



# Burdekin Shire Council

## **AGENDA**

### **ORDINARY COUNCIL MEETING**

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

**on 9 August 2022**

**COMMENCING AT 9:00 AM**

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## **ORDER OF BUSINESS:**

### **ATTENDANCE**

#### **2. PRAYER**

#### **3. DECLARATIONS OF INTEREST**

#### **4. MINUTES AND BUSINESS ARISING**

4.1. Ordinary Council Meeting Minutes - 26 July 2022

4.2. Burdekin Shire Youth Council Meeting Minutes -11 July 2022

#### **5. EXECUTIVE**

##### **5.1. CEO**

5.1.1. Council Workshops - July 2022

##### **5.2. ECONOMIC DEVELOPMENT**

#### **6. CORPORATE AND COMMUNITY SERVICES**

##### **6.1. CLIENT SERVICES**

##### **6.2. COMMUNITY DEVELOPMENT**

##### **6.3. FINANCIAL AND ADMINISTRATIVE SERVICES**

##### **6.4. GOVERNANCE**

6.4.1. Nomination of Burdekin Show Holiday Date for 2023

6.4.2. Revised Complaints Management Policy

6.4.3. Tender Recommendation - TBSC/21/021 - Purchase and Removal of House (62 Twelfth Avenue, Home Hill)

6.4.4. Freehold Lease - Part of Lot 106 on Registered Plan 898777 - Ayr Aerodrome - Paul Anthony Walsh

6.4.5. Operational Plan Q4 Report

#### **7. INFRASTRUCTURE, PLANNING AND ENVIRONMENTAL SERVICES**

##### **7.1. ENVIRONMENTAL AND HEALTH SERVICES**

##### **7.2. OPERATIONS**

##### **7.3. PLANNING AND DEVELOPMENT**

7.3.1. QBSC/22/029 - Provision of Security Services (Mobile Service) to Council Properties

##### **7.4. TECHNICAL SERVICES**

7.4.1. TBSC/22/010 – Supply and Delivery of 4WD & 2WD Utilities (Single, King, Dual Cabs) for the period to 30 June 2023

7.4.2. TBSC/22/013 – Supply and Delivery of one (1) Backhoe with attachments

7.4.3. TBSC/22/012 – Request for Quotation for the supply and delivery of one (1) Pneumatic Tyre Roller

#### **8. NOTICE OF MOTION**

#### **9. RECEIPT OF PETITIONS**

#### **10. CORRESPONDENCE FOR INFORMATION**

#### **11. GENERAL BUSINESS**

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**12. CLOSED BUSINESS ITEMS**

**13. DELEGATION**

#### **4.1. MINUTES AND BUSINESS ARISING**

##### **Ordinary Council Meeting Minutes - 26 July 2022**

##### **Recommendation**

That the minutes of the Ordinary Council Meeting held on the 26 July 2022 be received as a true and correct record.

##### **Attachments**

1. Minutes - Ordinary Council Meeting 26 July 2022



**Burdekin Shire Council**

# **MINUTES**

## **ORDINARY COUNCIL MEETING**

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

**on 26 July 2022**

**COMMENCING AT 9:00 AM**

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## **ORDER OF BUSINESS:**

### **1. ATTENDANCE**

Councillor Lyn McLaughlin, Councillor Sue Perry, Councillor Kaylee Boccalatte, Councillor Michael Detenon, Councillor John Furnell, Councillor Max Musumeci

Mr. T. Brennan - Chief Executive Officer  
Mr. N. O'Connor – Director Corporate and Community Services  
Mr. N. Wellwood – Director of Infrastructure, Planning and Environmental Services  
Mr. T. Blackwell - Manager Community Services (Part)  
Mrs. K. Galletta - Manager Planning and Development (Part)  
Mrs. K. Olsen - Manager Financial and Administrative Services (Part)  
Mrs. S. Smith - Community Engagement and Capacity Building Officer (Part)  
Mrs. M. Bradford - Planning Assistant (Part)

Apologies - Councillor John Bonanno

Minutes Clerk - Mrs. A. Dale

### **2. PRAYER**

The meeting prayer was delivered by Pastor Mark Webley from UR Church.

