Plan adopted prior to 2021 event. 5% increase in level of external visitation to the event. 80% positive feedback from sponsors.	Continued to coordinate festival. Submitted and was successful in a funding application through Tourism and Events Qld - Year of Indigenous Tourism - to showcase Indigenous Culture at the festival.	

Corporate Governance

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
CG1	<i>Facilitate implementation of revised Advisory Committee Structure.</i>	3.1. Safe, healthy, inclusive and socially engaged communities	Advisory Committee Structure adopted by Council. Committee Terms of Reference/Charters and standard working templates developed.	31 December 2020.	Expressions of interest called for community membership of Cultural and Community Development Advisory Groups. Nominations are being assessed and will be finalised by Council at a later date.	
CG2	<i>Co-ordinate Council's Complaints Management System in accordance with the adopted Complaints Management Policy and Process and facilitate the provision of information to external authorities (QAO, Queensland Ombudsman, Queensland Police etc) as required.</i>	5.3.1. Demonstrate open and transparent leadership 5.3.3. Adhere to the governance framework and public reporting systems 5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Efficient and timely response to complaints. Prompt entry of complaints into the Customer Request Management system. Provision of timely and accurate information to external authorities as required.	100% compliance with Council's adopted Complaints Management Process.	Three administrative action complaints were received during this quarter. Two have been investigated and resolved. One complaint remained open at the time of reporting. All requirements of the Complaints Management Policy have been met.	
CG3	<i>Coordinate Council's Public Interest Disclosure Investigations and Training.</i>	5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations 5.4.1. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council	Meet statutory obligations to assess all complaints against Public Interest Disclosure criteria. Comprehensive training provided to all staff and Councillors. Effective management, investigation and referral of any Public Interest Disclosure matters.	100% of complaints assessed against Public Interest Disclosure criteria. 100% of new employees to receive PID awareness in induction training. 100% of identified PIDs to be handled in accordance with Council's PID Policy and Procedure.	All administrative action complaints received during this quarter have been assessed against the PID requirements. New employees receive PID awareness training as part of their induction. All identified PIDs have been handled in accordance with Council policy.	

Operational Plan Q3 Report
2020/2021

CG4	<i>Develop and implement a review schedule for Council's Operational Standards and Policy Documents to ensure they are relevant and address emerging issues.</i>	5.1.3. Communicate Council intent and decisions to the community using effective messaging tools. 5.2.1. Demonstrate the Council's strategic direction to government, business and the community through strong leadership and advocacy	Operational Standards reviewed and updated as necessary. New Operational Standards are identified and developed by relevant officers and approved by ELT. Policy and Operational Standard registers maintained accurately. New policies developed and adopted in response to identified need and/or changes to legislation or Australian Standards.	100% of Operational Standards are reviewed, updated and endorsed within agreed timeframes. 100% of Council Policies that are due for review, are reviewed within the agreed timeframes.	88% of Council's Operational Standards have been uploaded to the new Controlled Document Management System (CDMS), with the remaining pending from Responsible Officers. 53% of Operational Standards are currently overdue due for review and all Responsible Officers have been notified. 6% of Operational Standards are approaching review, while 41% of Operational Standards are current. A program has been developed to set timelines for the review and approval of these Operational Standards. 100% of Council policies have been uploaded to the new Controlled Document Management System (CDMS). 21% of Council's policies are currently overdue for review and Responsible Officers have been notified. 5% of Policies are approaching review, while 61% of Policies are current. A program has been developed to bring all Policies up to date by the end of the financial year.	
CG5	<i>Provide access to Council documents in accordance with the Right to Information Act and Information Privacy Act.</i>	5.1.2. Be responsive and proactive in providing information in the public interest	Open provision of appropriate information. Number of applications processed.	100% of applications processed in accordance with legislative timelines.	RTI/IP Applications received: 1 Informal Info Requests: 1 Third Party Consult Requests: 1	
CG6	<i>Manage Council's Property portfolio (including the Ayr Aerodrome) in accordance with legislation with the timely reporting of matters to Council for approval.</i>	3.3.1. Encourage increased use of community spaces and facilities	Ensure leases and other projects relating to Council's property portfolio are effectively managed.	100% of leases up to date.	Lease renewals being processed: 4 New Leases being entered: 1	
CG7	<i>Coordinate Council's Insurance Program to manage risks associated with Council operations and assets.</i>	5.3.3. Adhere to the governance framework and public reporting systems	Appropriate and timely insurance policies in place.	100% of Insurance products reviewed.	All insurance policies for the period 1 July 2020 to 30 June 2021 have been bound. Insurance policies for the period 1 July 2021 to 30 June 2022 are currently being reviewed and renewed.	
CG8	<i>Coordinate and project manage Council's external funding applications.</i>	1.1.2. Prioritise infrastructure projects that will contribute to liveability and growth in the Burdekin 1.2.5. Provide sporting, recreational, parks, playgrounds and aquatic facilities that meet the needs of our community 5.3.2. Ensure Council's financial position is effectively managed	Funding opportunities identified and prioritised in a timely manner. High quality funding applications submitted. Accurate and timely acquittal of grant funds.	100% of applications submitted on time. 100% of acquittals submitted accurately and on time.	Eight funding applications were submitted in the quarter. Advice was received that three previous funding applications were successful. Six grant acquittals were submitted in the quarter in the required timeframes.	



Operational Plan Q3 Report
2020/2021

CG9	Co-ordinate RADF (Regional Arts Development Funding) Program.	3.1.6. Provide ongoing support for art, culture, youth, seniors, and welfare. 3.3.3. Encourage creative and cultural pursuits that enhance the community identity	Ensure RADF funding supports local artists and arts and cultural activities, provides opportunities for participation in cultural and arts activities and contributes towards achieving locally determined and government priorities.	Grant funds allocated in accordance with the agreed funding criteria. Acquittals received and processed in a timely manner.	Council's Regional Arts Development Fund application was submitted to Arts Queensland in the period. Funds of \$30,000 were requested which, together with Council's contribution of \$13,000, would provide funds of \$43,000 to administer the program in 2021/22.	
CG10	Administer Council's Revenue Financial Assistance Program (Interest Free Loans).	3.4.2. Support sporting organisations in providing opportunities for physical activity 5.3.2. Ensure Council's financial position is effectively managed	Effective, fair and transparent administration of funds. Timely action taken to recover owed funds.	Appropriate support provided to applicants. Funds allocated in a fair and transparent manner. Acquittals received and processed in a timely manner.	One application for an interest free loan was received in the period. There are currently eight active interest free loans. Invoices for these loans are issued in May each year with payment due by 30 June.	
CG11	Support the Internal Audit function including the annual review of the Internal Audit Plan by the Audit Committee.	5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Annual Audit Plan for 2020/21 reviewed and endorsed by Audit Committee. Completion of Internal Audit Program for 2020/21.	June 2021 Audit Committee Meeting. 30 June 2021.	The Internal Audit Plan for the 2020/2021 year is on track for completion. One internal audit has been carried out in this quarter with the final report to be presented to the Audit Committee in June.	
CG12	Monitor and review Fraud and Corruption Control Plan for legislative and regulatory changes.	5.3.1. Demonstrate open and transparent leadership 5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems	Review and Update Council's Fraud and Corruption Policy. Develop a Conflict of Interest Policy. Ensure Code of Conduct Training is delivered to all new employees. Review Council's Fraud and Corruption Risk Register. Internal Audit of Fraud and Corruption Control Framework. Monitor other ongoing prevention and response activities as necessary.	30 September 2020. 30 September 2020 100% of new employees to receive Code of Conduct training. 31 December 2020. 30 June 2021. 30 June 2021.	Council's Fraud and Corruption Control Policy was reviewed and updated and adopted by Council in Q2. A draft COI for Workers Policy has been workshopped with Council and is due to be presented for adoption during Q4. 100% of all new employees have been provided with training on the Code of Conduct for Workers. Council's Fraud and Corruption Risks were reviewed by the Risk Management Committee in October 2020. The Fraud and Corruption Control Framework has been subject of an internal audit. There were a number of minor process improvements identified and these have largely been implemented. Monitoring of response activities continues.	
CG13	Continue the review and update of Council's Delegations Register.	5.3.1. Demonstrate open and transparent leadership 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations.	Delegation register is amended with updates as provided by LGAQ delegation service.	Twice annually.	Work to maintain Council's delegations register is ongoing and on track. Recent amendments to the delegation register have been updated and management have reviewed any new delegated powers.	





Customer Service Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
CS1	<i>Deliver professional customer service assistance to internal and external customers.</i>	5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Customer Service Reports provided to Senior Management. Maintain service level of 80% of all calls answered within 20 seconds. Record and measure abandonment rate of calls within the centre. Record and measure average answer call rate. Monitor incorrect call code allocation for error rate (Non-compliant).	Three reports completed each quarter (12 reports annually). Minimum 80% Service Level. Abandonment rate less than 5%. Achieve average call rate of less than 20 seconds. Error rate to remain below 5%.	January, February & March 2021 reports submitted on time. 85.8% 2.5% 15 seconds 4%	
CS2	<i>Facilitate participation in a professional development and training program for Customer Service Officers.</i>	5.3. Commitment to continuous improvement, customer service and accountability 5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Development of a Professional Development and Training Program specific to Customer Service Officers. Report on Professional Development and Training activities as part of the Customer Service Reports.	October 2020. Section for PD&T included in three reports each quarter (12 reports annually).	PDT program commenced in November 2020 and is progressing well. 28% of the training has been completed to date. The program is being well received across the organisation. PDT progress reported in the CSC Monthly Snapshot Report.	
CS3	<i>Undertake research and prepare a business case for renewal of Council's telephony system.</i>	1.5. Effectively employ technology 1.5.1. Support and improve Council's business performance through information and communication technologies. 1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation	Research completed. Business case completed and presented to the ICT steering committee.	30 September 2020. 31 December 2020.	New Telephone Business Case has been sent to the ICT Steering Committee for review. Next meeting scheduled 16th April 2021. Costs for the new telephone replacement and call centre software has been presented to Council for consideration in the 21/22 Capital Budget. On going Operational costs have been included in the 21/22 Operational Budget.	





Information and Communication Technology

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
ICT1	<i>Facilitate the operation of Council's ICT steering committee to ensure Information and Communication Technology applications, projects and programs are managed effectively.</i>	1.5. Effectively employ technology 1.5.1. Support and improve Council's business performance through information and communication technologies 1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation 5.3.3. Adhere to the governance framework and public reporting systems	Facilitation of ICT Steering Committee Meetings. Implementation of agreed actions from ICT Steering Committee Meetings. Annual review of the ICT section risks within Council's Corporate Risk Register.	One meeting per quarter (Four meetings annually). 100% of action items implemented within agreed timeframes. 30 April 2021.	The ICT Steering Committee meeting for Q3 was held on 1st February 2021. Four action items were recorded for the Q3 ICT Steering Committee meeting and all have been completed within the agreed timeframes. The ICT section of the Corporate Risk Register was reviewed on 19th October 2020.	
ICT2	<i>Coordinate the design, acquisition, configuration, maintenance and management of ICT hardware infrastructure.</i>	1.5. Effectively employ technology 1.5.1. Support and improve Council's business performance through information and communication technologies 1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation 5.3.2. Ensure Council's financial position is effectively managed	Development of the capital projects work plan and successful completion of projects on time and within budget as per the schedule. Development of the operational projects work plan and successful completion of projects on time and within budget as per the schedule.	100% completion by 30 June 2021. 100% completion by 30 June 2021.	All 2020/2021 capital projects are on track for completion by the target date. Three projects have been completed with the remaining seven commenced and nearing completion. The 2020/2021 operational projects are on track for completion by the target date. Four projects have been completed, three are nearing completion and one is in progress.	

Operational Plan Q3 Report
2020/2021

ICT3	<i>Provide Corporate systems software and applications that meet the current and future needs of the organisation.</i>	1.5. Effectively employ technology 1.5.1. Support and improve Council's business performance through information and communication technologies 1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation	Provide support to Senior Management with the development of a Technology One Road Map towards Technology One CIA, All budgetary considerations for the Transition to Technology One CIA to be in line with Council's budgetary review dates and timelines. All new corporate software systems to be endorsed by the ICT Steering Committee prior to approval by Senior Management.	Road Map developed and approved by Senior Management – February 2021. Budget considerations to be submitted by February 2021 (RBUD2) and March 2021 (OBUD - 2021/22). 100% of business cases to be submitted through the ICT Steering Committee.	BSC Technology One working group have reviewed the roadmap recommended by Technology One and Council has responded with a suggested Roadmap to commence the transition to CiA in the next 6 months. On schedule. Any budget implications required to support the proposed Technology One Roadmap will be considered in OBUD2021/22. The following business cases were submitted to be endorsement by the ICT Steering Committee: • Risk Management Software • Telephone and Call Centre System Replacement • Event Management Software	
ICT4	<i>Provide quality ICT services to internal customers, including timely resolution of customer requests.</i>	1.5.1. Support and improve Council's business performance through information and communication technologies 1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation	Help Desk requests responded to and resolved in accordance with agreed service levels. ICT Corporate Software is maintained, upgraded and managed in accordance with organisational requirements and service levels.	95% compliance. 95% of all software updates are in accordance with corporate guidelines and recommendations.	The number of new request created during Q3 was 825 with ICT completing 94% (773) of these requests within the agreed service level period. On-premise servers are currently maintained at a compliance service level of 97.10%.	
ICT5	<i>Continue to work with Council's ICT core system provider to identify opportunities for improved utilization and enhanced mobility.</i>	1.5.1. Support and improve Council's business performance through information and communication technologies 1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation	Improvements implemented in line with budget and resource restrictions.	30 June 2021.	On schedule. BSC Technology One working group have reviewed the roadmap recommended by Technology One and Council has responded with a suggested Roadmap to commence the transition to CiA in the next 6 months.	
ICT6	<i>Implement the agreed management action items from the Internal Audit of ICT General Controls.</i>	1.5.1. Support and improve Council's business performance through information and communication technologies 1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation	Action items implemented in line with agreed due dates. Report to Audit Committee.	Reports provided twice annually.	Reported to the Internal Audit Committee February 2021.	