*9.02am - Councillor Perry entered the meeting.*

*9.03am - Mr. Blackwell and Mrs. Smith entered the meeting.*

### **3. DECLARATIONS OF INTEREST**

The Mayor called for declarations of interest.

No declarations of interest were identified.

### **4. MINUTES AND BUSINESS ARISING**

#### **4.1. Ordinary Council Meeting Minutes - 12 July 2022**

##### **Recommendation**

That the minutes of the Ordinary Council Meeting held on 12 July 2022 be received as a true and correct record.

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## **Resolution**

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

CARRIED

9.05am - Council recorded an apology for Councillor John Bonanno.

## **5. EXECUTIVE**

### **5.1. CEO**

### **5.2. ECONOMIC DEVELOPMENT**

## **6. CORPORATE AND COMMUNITY SERVICES**

### **6.1. CLIENT SERVICES**

### **6.2. COMMUNITY DEVELOPMENT**

#### **6.2.1. Community Assistance Grants Policy**

##### **Executive Summary**

Update to the Community Assistance Grants Policy which was due for review.

##### **Recommendation**

That Council adopts the Community Assistance Policy as attached.

##### **Resolution**

Moved Councillor Furnell, seconded Councillor Musumeci that the recommendation be adopted with the following amendments:

1. Make note that the quarterly review schedule for 2022 includes an August round and as from 2023 the round will occur in July.
2. Exclude item two - Assessment prioritisation and shortlist by the Community Development staff/team, under the Assessment section of the policy.

*9.08 - Mrs. Olsen entered the meeting.*

CARRIED

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## **6.2.2. Burdekin Youth Strategy**

### **Executive Summary**

Council has determined to develop a Youth Strategy as a priority action of the Operational Plan and Budget for financial year 2023.

### **Recommendation**

That Council endorses the proposed approach, related milestones and timeframes for the development of a Youth Strategy for the Shire, as detailed in the attachment to this report.

### **Resolution**

Moved Councillor Furnell, seconded Councillor Perry that the recommendation be adopted noting the following amendments to the proposed approach schedule:

1. Council endorses Draft Youth Strategy - January 2023,
2. Draft Youth Strategy open for public consultation - February 2023, and
3. Adoption of final Burdekin Youth Strategy - March/April 2023.

CARRIED

*9.23 - Mr. Blackwell and Mrs. Smith left the meeting.*

## **6.3. FINANCIAL AND ADMINISTRATIVE SERVICES**

### **6.3.1. Monthly Financial Report for Period Ending 30 June 2022**

#### **Recommendation**

That the Monthly Financial Report for Period Ending 30 June 2022 be received.

#### **Resolution**

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

CARRIED

*9.43am - Mrs. Olsen left the meeting.*



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## **6.4. GOVERNANCE**

### **6.4.1. Freehold Lease - Part of Lot 106 on Registered Plan 898777 - Ayr Aerodrome - RC Jacob Family Investments Pty Ltd**

#### **Executive Summary**

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

Lessor: Burdekin Shire Council  
Lessee: RC Jacob Family Investments Pty Ltd  
Leased Area: Lease 'H' in Part of Lot 106 on Registered Plan 898777  
Term: 5 years plus 1 x 5 year Option  
Expiry: 30 June 2027

#### **Recommendation**

That Council agree to enter into a Freehold Lease with RC Jacob Family Investments Pty Ltd over part of Lot 106 on Registered Plan 898777 shown on attachment 1 as Lease 'H', for an initial five (5) year term with a five (5) year Option.

#### **Resolution**

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

CARRIED

### **6.4.2. Recovery and Resilience Program Projects**

#### **Executive Summary**

Fourteen local government areas most impacted by the North and Far North Queensland Monsoon Trough were offered funding under the Recovery and Resilience Grant Program. Each local government (including Burdekin) received up to \$857,000.00. No co-contribution was required. Burdekin Shire Council accepted the offer and projects totalling \$755,550.00 were approved at the 23 March 2021 Ordinary Council Meeting. Funds of \$101,450.00 remained unallocated. All projects were approved by Queensland Reconstruction Authority (QRA) on 18 June 2021. A recent update of projects revealed remaining funds available now total \$154,300.00.

#### **Recommendation**

That:

1. Available funds of \$154,300.00 under the Recovery and Resilience Grant Program be allocated towards the Home Hill SES Building Upgrade (\$72,500.00) and Haughton River Flood Gauge Project (\$74,400.00) and that the projects be submitted for formal approval to the Queensland Reconstruction Authority; and
2. The Giru Helipad Project not proceed in its current form, and that Council seeks the approval from the QRA to reallocate the \$50,000.00 of funding earmarked for this project.

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## **Resolution**

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

CARRIED

### **6.4.3. Revised Acceptable Request Guidelines for Councillors**

#### **Executive Summary**

In accordance with provisions of the *Local Government Act 2009*, the Acceptable Request Guidelines for Councillors have been developed to provide guidance to Councillors on the way in which they can ask a Local Government employee for advice or information. The guidelines support the principles of transparent and effective process, decision-making in the public interest and good governance of, and by, Local Government. The Acceptable Request Guidelines were last adopted in May 2020 with a 24 month review period and have been reviewed and updated by council officers.

#### **Recommendation**

That Council adopts the Acceptable Request Guidelines as attached to this report.

#### **Resolution**

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

CARRIED

## **7. INFRASTRUCTURE, PLANNING AND ENVIRONMENTAL SERVICES**

### **7.1. ENVIRONMENTAL AND HEALTH SERVICES**

#### **7.1.1. Adoption of Revised Flying Fox Management Policy**

##### **Executive Summary**

Council and staff undertake a periodic review the Flying Fox Management Policy to determine if any improvements or changes are required.

The purpose of the policy is to articulate the approach that Council will take to the management of flying-fox roosts within the Burdekin Shire specifically within an Urban Flying-Fox Management Area (UFFMA).

All management options considered by Council will be in accordance with the relevant codes of practices issued by the Department of Environment and Science, as follows:

- The Code of practice – Ecological sustainable management of flying-fox roosts.
- The Code of practice – Low impact activities affecting flying-fox roosts.
- Flying-fox roost management guideline.

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Only very minor changes have been made to improve grammar, wording or to correct legislation references. No changes have been made to the fundamental policy statement.

A review has been undertaken of the policy and a revised version is attached for consideration and adoption.

### **Recommendation**

That Council adopts the attached revised Flying Fox Management Policy.

### **Resolution**

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

CARRIED

## **7.2. OPERATIONS**

## **7.3. PLANNING AND DEVELOPMENT**

## **7.4. TECHNICAL SERVICES**

### **7.4.1. Permanent Road Closure - Unnamed Road, Upper Haughton**

#### **Executive Summary**

Request for Council's views on an application for a permanent 1550 metre wide road closure (approximately 880 hectares) over a part of an unnamed road off Stockham Road, Upper Haughton for agriculture and primary production purposes.

#### **Recommendation**

That Council resolves to offer no objection to the proposed permanent road closure over part of the Unnamed Road, Upper Haughton.

#### **Resolution**

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

CARRIED

## **8. NOTICE OF MOTION**

## **9. RECEIPT OF PETITIONS**

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## 10. CORRESPONDENCE FOR INFORMATION

*10.03am - Mrs. Galletta and Mrs. Bradford entered the meeting.*

## 11. GENERAL BUSINESS

### 11.1. Approved Leave of Absence - Councillor McLaughlin

#### **Recommendation**

That Council approves leave of absence for Councillor McLaughlin from Thursday, 28 July 2022 to Wednesday, 3 August 2022.