Human Resources

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
HR1	Ensure Payroll is processed in a timely manner and is compliant with all relevant legislation, policies and procedures.	5.4. Create a workplace that is regarded as an 'Employer of Choice'	Minimum of 6 payrolls for the quarter (27 Payrolls 20/21) processed by 2pm Wednesday of pay week.	100% of Payrolls processed on time.	6 payrolls completed within timeframe.	
HR2	Deliver workforce data reports that meet Council's requirements and highlights workforce trends to inform workforce planning.	5.4.1. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council	Annual workforce leave entitlement report provided to Senior Management. Workforce Statistic Reporting - including: age, gender, background and skills. HR reports completed and forwarded to Senior Management.	Two reports per year (July 2020 and January 2021). Two reports per year (July 2020 and January 2021). Three reports completed each quarter (12 reports annually).	Annual Workforce Leave Entitlement Report due in 4th Quarter. Workforce Statistic Report for July 20 to December 20 completed. Quarterly HR report for January 21 to March 21 completed.	
HR3	Provide a framework for the management of work related injuries including the facilitation of workers compensation claims and return to work programs.	5.4.3. Maintain Council's commitment to ensure a safe and healthy work environment for all employees	All workers' compensation claims recorded and managed in accordance with Council policies and procedures. Successful facilitation of all workers' compensation claims to ensure employees return to work on suitable duties or are fully integrated back into the workforce.	100%. 100% compliance with agreed return to work plans.	One (1) claim. Employee returned to work. One (1) ongoing claim for medical treatment only.	
HR4	Manage Council's human resources functions including employee relations, compliance, compensation and benefits, and all other employee related matters.	5.4. Create a workplace that is regarded as an 'Employer of Choice' 5.4.1. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council	Successful facilitation of all employee related matters. Recruitment completed within agreed timelines and operational guidelines.	100%. 100%.	All employee matters facilitated successfully. 22 positions advertised within quarter with recruitment process ongoing for 6 positions.	

Safety and Quality

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
Safety						
SQ1	Ensure compliance with Council's Safety Management System.	5.4.3. Maintain Council's commitment to ensure a safe and healthy work environment for all employees 5.4.4. Implement an effective health and safety management system	Completion of Workplace Hazard Inspections in accordance with the Hazard Inspection Matrix schedule in Skytrust. All Operational Standards for the Safety Management System (SMS) are maintained and reviewed within the Controlled Document Management System (CDMS). Conduct safety audits for specific processes as per Work, Health and Safety Plan. Participate in an external Local Government Workcare (LGW) audit of Council's Safety Management System.	90% completion as per schedule. 95% of SMS Operational Standards reviewed within set review schedule. Minimum of two audits per quarter. April 2021.	98% completion of 44 scheduled inspections (1 outstanding due to technical error). 5 unscheduled inspections also completed during this period. 100% - Updated completed two Operational Standards - Immunisation and Smoke free workplace. Two internal audits conducted - Working at heights and PPE. The new audit dates have been confirmed for April 19 – April 23. This audit is incorporated as part of the LGW Licence Mid-Term Audit process involving a total of six councils.	

Operational Plan Q3 Report
2020/2021

SQ2	<i>Develop a Safety Awareness Program and Plan designed to improve Council's safety culture and knowledge of safety values amongst the workforce.</i>	<p>5.4. Create a workplace that is regarded as an 'Employer of Choice'</p> <p>5.4.3. Maintain Council's commitment to ensure a safe and healthy work environment for all employees</p> <p>5.2. An organisational culture that embraces our values</p>	<p>Annual Work Health and Safety Plan completed and approved by CEO.</p> <p>Conduct a minimum of four (4) Health and Safety Committee meetings per year.</p> <p>Safe Work Month activities planned and coordinated throughout the month of October 2020.</p> <p>Safety Awareness Program developed and implemented.</p> <p>Safety Awareness Program to have a minimum of eight (8) themes and rolled out to all employees on a bi-monthly basis.</p>	<p>1 July 2020.</p> <p>One (1) Committee meeting held per quarter.</p> <p>31 October 2020.</p> <p>July 2020.</p> <p>Minimum of two (2) Safety Awareness themes rolled out each quarter.</p>	<p>Revision of Annual Plan occurred in October 2020 and changes adopted by Risk Management Committee 28th October 2020.</p> <p>HS Committee meeting held on the 27th January 2021. March 2021 meeting postponed whilst electing new reps for Chambers, Environment and Community Development.</p> <p>Safe Work Month completed. Awareness sessions were conducted for Mental Health Awareness, Bullying and Harassment, Perform Manual Task Risk Assessments, Respirable Crystalline Silica Awareness and Due Diligence Training. A Motivational Speaker from Paralysis Benefit Fund also attended during Safe Work Month.</p> <p>Safety Awareness Program developed - "Building Safety Culture".</p> <p>Safety themes reduced from eight (8) to four (4) on recommendation of Risk Management Committee feedback on Annual Plan.</p> <p>No Safety Topics conducted for 3rd Qtr.</p>	
SQ3	<i>Manage and facilitate the effective use of Council's Safety Software System - Skytrust.</i>	<p>5.4.1. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council</p> <p>5.4.2. Provide suitable training and development opportunities to meet organisational and service delivery needs</p> <p>5.4.4. Implement an effective health and safety management system</p> <p>5.4.3. Maintain Council's commitment to ensure a safe and healthy work environment for all employees</p>	<p>Facilitate the expanded implementation of Skytrust throughout Council into all mobile work crews for the use of risk assessment and safe work method statements.</p> <p>Corporate Skills Register to be completed and operational in Skytrust.</p>	<p>85% of mobile work crews utilising Skytrust.</p> <p>1 January 2021.</p>	<p>Training in progress. 90% training completed for Works. 95% training completed for WWW. Use of tablets for SWMS have commenced with Works.</p> <p>Transition of skill register into Skytrust has been completed.</p>	

Operational Plan Q3 Report
2020/2021

Quality						
SQ4	Undertake audits to ensure continued certification of Council's Quality Management System.	5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	<p>Completion of internal audits in accordance with the Quality Management System audit schedule.</p> <p>Maintain certification through a successful audit of the Quality Management System.</p>	<p>Minimum of two internal audits per quarter.</p> <p>October 2020 and April 2021.</p>	<p>Two audits undertaken - Design Control and Fleet Servicing</p> <p>External Surveillance Audit of Quality Management System completed in September 2020 by Certex. Nil non-conformances raised - Certification maintained.</p> <p>Next Audit has been scheduled with Certex for May 2021, after the Safety Audit in April.</p>	

Training Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
TR1	<i>Develop and maintain the 2020/2021 Training Plan and ensure that skills and qualifications required by legislation are maintained/updated.</i>	5.2.3. Build effective leadership and management capability 5.4.1. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council 5.4.2. Provide suitable training and development opportunities to meet organisational and service delivery needs 5.4.3. Maintain Council's commitment to ensure a safe and healthy work environment for all employees	Percentage (%) of training compliance for our Employees to ascertain and renew qualifications and skills in accordance with legislation, position requirements and timeframes. One quarterly report (four reports annually) finalised and sent to Management for review.	98% compliance. One report per quarter.	99.05% Compliance Quarterly Training Report has been forwarded to Management for review.	
TR2	<i>Coordinate Council's Corporate Training and Employee Professional Development Initiatives.</i>	5.4.1. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council	Percentage of employees compliant against the Training and Development Operational Standard and Travel Expenses Operational Standard.	95% of training and travel expenses compliant with operational standards.	99% compliance.	
TR3	<i>Facilitation of traineeships, apprentices and work experience opportunities.</i>	5.4.1. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council 5.4.2. Provide suitable training and development opportunities to meet organisational and service delivery needs	Successful submission to LGAQ for Council's annual "bid" for five (5) trainees in line with proposed budgetary limitations. Number of apprentices engaged. Develop and coordinate an effective work experience program and report on a number of work experience students engaged at Council each quarter.	Five (5) trainees appointed in line with proposed budgetary limitations. One apprentice appointed annually. Number of work experience students to be included in the quarterly HR report.	Three (3) trainees engaged and progressing. One (1) trainee position to be filled - currently advertised, closing mid April. One (1) apprentice engaged and progressing. No work experience students engaged during this quarter.	








Local Disaster Management Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
LDMG1	<i>Local Disaster Management Plan and Sub-Plans are reviewed and updated annually.</i>	3.5. Build a robust and resilient community 3.5.1. Co-ordinate and facilitate disaster planning and preparedness to reduce the impact of disaster events	100% of plans and sub-plans reviewed.	30 November 2020	<p>The following plans were adopted by the Core LDMG on 17th October 2020:</p> <ul style="list-style-type: none"> • 2020 Airport Emergency • 2020 Burdekin Resupply • 2020 Communications • 2020 Community Information and Warnings • 2020 Evacuation • 2020 Public Health • 2020 Transport • 2020 Tsunami <p>The following plans were adopted by the Core LDMG on the 20th November 2020:</p> <ul style="list-style-type: none"> • 2020 Burdekin Local Disaster Management Plan • 2020 Burdekin Community Recovery Plan <p>All Plans have now been endorsed by the Burdekin Shire Council.</p>	
LDMG2	<i>Coordinate systems that support disaster planning and preparedness.</i>	3.5. Build a robust and resilient community 3.5.1. Co-ordinate and facilitate disaster planning and preparedness to reduce the impact of disaster events	<p>Provision of training to Local Disaster Management Group members to meet the Queensland Disaster Management Framework training requirements.</p> <p>Provision of Disaster Management training for Guardian IMS for all key users.</p> <p>Implement community education and awareness initiatives by attendance at Community functions - Water and Harvest Festivals, school programs, street stalls.</p>	<p>Overall 90% training completion across the Local Disaster Management Group core membership.</p> <p>December 2020.</p> <p>Minimum of two Community engagement activities per year.</p>	<p>LDMG (members, advisors, deputies, etc) as at 12 March 2021:</p> <ul style="list-style-type: none"> • 01 Mar 18 – qty 38. • 12 Mar 21 - qty 55, 45% increase. Including alternative Evacuation Centre Manager – Anthony Williams. <p>Guardian IMS Training for all KEY personnel conducted and completed 4th and 5th November 2020.</p> <p>Social Media/Television campaign for "We're all in this together" – NQROC Get Ready Campaign - Live on TV from November 2020.</p> <p>Shop for the Season Community awareness campaign delivered December 2020 to all supermarkets, deli's and general stores in the region.</p> <p>What's your What if Plan - Community Social media video's completed - Get Ready Campaign - Live on Social Media and Corporate website.</p> <p>Emergency Services 30 second videos for SES, Rural Fire and VMR – Promotion and recruitment tool. Also being run at the Burdekin Delta Cinemas.</p>	





Operational Plan Q3 Report
2020/2021

LDMG3	<i>Education and training for key personnel regarding the Community Recovery Plan, Priorities and Strategies</i>	3.5. Build a robust and resilient community 3.5.2. Support the Burdekin Local Disaster Management Group to ensure effective decision making during disaster events	Conduct workshops for the Community Recovery Plan with relevant stakeholders.	30 November 2020.	Community Recovery Plan adopted November 2020. Community Recovery training and workshops to be completed by 30th June 2021. Due to other commitments and resignation of DMO Officer this has been put on hold. New DMO Officer start date - 27th April 2021.	
LDMG4	<i>Approve and manage all Local Burdekin State Emergency Services operations including material and associated costs relating to all State Emergency Services buildings and plant.</i>	3.5.1. Co-ordinate and facilitate disaster planning and preparedness to reduce the impact of disaster events	Adopted budget for all 2020-2021 State Emergency Services operations. Application for all State Emergency Services funding opportunities submitted on time.	OBUD, RBUD1 and RBUD 2 - 30 June 2021. Number of funding applications submitted (approved/not approved).	OBUD2020 and RBUD1 2020 completed.	




Community Services

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
CD1	<i>Finalise and implement Council's Community Services Delivery Framework to ensure alignment with community needs.</i>	5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Report to Council.	31 December 2020.	Draft Community Services Delivery Framework document completed. Draft is being updated in consideration of Council's endorsement of the Community Capacity Building Program.	
CD2	<i>Identify and facilitate relevant community events, activities and programs.</i>	5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback	Subject to COVID-19 restrictions and available grant funding opportunities, successfully host events.	Community events to be conducted within agreed timeframes and budget. Funding sourced.	Successful Christmas Carols conducted at Home Hill High School under Covid-19 regulations. In excess of 1,500 people attended. Regional youth music talent 'FastTrack' event held weekend of 20-21 March 2021.	
CD3	<i>Build capacity and resilience of local, sport, recreation and community groups through the facilitation of appropriate forums and workshops.</i>	3.2.2. Build capability of individuals working with community organisations	Two workshops/forums facilitated annually.	30 June 2021	Highly successful grant writing workshop held in February with approximately 60 community and sporting organisation representatives attending. TAFE delivered volunteers and events training program commencing 23 March 2021. Topics include club resilience, leadership and new member orientation.	
CD4	<i>Provide financial and in-kind support to recognised community events through the Community Assistance Program.</i>	3.2.3. Support key community events	Number of events/organisations supported and amount of financial & in-kind resources provided.	3 rounds annually.	Community grants program round 3 provided \$16,360 in financial support and \$6,258 of in-kind support to local sport, recreation and community organisations.	
CD5	<i>Create a Youth Strategy for activities and inclusivity for youth within the Burdekin community.</i>	3.1.6. Provide ongoing support for art, culture, youth, seniors, and welfare	Options for consultation with stakeholders presented to Council for adoption. Completed consultation with relevant stakeholders. Present draft strategy to Council for consideration.	30 September 2020. 31 December 2020. 30 April 2021.	Youth strategy on hold to enable soon to be formed community development advisory group to participate in youth strategy formulation process.	





Operational Plan Q3 Report
2020/2021

CD6	<i>Facilitate and provide ongoing support for the Burdekin Youth Council and provide appropriate regional youth events.</i>	3.1.6. Provide ongoing support for art, culture, youth, seniors, and welfare	Facilitate the review of the Youth Council Terms of Reference. Meetings attended and support provided. Deliver youth events. In conjunction with the Burdekin Youth Council, develop a Youth Activities Strategy.	December 2020 10 Youth Council meetings held annually. One Regional Youth Event run annually. Youth Activities Strategy adopted by Council by 30 June 2021.	Review of Youth Council terms of reference completed. Planning commenced for a regional youth artists camp in the Burdekin. Youth activities strategy planning to be coordinated with soon to be formed Community Development Advisory Group. Draft Burdekin Shire Youth Charter to be workshopped with Council, March 2021.	
CD7	<i>Continue to foster partnerships with community welfare organisations within the Shire including the Burdekin Community Association and Burdekin Neighbourhood Centre to ensure a co-ordinated community approach.</i>	3.1.6. Provide ongoing support for art, culture, youth, seniors, and welfare	Manage targeted donations and in-kind support to Burdekin Community Association, Burdekin Neighbourhood Centre and other welfare groups. Regular collaborative program planning and coordination.	Within budget. Quarterly meetings.	Council staff maintain regular contact with BCA and Neighbourhood centre staff through cooperative technology training for the community as well as membership and meeting attendance of networks such as the Burdekin Suicide Prevention and Domestic and Family Violence groups.	
CD8	<i>Continue to implement the Burdekin 10-Year Sport & Recreation Plan.</i>	3.1.3. Encourage equitable access to facilities 3.1.7. Build active communities by delivering programs around sport, recreation, parks, playgrounds and aquatic activities that promote regular physical activity as well as individual and community wellbeing 3.3.1. Encourage increased use of community spaces and facilities	Investigation options for enhanced digital communication with and between local sporting and recreation clubs. Implement agreed solutions. Monitor uptake and interaction. Undertake improvements to Giru Park.	30 September 2020 30 November 2020. 30 June 2021. 30 June 2021	Sporting groups contacted with proposal for sports group run facebook page as a communication and collaboration tool. Feedback to be evaluated in April and Facebook page established if the proposal has support. Communication plan for Water Play Space under way as part of ANZAC Park masterplan. Improvements to Giru park planned in consultation with Giru community as part of 'Our Town, Our Future' program. Fence to be constructed in the park by June 2021	
CD9	<i>In line with the implementation of key initiatives in the ANZAC Park Precinct Master Plan, facilitate community consultation for the detailed design of the water play space at the Ayr pool.</i>	3.1.3. Encourage equitable access to facilities 3.1.7. Build active communities by delivering programs around sport, recreation, parks, playgrounds and aquatic activities that promote regular physical activity as well as individual and community wellbeing 3.3.1. Encourage increased use of community spaces and facilities.	Community feedback received. Present report to Council for endorsement prior to inviting final public comment.	31 March 2021. 30 June 2021.	Planning for extensive community consultation on Water Play Space commenced as part of ANZAC Park masterplan. Installation of fence at Giru park planned in consultation with Giru community as part of 'Our Town, Our Future' program. Formulation of 'Burdekin Community Builders Program' incorporating community resilience training, improving participation in sports and continuation of the 'Our Town, Our Future' program	







Operational Plan Q3 Report
2020/2021

CD10	<i>In consultation with relevant stakeholders, develop an Arts & Cultural Strategy.</i>	3.1.6. Provide ongoing support for art, culture, youth, seniors, and welfare.	Community feedback received. Present report to Council for endorsement prior to inviting final public comment.	18 December 2020. 26 February 2021	Council appointed Arts and Cultural Strategy consultant conducting community consultation with a wide range of groups and individuals throughout the Shire. Strategy to be completed and adopted by Council by June 2021	
CD11	<i>Facilitate the development of a Master Plan for the Home Hill Watson's Green and Memorial Park.</i>	1.1.3. Develop and implement strategic infrastructure plans to inform the decision making process when planning for future infrastructure 3.3.1. Encourage increased use of community spaces and facilities 3.4.1. Encourage active communities through the provision and maintenance of recreational facilities	Community consultation conducted. Present draft report to Council for endorsement prior to inviting final public comment. Final plan endorsed by Council.	30 July 2020. 30 September 2020. 30 November 2020.	Completed, masterplan adopted by Council on 19 January 2021. Ninja exercise equipment ordered for Watson's Green & Memorial Park as per the masterplan.	
CD12	<i>Develop and implement a Small Towns Community Engagement Program.</i>	3.1. Safe, healthy, inclusive and socially engaged communities 3.3. Creating places of community identity 3.3.2. Highlight the benefits of living, working and playing in the Burdekin 3.3.3. Encourage creative and cultural pursuits that enhance the community identity	Engagement Program adopted by Council. Consultation completed in accordance with agreed programs.	30 September 2020. 30 June 2021	'Our Town Our Future' program undertaken with Giru community. Community action plan of thirteen short, medium and long term community projects and programs collaboratively compiled by Council and the community for investigation and agreed action. Some projects submitted for consideration in new FY budget preparations.	

Cultural Venues

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
CV1	<i>Facilitate a diverse range of events, shows and activities at each of the Council-owned Cultural Venues through the provision of high quality services to meet the needs of the community.</i>	3.3.1. Encourage increased use of community spaces and facilities	Complete accurate reports on diversity of events facilitated and number of attendees. Client and patron satisfaction surveys.	Quarterly. Annually.	Compliance with COVID-19 requirements such as audience capacity limits continues to impact the viability of some shows and events. However, venue bookings are now picking up rapidly in 2021 with a back log of community group events now being programmed.	
CV2	<i>Delivery of the agreed refurbishment projects at the Burdekin Theatre.</i>	1.1.1. Plan, build and maintain infrastructure that enhances community assets	Draft refurbishment plan adopted by Council.	30 January 2021.	Refurbishment of exterior cladding and theatre roof completed November 2020. Construction of interior theatre deck and refurbishment of male and female theatre toilets to commence end of March 2021.	
CV3	<i>Implement key initiatives identified in the Ayr Showgrounds Master Plan in line with budget and resource allocation and external funding opportunities.</i>	3.3.1. Encourage increased use of community spaces and facilities	Assist in the identification of and application for external funding to address facilities upgrades - twice annually.	31 December 2020 and 30 June 2021.	Perimeter fence adjoining cemetery replaced. Horse yard replacement planning underway and will be completed by June 2021.	
CV4	<i>Conduct a review of programs at cultural venues facilities to ensure alignment with current community expectations.</i>	3.3.1. Encourage increased use of community spaces and facilities 3.1.6. Provide ongoing support for art, culture, youth, seniors, and welfare	Revised program developed to reflect current community needs and expectations.	Events tailored to current community expectations. Increase in diversity of attendees at events.	Burdekin Theatre event guide 2021 compiled and published. Featuring an eclectic range of performances, acts and events catering to a broad cross section of ages, art and cultural tastes for the Burdekin community. In addition, any opportunities for suitable events which emerge during the year are considered for programming.	

Library Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
L01	Identify and implement initiatives to maximise utilisation of the Ideas@108 technology space.	3.3.3. Encourage creative and cultural pursuits that enhance the community identity 2.3.2. Assist in building an entrepreneurial culture in the Burdekin	Community consultation completed and equipment requirements identified.	31 December 2020.	Equipment purchased. Includes podcast sound booth and audio equipment. Waiting for commencement of Digital and Community Programs Officer in April to commence program development.	
L02	Review layout of each branch floorplan to ensure space meets identified customer needs.	3.3.1. Encourage increased use of community spaces and facilities	Review and complete any required changes identified for budget consideration.	30 June 2021.	Office space in children's area identified as a requirement at Ayr branch. This will also incorporate a storage area. New children's library assistant will operate from this space.	
L03	Prepare and implement a library marketing plan.	3.3.1. Encourage increased use of community spaces and facilities	Plan completed and implemented.	30 June 2021.	Preparation paused until commencement of new library staff in April to enable key staff consultation and input.	
L04	Implement a digitisation plan for library history collection utilising the improved functionality of the new Library Management System software.	5.1.4. Improve digital platforms to improve access to information	100 local history images made accessible through the library's online public catalogue.	30 June 2021.	Over 700 images catalogued. New library assistant - administration, trained on scanning and cataloguing procedure.	
L05	Consult with local indigenous community on a specific indigenous collection and other means of inclusion.	3.3.1. Encourage increased use of community spaces and facilities	Consultation complete and plans for inclusion ready for implementation.	31 March 2021.	Consultation paused until commencement of Digital and Community Programs Officer in April. New staff member to liaise regularly with indigenous groups.	
L06	Adopt and implement the Library Strategy	3.3.1. Encourage increased use of community spaces and facilities	Library Strategy adopted by Council. Initiatives from Library Strategy implemented progressively within resource and budget constraints.	30 August 2020. 30 June 2021.	Library strategy has been adopted by Council. Initiatives have been included in the operational plan	







Financial Management Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
Council Budgets						
FM1	<i>Prepare and deliver Council budgets (including revised budgets) in accordance with statutory requirements.</i>	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Presentation of Council budgets by agreed timeframes.	Presented to Council by 30 June 2021.	The Second Revised Budget is nearing completion and work has commenced on the Original Budget for 2021/22	
FM2	<i>Report actual performance against budget to Council monthly.</i>	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Preparation of monthly reports by the Council meeting agenda deadline each month.	Monthly.	Monthly reports have been submitted to council within the agreed monthly deadlines.	