#### **Resolution**

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

CARRIED

*10.27am - Mr. Wellwood left the meeting.*

*10.29am - Mr. Wellwood entered the meeting.*

## 12. CLOSED BUSINESS ITEMS

**Council Meeting closed to Public under Section 254J of *Local Government Regulation 2012*.**

#### **Resolution**

Moved Councillor Furnell, seconded Councillor Detenon that the Council meeting be closed to the public under the following sections of the Local Government Regulation 2012:

254J (e) legal advice obtained by the local government or legal proceedings involving the local government including, for example, legal proceedings that may be taken by or against the local government;

For the purpose of discussing:

1. Confidential Report - Legal Advice - MCU22/0001 - Development Approval for Dual Occupancy at 20-26 Patricia Road, Ayr.

CARRIED

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### **Council Meeting opened to Public.**

Moved Councillor Perry, seconded Councillor Furnell that the Council meeting be opened to the public.

CARRIED

### **12.1. Confidential Report - Legal Advice - MCU22/0001 - Development Approval for Dual Occupancy at 20-26 Patricia Road, Ayr**

#### **Executive Summary**

Council is in receipt of Change Representations in relation to a Condition of Approval in Development Permit (MCU22/0001) - Material Change of Use – Dual Occupancy on land formally described as Lot 29 on RP744911 and located at 20-26 Patricia Road, Ayr.

The Change Representations have been lodged by BNC Planning on behalf of the applicant and landowner.

The material change of use application involved the approval of a second dwelling on Lot 29, to form a dual occupancy use.

The Change Representations seek to remove and/or amend Condition 4 of the development approval, which does not permit the future separate titling of the land via a Community Title Scheme.

Council officers have reviewed and considered the Change Representations, then sought independent legal advice from MacDonnell's Law as to:

1. Whether or not the condition imposed is lawful; and
2. The recommended steps Council should undertake to address the issue.

#### **Recommendation**

That Council issue a Negotiated Decision Notice for the Development Permit for Material Change of Use – Dual Occupancy on land described as Lot 29 on RP744911 and located at 20-26 Patricia Road, Ayr, subject to the amended conditions, specifically Condition 4 is deleted in full and that a new Advice Note 2. is included, as follows:

### **2. Future Development Application for Reconfiguration of a Lot to establish a Community Titles Scheme**

To ensure all development is appropriately located, designed and operated to ensure that existing and future agricultural activities anticipated in the Rural Zone are not compromised while reasonably maintaining the existing rural amenity experienced in the locality, any future development application for reconfiguration of a lot over Lot 29 on RP744911 to establish a community titles scheme that does not reasonably demonstrate compliance with the requirements of the Planning Scheme including those of the Rural Zone and any other relevant legislation and applicable policies, is unlikely to be supported or recommended for approval by Council officers. A Land Memo noting the above advice is to be attached to the land parcel record, prior to the issue of the certificate of final inspection by the Building Certifier for the dual occupancy use.

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## **Resolution**

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

CARRIED

## **13. DELEGATION**

There being no further business the meeting closed at 10.47am.

**These minutes were confirmed by Council at the Ordinary Council Meeting held on 9 August 2022.**

**MAYOR**

## **4.2. MINUTES AND BUSINESS ARISING**

### **Burdekin Shire Youth Council Meeting Minutes - 11 July 2022**

<b>File Reference:</b>	<b>137</b>
<b>Report Author:</b>	<b>Tammy Quagliata, Community Development Support Officer</b>
<b>Authoriser:</b>	<b>Tony Blackwell, Manager Community Services</b>
<b>Meeting Date:</b>	<b>9 August 2022</b>

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#### **Purpose**

This report provides the minutes of the Burdekin Shire Youth Council Meeting held on 11 July 2022.

#### **Summary of recommendations and actions for consideration and adoption:**

##### Item 4 - Involvement in Sing It Out - Youth Mental Health Programs and Community Event

That Council notes the involvement of the Burdekin Shire Youth Council in the Sing It Out Concert held on 14 July 2022.