Operational Plan Q3 Report
2020/2021

Annual Financial Reporting including external audit						
FM3	Prepare and deliver draft annual Financial Statements in accordance with legislative and accounting standards requirements and within the agreed external audit plan timeframes.	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Presentation of Financial Statements within the agreed external audit plan timeframes. Accurate proposed Financial Statements can be measured based on audit committee and external auditor queries.	As per the agreed external audit plan.	Planning and preparation has commenced for the Shell Financial Statements due in the next quarter.	
FM4	Facilitate external audit of Burdekin Shire Council as required by and in co-operation with the Queensland Audit Office (QAO) and their contracted auditor Crowe.	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Feedback from external auditor on performance of audit process.	As per the agreed external audit plan.	The audit planning meeting was held with the auditors on 10 February and the interim audit will be conducted in next quarter.	
Returns to external bodies						
FM5	Coordinate and complete the annual Local Government Comparative Data Return	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Submission of the comparative data return by the Department of Local Government, Racing and Multicultural Affairs target date. Accuracy can be measured by queries from the department.	31 October 2020.	The Local Government Comparative Data Return was lodged on 16th November which was within the department deadline	
FM6	Coordinate and submit 10 year financial forecast to Local Government Department.	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Submission by the target date.	31 August 2020.	Completed in the September quarter	


Operational Plan Q3 Report
2020/2021

FM7	<i>Prepare and lodge all necessary statutory/legislative returns.</i>	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Returns to be lodged by the target dates.	30 June 2021	The monthly BAS Returns have been completed in the quarter within agreed timeframe.	
Prominent Organisational Tasks within Financial Services Area						
FM8	<i>Maximise recovery of outstanding sundry debtors.</i>	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Review of aged debtors particularly those in 60 and 90 days.	Level of outstanding debtors in 60 and 90 days.	Balances of outstanding debtors as at 31 March 2021 60 days \$ 9,398 90 days \$ 7,666	
FM9	<i>Administer existing and new external and internal loan borrowings.</i>	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Borrowing repayments paid by due date and new loans drawn down by agreed target dates.	Quarterly.	Loans were paid out in September quarter.	
FM10	<i>Co-ordinate/provide information for external audit projects undertaken by Queensland Audit Office.</i>	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Timeliness of response to Queensland Audit Office requests and results of audits if applicable.	Ad hoc as required.	None for the quarter	

Rates Section Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
R1	Maintain the property and rating database to ensure a high level of accuracy.	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Number of instances of errors brought to the attention of Council.	Less than 10 instances.	All maintenance completed in a timely manner within set timelines, nil errors. Valuation amendments - 40 (43%↑) Property transfers - 210 (29%↑) ECM Task List - 389 (6%↑) Service address amendments - 84 (25%↑) Rates Searches - 148 (54%↑) Land Use changes due to Building & Plumbing applications - 109 (203%↑) Pensioner applications (new/sold properties) - 29 (38%↓) New/replaced/removed water meters - 143 (7050%↑) Garbage bin service adjustments - 31 (210%↑) Rates refunds/transfers/standing donations - 13 (8%↑) Undetected water leak adjustments - 3 (50%↑) Returned Rate Notices - 18 (100%↑) Default Letters - 71 (34%↑) Note: percentages are variances to 2019/20 third quarter only.	
R2	Issue timely and accurate rates and charges notices.	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Notices issued within agreed timeframes. Number of instances of inaccurate notices issued.	Issued by 30 June 2021. Less than 10 instances of inaccurate notices.	No instances of inaccurate notices identified. 220 Supplementary Notices issued on 26 March 2021 422 Overdue Notices issued on 1 March 2021 5278 Water Notices Consumption Rate Notices issued on 15 January 2021	
R3	Maximise recovery of overdue rates and charges, in accordance with Council's Rates and Charges Recovery Policy with an emphasis on more timely follow up action on overdue rates from Reminder Notices through to Sale of land for Arrears of Rates.	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Compare the rate arrears percentage as at 30 June 2021 to previous financial years.	Less than 5%.	3.15% arrears of nett rates as at 31/03/2021 compared with 3.10% as at 31/03/2020. 12 Sale of Land properties with Collection House. 168 active files with Collection House as at 31/03/2021. 189 current periodic payments arrangements with Council. 2 Mortgagee In Possession properties.	

Operational Plan Q3 Report
2020/2021




R4	Ensure accurate and timely Emergency Management Levy, Rural Fire Brigade Charge and State Government Pensioner Subsidy claims and payments.	3.1.5. Develop in partnership with the community plans and processes to mitigate the impacts of a disaster 3.5.1 Co-ordinate and facilitate disaster planning and preparedness to reduce the impact of disaster events. 5.3.2. Ensure Council's financial position is effectively managed	Returns and payments submitted in accordance with State Government requirements.	Claims and payments duly submitted.	All claims and payments submitted within required timeframes.	
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Expenditure Services Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
EXP1	<i>Administer accounts payable and contract register.</i>	5.3.2. Ensure Council's financial position is effectively managed	Invoices to be paid within 30 days from EOM in weekly, fortnightly and monthly payment runs.	Invoices not paid within 30 days to be less than 10%.	2,583 invoices processed during Q3 with 3% of invoices not paid within 30 days mainly due to orders not delivered as goods not received.	
EXP2	<i>Maximise earnings on cash holdings.</i>	5.3.2. Ensure Council's financial position is effectively managed	Interest earnings - Rates sourced from various institutions to ascertain best rate for period of investment.	Level of earnings.	Average interest to 31 March 2021 - 0.83%. Interest earned at Q3 2020/2021 is \$370,479.09, compared with interest earned at Q3 2019/2020 of \$877,781.17.	
EXP3	<i>Administer financial delegations.</i>	5.3.2. Ensure Council's financial position is effectively managed	Update of Financial Delegations Register.	Actioned within five working days of receiving notification.	Financial Delegation Register changes were made within specified timeframe.	
EXP4	<i>Preparation of Approved Contractors Listing (tenders) applications for private hire and traffic control providers for the period 1 October 2020 to 30 September 2021.</i>	5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Collate and update private hire and traffic control information for database throughout year.	30 September 2020 and accuracy of information.	Ongoing checking of Insurance compliances etc in Vendor Panel continues throughout the year.	





Administration and Records Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
AR1	<i>Provide support and coordination of Council's statutory meetings and provide accurate and timely minutes of meetings.</i>	5.1.2. Be responsive and proactive in providing information in the public interest 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Accurate, complete and timely minutes published to website.	Within 5 days of each statutory Council meeting.	100% of Council's statutory meeting minutes were completed accurately and published on Council's Website within the legislative timeframe of 10 consecutive days.	
AR2	<i>Ensure the safe custody of Council records through the classification and registration of daily correspondence into the records management system.</i>	5.1.2. Be responsive and proactive in providing information in the public interest 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Completion of registration of all correspondence into the records management system within 48 working hours of receipt.	95% completion within set timeframes.	95 % of incoming correspondence has been classified and registered into ECM and tasked to the responsible officer(s) within two business days of receiving the document.	
AR3	<i>Deliver systematic ongoing Recordkeeping Awareness training and records management system training for all employees to ensure recordkeeping is supported at all levels of Council.</i>	5.4.2. Provide suitable training and development opportunities to meet organisational and service delivery needs 5.4.3. Maintain Council's commitment to ensure a safe and healthy work environment for all employees	All new employees receive one-on-one Recordkeeping training. All employees undertake regular refresher training on Recordkeeping Awareness by completing Learning Bytes via Skytrust. Ensure User Guides and training documents on Records Portal are current. Provide appropriate advice and guidance to ensure Council is aware of the value of its records and how this relates to their obligations and responsibilities as an employee.	100% of new employees receive awareness training as part of their induction. 100% of new employees using the records management system are trained within three months of employment. 95% completion rate. Target date 30 June 2021. Regular training and support offered to employees. Details of support and training provided to be listed and registered into CI-Anywhere.	100 % of new employees receive awareness training as part of their induction. 100% of ECM Users have received ECM CiAnywhere System training and one-on-one recordkeeping training within three months of commencement with Council. Recordkeeping Awareness Modules are released to staff annually. Training documents, user guides and useful tips are reviewed regularly and easily accessible to staff on the Records Portal on Council's Intranet Page. Ongoing advice, guidance, support and training is readily available to staff as required. 100% of requests by staff are completed and registered into ECM CiAnywhere system.	



Operational Plan Q3 Report
2020/2021

AR4	<i>Ensure compliance with Queensland State Archives schedules for the retention and disposal of paper-based corporate records.</i>	5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Number of records disposed/archived each year.	70% of records archived within four months of delivery to Records team.	100% of records received within the last four months of delivery have been archived or disposed of. Additional archival occurring of backlog - primarily Works Files.	
AR5	<i>Research alternative minute taking software to enhance the functionality while maintaining Council's statutory meetings requirements.</i>	5.1.2. Be responsive and proactive in providing information in the public interest 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Research alternative minute taking software in a timely manner to support staff and Council in adhering to legislative obligations in relation to statutory meetings.	December 2020.	Research of alternative minute software has been completed. Multiple demonstrations have been conducted virtually. A Decision Matrix as been compiled for ELT consideration.	

Operations- Works

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
Operations						
OPW1	<i>Implement Annual Works Program as adopted within the financial year considering revisions required to accommodate externally funded projects and/or natural disasters.</i>	1.1. Infrastructure for future needs 1.1.1. Plan, build and maintain infrastructure that enhances community assets 1.2. Management and maintenance of community assets 1.3. Safe and effective transport networks	Assessment of Works completed at end of financial year, including dollar value.	85% at 30 June 2021.	Progress on completion of the annual roads and drainage program has been impacted by persistent wet weather related to the La Nina. We have estimated that we are still on track to achieve our target with a number of large capital jobs and rural reseals scheduled in the next quarter. To date 70% of the roads and drainage capital works program has been completed.	
OPW2	<i>Achieve a Compliment to Complaint Ratio of 5:1 for Operational Responsiveness and Departmental Conduct.</i>	5.1. Strong engagement with the community 5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback 5.3. Commitment to continuous improvement, customer service and accountability 5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Analysis of customer requests received in the financial year to measure number of compliments received for quality of work and conduct of staff versus complaints received.	Compliment to complaint ratio of 5:1.	9 compliments received for activities attributed to the Works Section in the reporting period. 20 compliments received in the Works area year to date with no complaints received.	
OPW3	<i>Attend to maintenance matters raised in customer request system within required timeframe.</i>	1.2. Management and maintenance of community assets 1.2.2. Apply a prioritised and planned system to upgrade and enhance existing facilities 5.3. Commitment to continuous improvement, customer service and accountability	90% of requests completed within timeframe.	30 June 2021	96% of customer requests completed within timeframe year to date.	
OPW4	<i>Achieve a satisfactory external audit of the road maintenance performance contract from the Department of Transport and Main Roads.</i>	1.2. Management and maintenance of community assets 1.3. Safe and effective transport networks	95% compliance against Key Performance Indicators.	31 March 2021.	Transport and Main Roads audit conducted on January 27, 2021 with an audit score of 98.9%. The results of all RMPC contractors in the Northern Region ranged from 88.9% to 98.9% with Burdekin top of class.	

Operational Plan Q3 Report
2020/2021




OPW5	Completion of approved NDRRA Restoration of Essential Public Assets Works Program associated with the January/February, 2019 Monsoonal Trough and flooding event.	1.1.1. Plan, build and maintain infrastructure that enhances community assets	Completion of approved REPA works program associated with the January/February 2019 Monsoonal Trough and flooding event.	30 June 2021.	95% of approved NDRRA Restoration of Essential Public Assets Works Program completed at the end of the 3rd quarter.	
OPW6	Implement Reseal Program as per budget.	1.1. Infrastructure for future needs 1.1.1. Plan, build and maintain infrastructure that enhances community assets 1.2. Management and maintenance of community assets	Assessment of works completed at end of financial year including dollar value.	Program completed by 30 June 2021.	Rural reseals currently scheduled for May will complete this years reseal program.	



Water and Waste Water

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
WW1	<i>Attend to maintenance matters raised in customer request system within required timeframe.</i>	1.4. Securing and managing water resources 1.4.2. Increase water supply network reliability 5.3. Commitment to continuous improvement, customer service and accountability 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	90% of requests completed within timeframe.	30 June 2021.	98% achievement rate year to date in WWW	
WW2	<i>Achieve a Compliment to Complaint Ratio of 2:1 for Operational Responsiveness and Departmental Conduct.</i>	5.1. Strong engagement with the community 5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback 5.3. Commitment to continuous improvement, customer service and accountability 5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Analysis of customer requests received in the financial year to measure number of compliments received for quality of work and conduct of staff versus complaints received.	Compliment to complaint ratio of 2:1.	6 compliments received in the reporting period with no complaints recorded. Year to date total is 12 compliments versus one complaint. Complaint was in relation to water quality. Council's ability to maintain water quality has been inhibited by the number of production bores unavailable due to PFAS issues.	
WW3	<i>Microbiological water quality to be monitored and benchmarked against Australian Drinking Water Guidelines.</i>	1.4. Securing and managing water resources 1.4.3. Improve water quality	Benchmark microbiological water quality test results against Australian Drinking Water Guidelines health target.	98% rolling compliance with a zero number of E.coli positive results across all potable drinking water schemes.	Currently achieving 100%.	

Operational Plan Q3 Report
2020/2021

WW4	<i>Review Drinking Water Quality Management Plan.</i>	1.4. Securing and managing water resources 1.4.2. Increase water supply network reliability 1.4.3. Improve water quality 5.3. Commitment to continuous improvement, customer service and accountability 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Revised DQQMP provided to the Water Supply Regulator for approval.	31 January 2021.	Revised Drinking Water Quality Management Plan lodged with The Regulator for approval - November 2020. Regulator indicates a response will be forthcoming in May 2021.	
WW5	<i>Encourage mindful use of potable water through the introduction and promotion of water wise strategies through the Water Warriors initiative.</i>	1.4.1. Enhance water security	Topical monthly customer engagement to promote water wise consumption in the Burdekin community.	30 June 2021.	Burdekin Water Warriors campaign has been progressing with media releases and promotions commenced.	
WW6	<i>Commence roll out phase of Smart Water Meter Technology / Water Meter replacement program.</i>	1.4.2. Increase water supply network reliability	Installation of smart water meters to commence to replace existing water meter inventory.	31 December 2020.	Installation of smart water meters commenced December 2020.	



Purchasing and Stores









Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
PS1	<i>Participate in North Queensland Regional Organisation of Councils Procurement Group.</i>	5.2.2. Develop co-operative and collaborative partnerships on matters of regional, state and national importance 5.3. Commitment to continuous improvement, customer service and accountability 5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems	Attendance or telelink at quarterly meetings and report to Council on opportunities identified for aggregated procurement arrangements within North Queensland Regional Organisation of Councils.	Report to Council by 30 June 2021.	No meetings hosted in Q3. Hinchinbrook Shire Council is next in line to host a meeting. One shared contract opportunity for supply of industrial gases referred to Workshops for information.	
PS2	<i>Bulk Fuel Contract- Successfully re-negotiate a Preferred Supplier Arrangement for the Supply and Delivery of Bulk Fuels.</i>	5.3. Commitment to continuous improvement, customer service and accountability 5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems	Appointment of successful tenderer for supply and delivery of Bulk Fuels.	31 December 2020.	Report to Council Meeting 15 December, 2020 to enter into a Preferred Supplier Arrangement for the Supply and Delivery of Bulk Fuels - recommendation adopted.	












Parks and Gardens

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
PG1	<i>Attend to maintenance matters raised in customer request systems by required timeframe.</i>	1.2. Management and maintenance of community assets 1.2.2. Apply a prioritised and planned system to upgrade and enhance existing facilities 1.2.5. Provide sporting, recreational, parks, playgrounds and aquatic facilities that meet the needs of our community 3.4. Provision of public space 3.4.1. Encourage active communities through the provision and maintenance of recreational facilities	90% of requests completed within timeframe.	30 June 2021.	97% of customer requests completed within timeframe year to date.	
PG2	<i>Achieve a Compliment to Complaint Ratio of 5:1 for Departmental Operational Responsiveness and Departmental Conduct.</i>	5.1. Strong engagement with the community 5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback 5.3. Commitment to continuous improvement, customer service and accountability	Analysis of customer requests received in the financial year to measure number of compliments received for quality of work and conduct of staff versus complaints received.	Compliment to complaint ratio of 5:1.	3 compliments received for activities attributed to the Parks and Gardens Section in the reporting period. 9 compliments received in the Parks area year to date with no complaints received.	
PG3	<i>Maintain parks, playground equipment and furniture in high profile public open spaces including CBD's and cemeteries in line with adopted service standards and to protect public safety.</i>	4.1. Balancing the needs of the community and the environment 4.1.1. Attain a sustainable economic balance between positive environmental outcomes and ongoing development 4.1.3. Protect and enhance the natural environment	Parks and high profile open spaces are maintained, in accordance with Parks Levels of Service Manual.	95% compliance with service level manual. 100% complaints resolved within agreed timeframes.	Annual 3rd Party Playground Safety Audit completed with rectification action plan developed to close out any high risk issues identified. No complaints received YTD.	



Technical Services

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
TS1	<i>Develop and monitor Annual capital delivery program.</i>	1.1.2. Prioritise infrastructure projects that will contribute to liveability and growth in the Burdekin	Monitor program in Capital PCG and number of monthly meetings to track progress.	Program developed by 31 July 2020. Minimum of 10 monthly progress meetings.	Program developed. 9 monthly meetings held to March 2021	
TS2	<i>Develop five and ten year Roadworks and Drainage capital works program.</i>	1.1.1. Plan, build and maintain infrastructure that enhances community assets 1.4.4. Prioritise upgrades and improvement to the drainage systems	Adoption of program.	31 March 2021.	10 year capital plan developed for Roadworks and Drainage. Council to adopt as part of budget.	
TS3	<i>Development of Stormwater Priorities.</i>	1.1.3. Develop and implement strategic infrastructure plans to inform the decision making process when planning for future infrastructure	Development of priority project list.	31 May 2021.	Stormwater priorities draft prepared for Council workshop. Higher priority projects included in Drainage ten year plan for Council adoption	
TS4	<i>Complete Transport Infrastructure Development Scheme (TIDS) program in accordance with Roads and Transport Alliance requirements.</i>	1.1.1. Plan, build and maintain infrastructure that enhances community assets 1.3.2. Cooperate with state and federal government to enhance the transport network	Claims for funding to meet target. Prioritisation of construction projects to achieve 100% expenditure.	100% of TIDS funding claimed by 30 June 2021.	100% claimed	
TS5	<i>Complete Roads to Recovery Program in accordance with Australian Government requirements.</i>	1.1.1. Plan, build and maintain infrastructure that enhances community assets 1.3.2. Cooperate with state and federal government to enhance the transport network	Meet regular reporting requirements and manage works program to ensure 100% expenditure by target date.	100% of Roads to Recovery funding claimed by 30 June 2021.	100% claimed	
TS6	<i>Assess items identified by the Burdekin Road Safety Advisory Committee.</i>	1.1.1. Plan, build and maintain infrastructure that enhances community assets 1.3.2. Cooperate with state and federal government to enhance the transport network	Recommendations from advisory group are reviewed by management to determine applicability and an appropriate implementation plan developed if required.	90% of recommendations reviewed within 3 months.	100% of actions reviewed by officers and programmed for completion.	
Design Office						
TS7	<i>Undertake detail designs for roadworks and drainage projects for future year construction program.</i>	1.1.1. Plan, build and maintain infrastructure that enhances community assets	Completion of detail designs as listed in capital works program.	90% of detail designs completed by 31 May 2021.	Currently on track for 90% completion. Approx. 85% complete by 31 March 2021	
TS8	<i>Produce preliminary three year reseal program commencing 2021/2022.</i>	1.1.2. Prioritise infrastructure projects that will contribute to liveability and growth in the Burdekin	Completion of program development.	31 May 2021.	On track to complete by 31 May 2021	

Operational Plan Q3 Report
2020/2021

TS9	<i>Produce final reseal program for 2021/2022.</i>	1.1.2. Prioritise infrastructure projects that will contribute to liveability and growth in the Burdekin	Completion of program development.	31 May 2021.	Currently on track to complete prior to 31 May 2021	
TS10	<i>Detail designs of 2021/2022 reseals.</i>	1.1.2. Prioritise infrastructure projects that will contribute to liveability and growth in the Burdekin	Completion of detail designs included in 2021/22 reseal program.	90% completed by 30 June 2021.	Currently on track to complete prior to 30 June 2021	
TS11	<i>Respond to applications within Design Office responsibility (e.g. Infrastructure in road reserve).</i>	5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback 5.1.3. Communicate Council intent and decisions to the community using effective messaging tools	Number of applications received.	90% completed within relevant agreed targets.	178 Customer Requests - 69% within target 1324 applications - 96% within target Total 1502 - 93% within target	
Asset-Management						
TS12	<i>Complete asset inspections in accordance with inspection program.</i>	1.2.1. Implement the Asset Management Strategy	Compliance with asset inspection program.	31 March 2021.	Inspections completed to achieve desktop review of assets for revaluations. 2021-2025 inspection plan to be complete by 30 June 2021	
TS13	<i>Complete internal desktop review of Transport, Drainage, Water and Sewerage asset classes.</i>	1.2.1. Implement the Asset Management Strategy	Review to be completed by Council officers by due date required by auditors.	30 April 2021.	Desktop review on track for completion by 30 April 2021	
TS14	<i>Coordinate completion of desktop review of bridges and major culverts, Land and Improvements, Water, Sewerage and Other Assets by</i>	1.2.1. Implement the Asset Management Strategy	Review to be completed by due date required by auditors.	30 April 2021.	Desktop review on track for completion by 30 April 2021	
TS15	<i>Implement defect management process for selected infrastructure asset categories.</i>	1.1.3. Develop and implement strategic infrastructure plans to inform the decision making process when planning for future infrastructure 1.2.1. Implement the Asset Management Strategy	Number of asset categories included in defects module in works and assets.	One asset category live by 30 June 2021.	Roadmap developed for Technology One CI Anywhere including Mobile Field App. Modifications to existing register and defects module to be complete by 30 June 2021	
TS16	<i>Completion of assigned Asset Management Roadmap tasks.</i>	1.1.3. Develop and implement strategic infrastructure plans to inform the decision making process when planning for future infrastructure 1.2.1. Implement the Asset Management Strategy	Three elements to be completed.	30 June 2021.	On track for completion of three elements by 30 June 2021	
Plant-Management						
TS17	<i>Update Council's 10 year Fleet Replacement program and implement the first year of adopted plan.</i>	5.3.2. Ensure Council's financial position is effectively managed	Program developed and included in 10 year financial plan.	Program developed by 31 March 2021 and 90% of replacements delivered by 30 June 2021.	Draft program developed. Currently experiencing issues with global supply of vehicles and equipment which increases risk of meeting 90% target of deliveries	

Operational Plan Q3 Report
2020/2021





Recoverable Works						
TS18	Assist Burdekin Shire Rivers Improvement Trust in technical reviews including flood damage if required.	4.1.4. Work in partnership with organisations and the community to support projects to protect and enhance environmentally sensitive areas	Technical review provided for the Burdekin Shire Rivers Improvement Trust's 2020-2021 works projects.	30 June 2021.	Assistance provided to BSRIT as requested	
TS19	Deliver Road Maintenance Performance Contract (RMPC) in accordance with requirements and within budget.	5.2.2. Develop co-operative and collaborative partnerships on matters of regional, state and national importance	Contract obligations fulfilled within budget.	30 June 2021.	Current RMPC contract extended to two years commencing 1 July 2020. 56% of first year works completed by 31 March 2021. On track to complete first year planned works by 30 June 2021.	







Planning and Development

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
Development Administration						
PD1	Ensure that the Planning and Development Department delivers customer driven and outcome focussed initiatives that promote outstanding service delivery.	5.1.1. Continue and enhance community engagement processes that enable greater community participation and feedback 5.1.2. Be responsive and proactive in providing information in the public interest 5.3.3. Adhere to the governance framework and public reporting systems	Level of improved productivity and performance.	100% development permits are issued in accordance with relevant legislation, policies, Development Assessment Rules and all other adopted standards. 90% of Planning and Development related customer requests are responded to within two business days.	Target met 90% CRM's responded to within 2 business days.	
PD2	<i>Provide for the needs of the community by delivering appropriate land use outcomes including development approvals that are considered sustainable, achievable and cost effective</i>	2.4.3. Investigate, support and facilitate the potential of bio-futures projects in the Burdekin 2.5.1. Review land supply and uses as required to meet community and business needs 2.5.2. Consider future facilities required for an ageing population 4.2.1. Develop and implement planning policy to adapt to the impacts of climate change on the community	Number of development applications assessed in accordance with statutory and policy timeframes.	90% of development applications determined within 20 business days from commencement of the decision stage. 100% of development applications considered by development assessment officers within five business days of being properly made. 90% of development related customer requests responded to within two business days.	95% DA's determined within 20 business days. 100% of DA's considered by officers within 5 business days of being properly made. Target met,	

Operational Plan Q3 Report
2020/2021

Town-Planning						
PD3	Finalise the draft Planning Act 2016 Planning Scheme to ensure: Community expectations are met; State interests are satisfied; and an adequate supply of serviced land to accommodate demand for growth is made available.	2.4.4. Support development, diversification, sustainability and expansion of the economic base 2.5.1. Review land supply and uses as required to meet community and business needs	Ensure Planning Scheme is drafted in accordance with the Section 18 Notice in particular, identified timeframes.	Within 20 business days, Council complies with any conditions imposed by the State. New scheme to be adopted within 20 business days of Minister notifying Council.	On target, Draft scheme due to commence 2nd round of public notification in May, 2021. All submissions have been considered.	
PD4	Provide input and technical support to facilitate the drafting and completion of the QCoast2100 project - Coastal Hazard Adaptation Strategy (Phases 3 - 8).	4.1.3. Protect and enhance the natural environment 4.2.1. Develop and implement planning policy to adapt to the impacts of climate change on the community	Identified deliverables associated with the Coastal Hazard Adaption Strategy (CHAS Phases 3 - 8) either implemented or incorporated into strategic objectives of relevant Council policy.	100% CHAS Phases 3-8 deliverables received and endorsed subject to COVID Consultation.	CHAS (Phase 8) 95% complete. Draft Strategic Plan to be endorsed by Council end of April, 2021	
PD5	Provide Development Assessment Services which ensure: - land uses comply with the Planning Act 2016, Planning Scheme, Council Policies applicable standards and conditions of approval; - assess development applications; and - undertake land use compliance inspections.	2.4.4. Support development, diversification, sustainability and expansion of the economic base 5.2.1. Demonstrate the Council's strategic direction to government, business and the community through strong leadership and advocacy 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Level of compliance within adopted planning policy outcomes and agreed upon assessment timeframes.	90% of development applications determined within 20 business days from the commencement of the decision stage. 100% of development applications considered by the development assessment team within 5 business days of being properly made. 90% of development related customer requests responded to within 2 business days. Develop formal documented procedures and checklists to ensure business continuity is not jeopardised prior to 31 December, 2020.	Target met. All DA's assessed within timeframes. Target met Target met Procedures and checklists have now been developed.	
PD6	Encourage and promote pre-lodgement meetings with developers to facilitate economic growth opportunities for the Burdekin Shire.	2.4.2. Promote pre-lodgement meetings with developers to facilitate industry investment in the Burdekin Shire	Number of pre-lodgement meetings and implementation of actions.	100% of action items identified as part of pre-lodgement discussions are actioned within two business days of meeting and completed within 20 business days.	Target met	




Operational Plan Q3 Report
2020/2021

PD7	Ensure all new development projects are fully compliant with development conditions imposed.	5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Select five major projects and carry out an audit to ascertain compliance with development conditions imposed.	100% of selected projects checked for compliance with all development conditions included as part of the Development Permit issued and rectification notices issued if necessary. Develop a checklist to ensure compliance with development conditions prior to 31 December 2020.	All projects achieved compliance during Q3 Checklist complete.	
PD8	Ensure all new developments are assessed against provisions contained within Council's adopted Local Government Infrastructure Plan (LGIP).	1.1.3. Develop and implement strategic infrastructure plans to inform the decision making process when planning for future infrastructure	Number of Infrastructure Charges Notices issued with relevant development approvals	100% of charges imposed by an Infrastructure Charges Notice are collected prior to commencement of a new use associated with any Development Permit issued.	No infrastructure charges notices issued in Q3. 1 charge from previous quarter was received	
Building						
PD9	Undertake a Building Certification service within the Burdekin Shire in accordance with the Building Act 1975 and associated regulations.	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Number of assessments conducted within adopted standards.	80% of all properly made Development Applications - Building Works are assessed and a permit issued within five business days.	Target met.	
PD10	Deliver sustainable development outcomes through the provision of outcome focussed, customer-driven services to ensure the protection of community health, safety and amenity.	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	All building related development is designed in accordance with the Queensland Development Code and other associated building control standards and complies with adopted Council policy.	90% of line variation applications are decided upon within five business days. 95% of building related customer requests are responded to within two business days. 95% of applications for 1% Annual Exceedance Probability Flood Certificates are decided upon within five business days.	13 line variations received for Q3. All but one request decided upon within 5 business days. Target met. 9 flood certificate applications received and decided upon within 5 business days.	