##### Item 5 - Involvement in Burdekin Relay for Life

That Council notes the involvement of the Burdekin Shire Youth Council in the Burdekin Relay for Life held on 30 July 2022.

##### Item 7 - Update on Burdekin Youth Strategy and Draft Youth Needs Survey

That Council notes the involvement and feedback from the Burdekin Shire Youth Council on the Draft Burdekin Youth Needs Survey.

#### **Recommendation**

That:

1. the minutes of the Burdekin Shire Youth Council Meeting held on 11 July 2022 be noted; and
2. the recommendations as detailed in the minutes and summarised in Items 4,5 and 7 above be adopted.

#### **Attachments**

1. Minutes - Burdekin Shire Youth Council Meeting - 11 July 2022

# Meeting Minutes

<b>Meeting</b>	Burdekin Shire Youth Council Meeting		
<b>Date</b>	Monday, 11 July 2022	<b>Time</b>	3:30 PM
<b>Attendees</b>	Zavier Wood – Deputy Youth Mayor Mikayla McDonnell – Secretary Byrin Bojack – Burdekin Catholic High School Breanna Wood – Ayr State High School Clodagh Liessmann - Burdekin Catholic High School Eddie Jones – Ayr State High School Haigan MacDonald - Burdekin Catholic High School Isabella Lando – Burdekin Christian College Laney Lando – Burdekin Christian College Michael Lindley – Ayr State High School Sarah Shepard – Ayr State High School Thomas Lindley – Ayr State High School Tayla MacDonald – Burdekin Christian College Vaylee Grabs – Ayr State High School  Tammy Quagliata – Community Development Officer, Burdekin Shire Council Tony Blackwell – Community Services Manager, Burdekin Shire Council  Cr. John Furnell – Burdekin Shire Council Cr. Kaylee Boccalatte – Burdekin Shire Council		
<b>Apologies</b>	Cr. Lyn McLaughlin – Mayor, Burdekin Shire Council Gracie Hosie – Youth Mayor  Emily Holmes – Burdekin Christian College Layla Kelly – Ayr State High School Georgia Tomasetig – Ayr State High School Taylor Luke – Burdekin Christian College		
<b>Chairperson</b>	Zavier Wood		
<b>Minutes Clerk</b>	Mikayla McDonnell/Tammy Quagliata		
<b>Location</b>	John Drysdale Chamber		

## Agenda Items

### 1. Minutes of 11 July 2022 Meeting Received

Moved by Michael Lindley seconded by Sarah Shepard that the minutes of the Burdekin Shire Youth Council Meeting held on 20 June 2022, be received.

CARRIED



**2. Business arising from the Minutes**

Members provided feedback from their involvement in the School Holidays Ayr Storywalk Activities. It was noted that there were over 200 attendees at the event and members noted that it was well run and enjoyed by all. Tammy Quagliata passed on appreciation to the members who were able to assist at the event.

**3. Correspondence**

NIL

**4. Involvement in Sing It Out – Youth Mental Health Program & Community Event – Thursday 14 July 2022**

Tammy Quagliata provided an update on the Sing It Out Youth Mental Health Program to be held at the Burdekin Theatre on Thursday 14 July 2022. It was noted that all local high schools would be attending, however Home Hill State High School had recently advised they were unable to attend.

Following the school sessions, a free community concert was held. All members were encouraged to bring along their friends and family. The event would include live entertainment, a free sausage sizzle, prizes and giveaways and youth health and wellbeing stalls. A volunteer roster was distributed with members to assist with giveaways and promotion of the Youth Council and the event feedback surveys.

**5. Involvement in Burdekin Relay for Life – Saturday 30 July 2022**

Mikayla McDonnell advised members of the rostered jobs to assist on the night including selling popcorn and cleaning commonly touched surfaces. Tammy sought volunteers to assist from 2.00pm to 8.00pm. Tammy advised she will be sending out an email including all details for members.

**6. Confirmation of Youth Leadership Development Program – 1 August 2022**

Tammy informed members of the possibility of extending the date of the Youth Leadership Development Program to Monday, 8 August 2022. Members were asked for their preference. It was agreed to proceed with the program on 1 August 2022. The program will run from 3.30pm to 5.00pm and will take place instead of the usual meeting procedure.

**7. Update on Burdekin Youth Strategy and Draft Youth Needs Survey**

Tammy Quagliata provided an update on the proposed development of a Burdekin Shire Youth Strategy. The strategy aims to highlight the needs and priorities of youth in the Burdekin Shire, to ensure Burdekin Shire remains a great place for young people to live, learn, work and play. These factors will subsequently improve the health and wellbeing of all young people.

It was noted that a Project Plan for the Development of the Burdekin Youth Strategy would be presented to Council for adoption in the coming weeks, with the proposal to have a strategy adopted at the beginning of 2023.

Tammy advised that a Burdekin Youth Needs Survey had been drafted to assist Council in the development of the Burdekin Youth Strategy. It was noted this survey would be released to all High School students during the Sing It Out Programs.

Youth Council members took part in the draft survey and provided feedback and amendments to the survey prior to its release.

## 8. Other General Business

- Members were each given the opportunity to give an update on something happening within their schools, sporting clubs or community.
- Xavier Woods raised the idea of having a pump track in the Burdekin Shire, he noted that these were quite popular in other areas. It was noted that the inclusion of a pump track was in Council's current Anzac Park Master Plan, in which Council is hoping to secure funding for in the future.

## 9. Next Meeting – Monday 1 August 2022

There being no further business, the meeting was officially closed at 4.20pm

### Actions Items from Meeting

Action Item	Responsible Officer	Due Date	Status
Provide Information Stall at Sing It Out Community Concert – 14 July 2022	All Members	14 July 2022	
Conduct a competition as part of National Science Week 2022 & conduct filming of science experiments to share.	Tammy Quagliata Gracie Hosie Mikayla McDonnell	30 July 2022	
Record & publish new Spotify Advertisement prior to Sing It Out event	Tammy Quagliata Gracie Hosie	ASAP	
Volunteer Roster for Burdekin Relay for Life and seek parental assistance.	Tammy Quagliata All Members	20 July 2022	

## Recommendations for Council Consideration

Recommendation	Minutes Item No
That Council notes the involvement of the Burdekin Shire Youth Council in the following upcoming events/projects:	
Sing It Out Community Concert (14 July 2022)	4
Burdekin Relay for Life (30 July 2022)	5
That Council notes the involvement and feedback from the Burdekin Shire Youth Council on the Draft Burdekin Youth Needs Survey.	7

### **5.1.1. CEO**

#### **Council Workshops - July 2022**

**File Reference:** 1394

**Report Author:** Terry Brennan, Chief Executive Officer

**Authoriser:** Terry Brennan, Chief Executive Officer

**Meeting Date:** 9 August 2022

#### **Link to Corporate/Operational Plan:**

Burdekin Shire Council Corporate Plan 2022-2027:  
5.2.1 Demonstrate open and transparent leadership

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#### **Executive Summary**

The Council conducted two (2) general workshops in July, with workshops held on 5 and 19 July 2022.

A range of policy and operational issues were discussed by Councillors and staff at the general workshops. A summary of the items discussed at the workshops is outlined in the report.

#### **Recommendation**

That the report on the Council workshops held on 5 and 19 July 2022 be received and noted.

#### **Background**

The Council has implemented governance arrangements based on it holding Council meetings on a fortnightly basis each month, with the exception of December and January each year, where one (1) meeting is held in each month. Similar arrangements apply to the conduct of general workshops which are held on the alternate week to Council meetings.