Operational Plan Q3 Report
2020/2021

PD11	Ensure all new and existing swimming pools comply with current pool fencing legislation.	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	All new swimming pool installations have compliant pool fencing in accordance with pool safety legislation. All existing swimming pools continue to have compliant pool fencing in accordance with pool safety legislation.	100% of all new pools erect compliant fencing (e.g. temporary) before filling in excess of 300mm. 100% of all permanent fencing to be compliant within three months from temporary pool fence inspection date. 100% of all pool safety certificates issued within two business days of inspection being carried out.	No new pools installed in Q3. Target met. All pool safety certificates issued were within target.	
Plumbing						
PD12	Deliver Plumbing Services to: - ensure development complies with the Plumbing and Drainage Act, standards, Council Policies and conditions of approvals; - provide plumbing and drainage advice; - assess plumbing and drainage applications; - undertake inspections of plumbing and drainage works; - undertake a backflow prevention device testing regime; and - offer a service to design on-site effluent design systems.	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	All new plumbing installations that are not 'notifiable works' are carried out in accordance with the Plumbing and Drainage Act 2002. Backflow prevention devices testing program is continually audited. Requests for on-site effluent design are carried out in an efficient manner within acceptable timeframes.	95% of plumbing and drainage related customer requests responded to within two business days. 100% registered backflow prevention devices inspected annually. 90% of plumbing and drainage applications determined with a compliance permit within 10 business days from commencement of the decision stage. 90% of effluent disposal designs completed within 10 business days of request.	Target met. All due BPD's were inspected during the Q3. Target met. All designs undertaken during Q3 were completed within 10 business days.	
Facilities Management						
PD13	Develop and implement appropriate facilities management strategies that will ensure effective and efficient planning and coordination of all relevant building maintenance activities.	1.2.2. Apply a prioritised and planned system to upgrade and enhance existing facilities 1.2.3. Plan to protect the integrity of key community assets and buildings	Condition assessments carried out on all relevant Council buildings and building maintenance requests are lodged and processed in accordance with adopted policy.	100% of all relevant Council buildings have condition assessments carried out by June 2021. 90% of Building Maintenance Requests (BMRs) responded to within two business days.	Target met. 135 BMR's received during Q3. In excess of 90% responded to within 2 business days.	




Operational Plan Q3 Report
2020/2021

PD14	<i>Develop and implement a Building Maintenance Program.</i>	<p>1.2.1. Implement the Asset Management Strategy</p> <p>1.2.2. Apply a prioritised and planned system to upgrade and enhance existing facilities</p> <p>1.2.3. Plan to protect the integrity of key community assets and buildings</p>	Quarterly reviews undertaken to ensure consistency with Asset Management Strategy.	<p>90% of triggered buildings are to be assessed and included in Building Maintenance Program.</p> <p>Development of strategic programs that enhance Council assets and facilities through the delivery of a 0-5 year plan for maintenance.</p> <p>Investigate electronic condition assessment software to allow more efficient auditing to occur.</p>	<p>Target met</p> <p>Working with asset management section to develop a 0-5 year asset maintenance plan.</p> <p>Investigation not yet commenced.</p>	
PD15	<i>Ensure all existing service contracts are reviewed regularly to ensure any identified cost savings and efficiencies are implemented.</i>	1.2.3. Plan to protect the integrity of key community assets and buildings	All Facilities Management service contracts reviewed and any cost savings are implemented, maintained and renewed when due.	<p>100% of all service contracts are reviewed and renewed on or before expiration.</p> <p>Undertake staff training initiatives to improve knowledge of efficient and effective contract management principles.</p>	<p>Target met</p> <p>Training completed</p>	
PD16	<i>Coordinate and manage major facilities management projects as required and in line with agreed strategic outcomes.</i>	1.2.3. Plan to protect the integrity of key community assets and buildings	Project Plans identified and drafted with appropriate project management resources for all major projects.	85% of major building projects have project plans completed.	Completion of project plans has occurred for every major building project during Q3.	




Animal Management/Compliance

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
AM1	<i>Enforce animal management legislation and local laws including: animal management; illegal camping on Council land; and overgrown properties.</i>	5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Requests responded to within adopted timeframes. Feedback on effectiveness of out of hour patrol rosters to target straying animals.	80% of requests responded to within adopted timeframes. Implement out of hours patrol roster.	Year to date - 88% of animal CRMs completed within target. After hours roster implemented with alternating early and late starts in priority areas. Planning underway for dog blitz patrols to commence in April.	
AM2	<i>Maintain Council's animal pound.</i>	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs	Maintain cleanliness and functionality of pound and care for impounded animals.	Facility cleaned daily with animal containers disinfected prior to reuse. Drop off cages checked twice per day on work days and once on other days. Animals relocated to offsite pound facility within 24 hours.	Pound cleaned daily and animal containers disinfected. Drop off cages checked twice a day at least on work days and once a day on non work days. 88 animals impounded for quarter and all relocated off site within 24 hours, usually the same day.	
AM3	<i>Operate the animal pound with a focus on rehoming animals, where suitable i.e. where health and temperament allows.</i>	5.3.4 Undertake regulatory responsibilities in accordance with legislative regulations	Animals impounded for maximum of three clear business days. Rehoming of animals after three days to suitable members of the public. Conducting inspections of suitable foster carers for Burdekin Pet Rescue so animals can be cared for until rehomed.	75% of animals leave the pound facility within four days. 75% of animals, where suitable, are rehomed. Annual inspections of approved foster carer facilities undertaken.	95% of animals left the pound within 4 days. 6 animals were in the pound during the Christmas shutdown and were held longer pending placement on Council's website. 92% of those suitable, were rehomed or returned to owner. 6 were not deemed suitable for rehoming due to ill health or nature. Inspections of foster carers have been completed.	

Operational Plan Q3 Report
2020/2021

AM4	<i>Participate and promote community events such as the Pet Fair to promote responsible animal ownership.</i>	3.1.1. Support projects and activities to improve public safety and health through strategic partnerships	<p>Pet Fair held (Subject to COVID-19).</p> <p>Animal management and responsible pet ownership articles released in media, including social media.</p> <p>Subsidised desexing program implemented as per guidelines.</p> <p>Discounted microchipping events to be held throughout the year.</p> <p>Plan and deliver school visits as resources and COVID allow.</p>	<p>Pet Fair event publicised and held.</p> <p>Four animal management topics covered in media.</p> <p>De-sexing applications approved in accordance with guidelines.</p> <p>Three discounted microchipping events held.</p> <p>At least 2 school visits annually.</p>	<p>Pet fair planned for May/June 2021.</p> <p>Article about heartworm in the paper plus advertising of Discount Microchipping event held on 9 Dec 2020. Media article on Animal Blitz on 19 March and an article about updating animal registration information on 26 March.</p> <p>4 de-sexing applications received this quarter.</p> <p>Microchipping events originally on hold due to COVID. First discount microchipping event held on 9 December - 10 animals were microchipped.</p> <p>School visits are on hold until 2021.</p>	
AM5	<i>Remove abandoned vehicles from road reserves and Council areas.</i>	5.3.4 Undertake regulatory responsibilities in accordance with legislative regulations	Abandoned vehicles are removed from local government roads and areas and dealt with in accordance with legislation and procedures.	80% of requests responded to within adopted time frames.	Year to date - 85% of abandoned vehicle requests responded to within adopted time frames.	
AM6	<i>Implement activities identified in the Animal Management Strategy.</i>	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs	Undertake activities identified for each of the objectives in the Animal Management Strategy.	<p>80% of current activities maintained.</p> <p>80% of proposed activities implemented within timeframes.</p>	<p>96% of current activities have been maintained.</p> <p>Some activities have re-opened following easing of COVID restrictions.</p> <p>57% of proposed activities have been implemented.</p> <p>Some delays have occurred due to COVID-19</p>	







Environment and Health

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
EH1	<i>Undertake regulatory responsibilities under State legislations: Food Act 2006, High Risk Personal Appearances Services, Public Health Act 2005.</i> 1. Processing and Issuing new licenses. 2. Regular annual inspections. 3. Enforcement as per risk matrix in strategy to achieve compliance. 4. Annual renewal of licenses.	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs	All the legislative timeframe and requirements are met with new applications. Inspections of licensed premises. Education and working with the licensee and enforcement steps are followed as per the standard procedure. Renewal notice sent as per legislative timeframes and licenses renewed.	New license applications approved within 20 working days. At least one inspection completed for each licenced premises per financial year. 100% of identified non-compliance issues addressed with licensees as per standard procedure. Annual renewal notices sent by 30 April; license issued by 30 August.	One new license application received this quarter. 33 regular inspections and 14 reinspections carried out in quarter. 4 food complaints received in quarter and dealt with within agreed timeframes. Annual renewals for food licences completed and issued by August 2020.	
EH2	<i>Support planning and building departments with the approvals which have legislative over reach with Environmental Health.</i>	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs	Provide timely environmental and health support assessment and conditions to planning applications.	Advice and information provided within specified time.	5 MCU applications were assessed and conditioned with EH requirements for the quarter.	
EH3	<i>Investigate nuisance complaints under State legislation (e.g. public health, environmental protection) and Local Laws.</i>	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs	Resolve complaints within specified time frames.	80% complaints resolved within specified time frame.	83 % of health and environment CRMs were completed within target.	



Operational Plan Q3 Report
2020/2021

EH4	Undertake regulatory responsibilities under Burdekin Shire Local Laws and Subordinate Local Laws - Rental Accommodation, Caravan Parks, Camping. 1. Processing and Issuing new approvals. 2. Regular annual inspections. 3. Enforcement as per risk matrix in strategy to achieve compliance 4. Annual renewal of approvals.	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs	All the legislative timeframe and requirements are met with new applications. Inspections of each licensed premises per financial year. Education and working with the licensee and enforcement steps are followed as per the standard procedure. Renewal notice sent as per legislative timeframes and licenses renewed.	New license applications approved within 20 working days. At least one inspection per licensed premises per financial year. 100% of identified non-compliance issues addressed with licensees as per standard procedure Annual renewal notices sent by 30 May; license issued by 30 August.	3 new approval applications were received in this quarter. 3 regular inspections carried out in quarter Annual renewals for rental accommodation and caravan parks completed and issued by August 2020.	
EH5	Community education and awareness activities.	4.1.2. Support community education programs that contribute to improved environmental and community outcomes	Current and relevant information available on website. Conduct training sessions on food legislation for licensees each year, (Subject to COVID). Provide informative newsletters to license holders. Participate and promote environmental health events (e.g. Great Northern Clean Up Day, Food Safety Week, Plastic Free July).	Information reviewed and updated on website six monthly. Two food safety and hygiene training sessions conducted by 30 June 2021. Achieve 80% satisfaction rate in evaluation after the training. Two newsletters produced by 30 June 2021. Three events conducted per year. Events run on time and within budget. Community feedback.	Information on website reviewed in January 2021. Food safety and hygiene training sessions deferred due to COVID. What's Eating Burdekin Newsletter to be sent out next quarter with renewal notices. Nil events run this quarter.	
EH6	Maintain Council's status as a Reef Guardian Council.	4.1.6. Promote the adoption of environmental best practice by Council, residents and business	Implement the Council Reef Guardian Action Plan 2017-20 and completion of report on 2019-20 action plan. Participate and support other Reef Guardian stakeholders in community. Promotion of Reef Guardian status to community	Report completed by 30 September 2020. One community event promoting reef guardian status by 30 June 2021.	New Action Plan developed for 2020-24 and adopted by Council on 13 October 2020. Attended face to face Reef Guardian Council meeting in March. Draft 2020 Highlights compiled. No event planned for 2020/21 yet.	




Operational Plan Q3 Report
2020/2021

EH7	Conduct water quality testing of drinking water and public swimming pools.	5.3.4 Undertake regulatory responsibilities in accordance with legislative obligations	Water quality testing completed within agreed timeframes and standards.	Testing of private drinking water supplies completed within agreed timeframes. Monthly testing of water quality at Council swimming pools.	3 private water drinking testing requests received and completed. Monthly testing for Council swimming pools carried out.	
EH8	Undertake continuous improvement initiatives to improve work efficiency and/or customer outcomes.	5.3.5 Improve methods of service delivery to the community based on innovation, feedback and review processes	Identify and implement projects or system improvements to increase efficiency or service levels.	One project or system improvement. Standing/Itinerant Vehicle policy.	Trialling mobile tablet for CRMs. Further development to occur. 2 draft policies on vending on council owned or controlled land and vending on roads was considered at a workshop on 18 November 2020.	
EH9	Develop a dune protection management plan for areas of the Shire including Beachmount/Wunjunga and Alva. Plan to address repair/protection measures, fencing, signage, traffic movement, camping, etc.	1.2.3 Plan to protect the integrity of key community assets and buildings 4.1.3 Protect and enhance the natural environment	Completion and Council adoption of a dune protection management plan. Implementation of plan recommendations for repair/protection of dunes.	Dune Protection Management Plan adopted by 30 November 2020. Selected initial repair/protection measures implemented by 30 June 2021.	Dune Management Strategy adopted by Council on 15 December 2020. Implementation Plan is currently being developed. Signs to be designed and installed prior to 30 June 2021. Discussions with stakeholders to determine revegetation implementation schedule.	
EH10	Develop a strategic plan for the Environment and Health Section.	5.1.3 Communicate Council intent and decisions to the community using effective messaging tools 5.3.5 Improve methods of service delivery to the community based on innovation, feedback and review processes	Completion and Council adoption of strategy.	Strategic plan developed and adopted by Council by 30 June 2021.	Draft Strategic Plan being developed.	
EH11	Review and implement the agreed management action items from Internal Audit regarding Food and Accommodation Licensing.	5.3.5 Improve methods of service delivery to the community based on innovation, feedback and review processes	Consideration and implementation of management agreed recommendations from internal audit review.	Implement 100% of recommendations by 30 June 2021.	Total of 14 agreed management actions. 2 actions remaining to implement.	
EH12	Develop a Flying Fox Statement of Management Intent and/or guidelines to assist future treatments and community understanding.	5.1.3 Communicate Council intent and decisions to the community using effective messaging tools. 5.3.5 Improve methods of service delivery to the community based on innovation, feedback and review processes	Development and Council adoption of a Statement of Management Intent and/or guidelines for the treatment of Flying Foxes within the Shire.	Flying Fox SOMI adopted by 31 December 2020.	Flying fox Management Policy adopted on 28 July 2020. 7 separate dispersal activities totalling 21 days carried out during quarter.	

Operational Plan Q3 Report
2020/2021

EH13	<i>Implement camping infrastructure based on Council decisions on Council lands including Comfort Stop and boat ramps.</i>	1.2.3 Plan to protect the integrity of key community assets and buildings 3.3.1 Encourage increased use of community spaces and facilities	Infrastructure and signage completed and amendments made to Local Laws if required.	Works completed by 31 December 2020.	New signs installed at 4 boat ramps - Cromarty, Morris's, Plantation Creek and Wallace's Landing.	
EH 14	<i>Undertake environmental assessment for Council design projects and participate in Environmental Management Plan for TMR.</i>	4.1.6. Promote the adoption of environmental best practice by Council, residents and business	Undertake review of environmental factors for the design projects via desktop and on site in timely manner. Review and update the Environmental Management Plan for TMR.	Input provided within requested time frames.	4 Review of Environmental Factors carried out for quarter. Council wide Erosion and Sediment Control policy and plan being investigated. EMP for TMR will be reviewed in next quarter.	

Natural Resources

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
NR1	<i>Undertake aquatic weed control in Riparian Management Agreement (RMA) participating waterways in shire. Find innovative methods to control weeds to meet the obligation as a Reef Guardian Council. Encourage more landholders to participate in RMA program.</i>	4.1.3. Protect and enhance the natural environment	Ensure Riparian Management Agreements are current. Sending invoices on time. Appropriate and agreed treatments/activities undertaken at systems under a Riparian Management Agreement. Investigation into new methods of aquatic weed control.	Issue Riparian Management Agreements invoices for the current financial year by 28 February 2021. Minimum of three treatments/activities undertaken at systems under a Riparian Management Agreement. Aquatic weed under control to be maintained at low to medium scattered growth in participating waterways. Identification of new methods of aquatic weed control.	RMA invoices issued in March 2021. Check of all lagoon systems to identify potential new participants in the scheme and letters forwarded to same. Continual aquatic weed treatments with boat spraying of all RMA systems. Treatment of Red Lily lagoon system in conjunction with LBW conducted. An estimated 15 tonnes of aquatic weed removed from the lagoon over 4 days. Trial of drone spray in conjunction with NQ Dry Tropics at Merryplain Creek and Collinsons Lagoon for aquatic weed control.	
NR2	<i>Develop in consultation with stakeholders a new Shire Biosecurity Plan 2020-2025 and align with the financial year. Monitor the adopted Biosecurity plan.</i>	4.1.3. Protect and enhance the natural environment	Develop, implement and monitor a new Shire Biosecurity Plan 2020-25.	The new Biosecurity Plan 2020-25 presented for Council's adoption by 31 July 2020.	New Biosecurity Plan adopted by Council on 8 September 2020 and being implemented.	
NR3	<i>Undertake property inspections and liaise with landholders to develop property biosecurity plans to reduce the impact of pest plants and animals in the Shire.</i>	4.1.3. Protect and enhance the natural environment	Level of assistance with landholders to develop biosecurity plans. Review existing plans within agreed timeframes.	Inspect scheduled biosecurity plan biannually (20 per quarter). Inspect property biosecurity plans before approving the herbicide subsidy.	100 property biosecurity plans are current with biennial inspection schedule. 3 properties inspected this quarter. We have not been able to reach this target this quarter (due to other priorities), however current biosecurity plans were held by those being approved to access the herbicide subsidy scheme.	



Operational Plan Q3 Report
2020/2021

NR4	<i>Undertake animal pest reduction activities</i>	4.1.3. Protect and enhance the natural environment	<p>Number of landholders participating and amount of bait used for the pig/dog baiting program.</p> <p>Number of pigs and wild dogs destroyed.</p> <p>Participate in coordinated baiting with neighbouring Local Government.</p>	<p>Pest animal management activities as described in Shire Biosecurity Plan.</p> <p>Number of animals destroyed >= 2019-20 (945).</p> <p>100% compliance with baiting program.</p>	<p>3 landholders participated in baiting in the last quarter. 47kg of grain and 11kg of meat was prepared.</p> <p>The number of dogs/pigs baited is unknown as the animals are not seen/recovered, just the activity stops.</p> <p>2020-2021 aerial shooting results to date are 322 pigs culled (one shoot only).</p> <p>12 pig traps are currently on loan to the community.</p>	
NR5	<i>Undertake plant pest reduction activities.</i>	4.1.3. Protect and enhance the natural environment	<p>Undertaking weed control activities as provided in the budget.</p> <p>Regular inspection of commercial and home nurseries.</p>	<p>Complete weed control activities as described in Shire Biosecurity Plan.</p> <p>Expend Department of Main Roads funding for roadside weed treatment.</p> <p>Participate in weed control projects with other stakeholders.</p>	<p>50 Shire roads were treated several times for all state and locally declared plants.</p> <p>BSC Officers created 2 Power Point presentations for the works department, other councils and stakeholders to use for training on Grader Grass and Yellow Crazy Ants.</p> <p>No commercial nurseries were inspected this quarter.</p> <p>Participated in weed control with NQDT, LBW & a number of members of the public identifying pest plants and ants and direction on how to control was given.</p> <p>Attended RPMG Meeting in March and Zoom meeting with LG's, DNRM, NQDT, QPWS to discuss future funding. Consulted with Wilmar, TMR, Sunwater and slasher contractors about</p>	
NR6	<i>Participation in current projects with external stakeholder - North Queensland Dry Tropics.</i> 1. Aerial shooting for pigs. 2. Control of woody weed around Saltwater Creek. 3. Aquatic weed management activities - Plantation, Lilliesmere, Saltwater.	4.1.4 Work in partnership with organisations and the community to support projects to protect and enhance environmentally sensitive areas	Achieve annual milestones of the project within the budget.	<p>One aerial shoot per year.</p> <p>Annual inspection of Saltwater creek properties.</p> <p>As part of the project new landholders engaged in RMA participation - Four - Plantation creek; Six Lilliesmere and two Saltwater creek.</p>	<p>Milestone reports submitted and accepted.</p> <p>One aerial shoot conducted. Next aerial shoot proposed for May/June.</p> <p>Liaising with NQDT on additional contracted activities.</p>	
NR7	<i>Manage Herbicide Subsidy Policy, Fox and Wild Dog Bounty Policy and Wild Dog Control Assistance Policy.</i>	4.1.3 Protect and enhance the natural environment	Effective administration and distribution of subsidies.	<p>Applications administered within agreed timeframes.</p> <p>Percentage of budget expended.</p>	12 herbicide subsidy requests processed for this quarter. 72% budget expended excluding commitments. 132 Wild Dog pelts presented and processed this quarter.	

Operational Plan Q3 Report
2020/2021

NR8	<i>Surveillance and monitoring for new threatened pests as identified in relevant Biosecurity Plan and legislation in the shire.</i>	4.1.3 Protect and enhance the natural environment	Ongoing surveillance of waterways completed. Inspections of each nursery and home nurseries. Liaison and act on instruction from Biosecurity Queensland.	30 June 2021.	New infestation of Giant Rat Tail Grass identified in Clare area. Relevant stakeholders informed and council to control area for the next 2 years. Infestation treated. Ongoing surveillance and treatments of waterways is carried out for water mimosa and other declared plants with monthly surveys. Draft Surveillance and Monitoring Biosecurity Program and Plan has been developed for future consideration by Council.	
NR9	<i>Undertake continuous improvement initiatives to improve work efficiency and/or customer outcomes.</i>	5.3.5 Improve methods of service delivery to the community based on innovation, feedback and review processes	Identify and implement projects or system improvements to increase efficiency such as: Grader grass strategy and work plan. ArcGIS pilot webtool trial detailing aquatic weed management information. Pilot trial of biological growth enhancer to control aquatic weed infestation.	Grader Grass strategy and plan developed in consultation with stakeholders by June 2021. ArcGIS pilot webtool trial available on website by June 2021. Pilot trial of biological growth enhancer to control aquatic weed infestation completed by June 2021.	Grader Grass strategy and plan on hold due to other priorities. ArcGIS aquatic weed webtool used in the field and data collected.	
NR10	<i>Deliver community education programs and community awareness activities regarding pest and weed management.</i>	4.1.2. Support community education programs that contribute to improved environmental and community outcomes	Current and relevant information available on website. Conduct workshop on pest management. (Subject to COVID). Provision of information to the landholders. Social media - Weed of the quarter.	Information reviewed and updated on website six monthly. One workshop conducted by 30 June 2021. Two newsletters/media release produced by June 2021. Four information releases on weed of the quarter on website and social media- Facebook and Instagram.	Information on website reviewed. RMA newsletters produced for participants. Pest of the quarter - Grader Grass information on social media.	

Operational Plan Q3 Report
2020/2021

NR11	<i>Undertake preventative measures as proposed in the Burdekin Bushfire Risk Mitigation Plan.</i>	3.1.1 Support projects and activities to improve public safety and health through strategic partnerships	Attend meetings hosted by local and regional QFES. Coordinate with different stakeholders and Council departments to mitigate the risk on identified Council properties.	Attendance at least one meeting per annum. Complete works recommended from mitigation plan.	Participated in annual planning meeting with QFES and other stakeholders on 28 January and 7 April 2021. Discussions held with QFES on rural fire program. Extensive vegetation slashing and mulching works undertaken on edge of Beach Road. Road edge is now easier to maintain and reduces the risk of fire along this strip. Fire breaks are monitored and will be slashed when area dries out.	
NR12	<i>Develop a strategic plan for the Land Protection Section including biosecurity and vector functions.</i>	5.1.3 Communicate Council intent and decisions to the community using effective messaging tools 5.3.5 Improve methods of service delivery to the community based on innovation, feedback and review processes	Completion and Council adoption of strategy.	Strategic plan developed and adopted by Council by 30 June 2021.	No work commenced on strategic plan at this stage.	





Vector Management

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
VM1	<i>Prepare a new Shire Mosquito Management Plan 2020-2025 and align with the financial year.</i>	4.1.3. Protect and enhance the natural environment	Preparation, consideration and adoption of a new Shire Mosquito Management Plan 2020-25.	The new Shire Mosquito Management Plan 2020-25 to be adopted by 30 November 2020.	Mosquito Management Plan 2020-25 adopted by Council on 8 September 2020. Being monitored and implemented.	
VM2	<i>Undertake a monitoring and larvicidal program to manage mosquito numbers as per Shire Mosquito Management Plan.</i>	3.1.1. Support projects and activities to improve public safety and health through strategic partnerships	Implementing the Mosquito Management Plan and treatment of known breeding sites.	All known breeding sites treated or as required fortnightly.	Known breeding sights are checked twice weekly & treated as required. 454 hours of vector work from 4 Jan - 31 March 2021	
VM3	<i>Proactive larvicide control during adverse weather conditions e.g. extreme flooding events (not part of Mosquito Management Plan).</i>	3.1.1. Support projects and activities to improve public safety and health through strategic partnerships	Identifying adverse weather events and developing appropriate response.	Response dependent on weather conditions.	Pre-ordered stock for mosquito control activities with predicted La Nina.	
VM4	<i>Undertake continuous improvement initiatives to improve work efficiency and/or customer outcomes.</i>	5.3.5 Improve methods of service delivery to the community based on innovation, feedback and review processes	Identify and implement projects or system improvements to increase efficiency or response levels.	Light trapping and identifying mosquitoes in residential backyards.	Light trapping & identification is carried out at a number of sites throughout the shire, some samples have been sent to Qld Health for confirmation. Participating in a Alphavirus Surveillance Project with Qld Health until May 2021. SWARMMS -digital data collection app training completed, due for trialling for collecting information on vector activity.	
VM5	<i>Community education and community awareness activities.</i>	3.1.1. Support projects and activities to improve public safety and health through strategic partnerships	Provision of appropriate information via website and other media channels.	Information reviewed and updated on website six monthly. Two newsletters/media releases produced by 30 June 2021.	Media release regarding mosquitoes in January 2021	






Caravan Parks

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
CP1	<i>Administer the management contracts for Home Hill Caravan Park and the Burdekin Cascades Caravan Park.</i>	5.3.3. Adhere to the governance framework and public reporting systems	Customer satisfaction. Maintaining both caravan parks to optimize customer satisfaction and occupancy levels.	Positive feedback from visitors to the caravan parks.	Positive feedback and 4 or 5 star rating on the online sites. Parks are being well maintained. Tender called and awarded for Management of Home Hill Swimming Pool and Caravan Park. Both Parks are operating under Health Management Plans per COVID requirements.	
CP2	<i>Promote the caravan parks in local, state and national outlets and publications.</i>	2.2.3. Support the development and expansion of existing business	Promotion undertaken of both caravan parks through multiple sources/outlets. Improved website developed.	Four promotional activities undertaken. Updated website developed.	Caravanning Australia advert and editorial in Summer 20/21 edition. Advertising booked in Caravanning Qld directory out in January 2021. Review of Google my business site and responded to reviews. Yellow pages advert renewed. Advertised in Australian Tourism Data Warehouse. Discussions currently underway with IT on new website.	

Swimming Pools

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
SP1	<i>Administer the management contracts for the Ayr and Home Hill Pools.</i>	5.3.3. Adhere to the governance framework and public reporting systems	Customer satisfaction. Maintaining both pools to optimize customer satisfaction and patron levels.	Positive feedback from users of the facilities. Facilities are maintained in accordance with the contract specifications.	Both Pools are operating under COVID Safe Industry Plans. Contractors are managing the facilities well with increased cleaning regimes. Tender called and awarded for Management of Home Hill Swimming Pool and Caravan Park.	
SP2	<i>Monitor and maintain Ayr, Clare, Home Hill and Millaroo Pools.</i>	1.1.1. Plan, build and maintain infrastructure that enhances community assets	Site inspections undertaken and any required work completed. Implement a maintenance program for pool equipment.	Biannual site inspections. Maintenance items addressed as identified. Maintenance program commenced.	2 of the 4 pools have been inspected this year. Maintenance of chair lifts at Ayr and Home Hill Pools completed.	

Waste Management

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2020/2021 Target	Comments	
WM1	Implement Waste Management Services Contract including Collection Service Specification to ensure Contractor meets performance standards - Delivery of new bin service. Number of missed services. Response to missed services. Bin repairs/replacements. Service complaints.	4.1.5. Continually improve waste management practices	Achievement of standards listed in the collection service specification. Analysis of complaints and compliments received regarding kerbside collections.	Minimum standards achieved. Reported quarterly.	5 performance measures identified with contractor. All measures met. Details are as follows: Delivery of new bin service - 7 requests, all completed. Number of missed services - 4 requests, all completed. Bin repairs/replacements - 80 requests, 80 completed. Service complaints - 1.	
WM2	Undertake management of kerbside collection including customer service requests.	4.1.5. Continually improve waste management practices	Customer requests resolved within agreed timeframes.	90% or more of customer requests actioned within agreed timeframes.	Year to date - 100% of waste CRMs and 95% of waste health CRMs completed to date.	
WM3	Supervise waste management sites to ensure compliance with conditions of the Environmental Authority and improve performance for Kirknie Landfill, Ayr Transfer Station, Giru Transfer Station and Home Hill Transfer Station.	4.1.5. Continually improve waste management practices	1. Compliance with audits conducted by Department of Environment and Science. 2. Develop internal inspection and audit program (templates and schedule). 3. Compliance with Internal inspection and audit program. 4. Develop operators manuals and update procedures for all sites. 5. Compliance with operators manuals and procedures. 6. Development of Risk Management Plan and Register. 7. Development of Objectives and Target Register. 8. Implement recycling services for problem wastes - paints and chemicals. 9. Implement Kirknie Landfill Weed Management Plan.	100% Action on notices from DES. 31 December 2020. 100% compliance. 31 December 2020. 100% compliance. 30 November 2020. 30 November 2020. A least 2 new recycling services implemented. 50% reduction of weed cover.	1. DES audited Kirknie landfill site on 9 August 2020. No concerns raised at the time of audit or in the final report issued from DES. 2. Audit template completed and issued for use. Draft audit program in process. 3. To be undertaken in 4th quarter. 4. Mandalay site operational procedures issued. Landfill tip face operations procedure drafted. Operators manual for Landfill nearly completed. 5. To be undertaken in 4th quarter. 6. Waste Risk Register completed 7. Draft O&T register developed, register yet to be finalised. 8. E-waste recycling introduced at Kirknie landfill since Aug 2020. Communication ongoing with 'Paint-back' to check if the scheme can be initiated for BSC region 9. Regular weed spraying conducted six monthly. Weed issue more prominent after wet weather. Currently under control.	

Operational Plan Q3 Report
2020/2021

WM4	<p><i>Implement environmental monitoring programs:</i></p> <ul style="list-style-type: none"> - Cromarty Landfill (groundwater) to June 2021. - Legacy Landfill Sites (groundwater) to 2022. - Kirknie Landfill (groundwater, surface water and landfill gas) Ongoing. - Ayr and Home Hill Transfer Stations Green waste runoff (surface water) to Feb 2022. 	<p>4.1.5. Continually improve waste management practices</p> <p>4.1.6. Promote the adoption of environmental best practice by Council, residents and business</p>	<p>Complete monitoring and reporting as detailed in the monitoring program.</p> <p>Record and analyse monitoring data and revise monitoring programs if required.</p>	<p>Quarterly monitoring and reporting undertaken (Cromarty and Kirknie).</p> <p>Biannual monitoring and reporting undertaken (Legacy Landfill).</p> <p>Quarterly monitoring and annual reporting (Ayr and Home Hill Transfer Stations).</p>	Monitoring completed on all sites as required.	
WM5	<p><i>Review, investigation, purchase and installation of new waste management software.</i></p>	<p>4.1.5. Continually improve waste management practices</p>	<p>Installation of appropriate waste management software.</p>	31 March 2021	Software system installation completed. System went live 1st Oct 2020. Training and testing completed. Minor boom gate issue identified, rectification in two stages - 2nd stage scheduled for end of July 2021.	
WM6	<p><i>Complete Capital Works Projects:</i></p> <p><i>Kirknie Landfill</i></p> <ul style="list-style-type: none"> - Turn around entry. - Landfill lids and litter fences. - Solar leachate pump and pipework for first flush pond. - Design solution for leachate control. <p><i>Home Hill Transfer Station</i></p> <ul style="list-style-type: none"> - Security fence installation. 	<p>1.1.1. Plan, build and maintain infrastructure that enhances community assets</p> <p>4.1.5. Continually improve waste management practices</p> <p>4.1.6. Promote the adoption of environmental best practice by Council, residents and business</p>	<p>Completion of at least 85% works.</p>	30 June 2021.	<p>Turn around entry - construction works nearly completed, asphalt planned for 12 April.</p> <p>Fence & Lid - 2 sets of litter fence and landfill lids received and currently in use at the landfill.</p> <p>Leachate design - successful consultant identified and project awarded; Options report finalised; internal meeting proposed 14 April.</p> <p>First flush leachate pump/pipework deferred until leachate solution finalised.</p> <p>Home Hill fence installation completed.</p>	
WM7	<p><i>Undertake a Council generated waste audit.</i></p>	<p>4.1.6. Promote the adoption of environmental best practice by Council, residents and business</p> <p>4.1.5. Continually improve waste management practices</p>	<p>Completion of audit and implementation of actions to improve waste management practices and recycling across various Council work functions.</p>	<p>Reduction in the tonnage of waste sent to landfill from business as usual activities.</p> <p>Increase in the level of recycling across Council work functions.</p>	<p>Council sites audit programming to commence in April with plans to continue audits in new financial year.</p>	

Operational Plan Q3 Report
2020/2021

WM8	<i>Participation in approved Local Government Illegal Dumping Partnership Grant Program.</i>	4.1.3. Protect and enhance the natural environment 4.1.4. Work in partnership with organisations and the community to support projects to protect and enhance environmentally sensitive areas 4.1.5. Continually improve waste management practices	Completion of grant milestone reports. Appointment of Compliance Officer. Number of successful compliance outcomes. Development of a regional illegal dumping prevention strategy. Development of resources and programs for ongoing training and development.	Milestone reports as per grant deed.	Compliance officer commenced 2 Sep 2020 and resigned in Dec 2020. Replacement recruited and started 09 Mar 2021. Associated vehicle, equipment, tools etc already allocated or underway. LIDP training by DES scheduled. Refer item WM9 for details.	
WM9	<i>Participation in approved Local Government Illegal Dumping Hotspot Grant Program.</i>	4.1.3. Protect and enhance the natural environment 4.1.4. Work in partnership with organisations and the community to support projects to protect and enhance environmentally sensitive areas 4.1.5. Continually improve waste management practices	Completion of grant milestone reports. Number of successful compliance outcomes. Number of illegal dumping hotspots cleaned up and/or monitored. Purchase and installation of cameras.	Milestone reports as per grant deed. 3 priority hotspot locations cleaned up. 30 June 2021.	Monthly milestone reporting - last report submitted for Feb 2021. For Q3 details as below: -13 requests raised -12 requests completed, one waiting compliance action -7 requests required rubbish to be removed -1 compliance notice issued and rubbish removed by 1 offender -1 ongoing investigation All 3 priority hotspots to be cleaned up by 4th quarter. Cameras purchased. To be installed in 4th quarter.	
WM10	<i>Participation in Regional Recycling Transport Assistance Package (RRTAP) Grant.</i>	4.1.6. Promote the adoption of environmental best practice by Council, residents and business	Completion of grant milestone reports.	Milestone reports as per grant deed.	Milestone reports completed and submitted.	
WM11	<i>Review and adopt the North Queensland Waste Strategy.</i>	4.1.5. Continually improve waste management practices	North Queensland Waste Strategy adopted by Council. Consideration of recommendations from Strategy.	30 June 2021.	Waste Strategy presented to Council by Arcadis in July 2020 for consideration. Public consultation process completed 18 Sep 2020. The Strategy was adopted in Nov 2020.	

6 INFRASTRUCTURE, PLANNING AND ENVIRONMENTAL SERVICES

6.1 ENVIRONMENTAL AND HEALTH SERVICES

6.2 OPERATIONS

6.3 PLANNING AND DEVELOPMENT

6.4 TECHNICAL SERVICES

7 NOTICE OF MOTION

7.1 Councillor McLaughlin's Attendance at the Queensland Disaster Management Conference - 9 to 11 June 2021 - Brisbane

Background Information

Council received a letter from the Inspector-General Emergency Management inviting Councillor Lyn McLaughlin and Council's Disaster Management staff to the Queensland Disaster Management Conference in Brisbane from 9 to 11 June 2021. The Conference theme for this year is "Managing Disasters in a Changing World".

The Conference is being presented by the Office of the Inspector-General Emergency Management in partnership with the Local Government Association of Queensland, Queensland Fire and Emergency Services, Queensland Police Service and Queensland Reconstruction Authority.

Council's Disaster Management Coordinator Eileen Robinson will be attending the Conference.

Recommendation

That Council endorse Councillor McLaughlin's attendance at the Queensland Disaster Management Conference in Brisbane from 9 to 11 June 2021, with all expenses of attendance at the conference be met by Council.

8 RECEIPT OF PETITIONS

9 CORRESPONDENCE FOR INFORMATION

Tabled Separately

10 GENERAL BUSINESS

11 CLOSED BUSINESS ITEMS

12 DELEGATIONS