General workshops were held in 2022 covering a broad range of policy and operational issues, along with presentations from external parties. A summary of the issues discussed at the workshops is outlined below:

##### **5 July 2022**

- Request for construction of road access – off Craig Street, South Ayr
- Discussion on parking layout in Railway Street, Ayr between Graham and Queen Streets
- Update on the provision of security services – mobile services to Council properties
- Discussion on use of recently purchased land – Bruce Highway near Plantation Park
- Discussion on request for Above Ground Burial structures – Ayr Cemetery
- Customer Request – suggestion for Nelsons Lagoon parkland
- Discussion on Ayr Water Treatment Filtration design
- Update on planning for development of a Burdekin Youth strategy
- Update on Sing it Out - Youth Mental Health program and event
- Proposed Paddock Tender Rental – Land behind Ayr Industrial estate
- Townsville Skydivers' proposal – Ayr Aerodrome
- Debrief on recent attendance at LGAQ Civic Leaders Forum

19 July 2022

- Request for Permanent Road Closure – Unnamed Road Upper Haughton
- Discussion on Council's Print Advertising arrangements for remainder of year
- Review of Acceptable Request Guidelines for Councillors
- Discussion on Flying Fox dispersal activities – Home Hill
- Review of existing Flying Fox Management policy
- Attendance at official opening of Burdekin Education Program – Edmund Rice Foundation – Cunningham Street, Ayr
- Presentation by Ross Planning on Burdekin Water Park Business Plan
- Review of existing Community Assistance policy
- Proposed Program – Delivery of Community Capacity Building program
- Burdekin Theatre – Draft Plans for Stage 2 improvements – on-site inspection

### **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 or approvals 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**

None

## 6.4.1. GOVERNANCE

### Nomination of Burdekin Show Holiday Date for 2023

**File Reference:** 1013

**Report Author:** Tamara Bateman, Governance and Property Officer

**Authoriser:** Nick O'Connor, Director Corporate and Community Services

**Meeting Date:** 9 August 2022

#### **Link to Corporate/Operational Plan:**

Burdekin Shire Council Corporate Plan 2022-2027

1.4.2: Support community organisations and events.

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#### **Executive Summary**

Council has received correspondence from the Office of Industrial Relations inviting Council to make nomination for a show or special holiday for 2023.

#### **Recommendation**

That Council makes application to the Office of Industrial Relations for the appointment of the following public holiday in 2023:

- *Wednesday, 28 June 2023 – for the whole of the Burdekin Shire – Burdekin Annual Show Holiday.*

#### **Background**

The *Holidays Act 1983* provides for the granting and observance of special holidays which includes show days. Each year local governments are requested by the Office of Industrial Relations to nominate special and show holidays for the following year.

The Queensland Chamber of Agricultural Societies Inc. (QCAS) is a peak body for the Agricultural Show Societies in Queensland. The Ayr Pastoral, Agricultural & Industrial Association Inc. must abide by the rules and regulations of the QCAS and the show date must be set so as not to impede another district's annual show.

Consultation has been held with the Ayr Pastoral, Agricultural & Industrial Association Inc. The Association has requested that Council nominates Wednesday, 28 June as the show holiday for 2023.

Upon receiving Ministerial approval, the holiday will be published in the Queensland Government Gazette.

#### **Consultation**

Ayr Pastoral, Agricultural & Industrial Association Inc.

#### **Budget & Resource Implications**

Not Applicable.

#### **Legal Authority & Implications**

Not Applicable.

**Policy Implications**

Not Applicable.

**Risk Implications (Strategic, Operational, Project Risks)**

Not Applicable.

**Attachments**

None

## **6.4.2. GOVERNANCE**

### **Revised Complaints Management Policy**

**File Reference:** 424

**Report Author:** Rebecca Stockdale, Senior Governance Officer

**Authoriser:** Nick O'Connor, Director Corporate and Community Services

**Meeting Date:** 9 August 2022

#### **Link to Corporate/Operational Plan:**

Burdekin Shire Council Corporate Plan 2022-2027

5.2.1: Demonstrate open and transparent leadership.

5.2.2: Responsibly manage Council's financial position to ensure sustainability.

5.2.3: Implement effective governance frameworks.

5.2.4: Undertake regulatory responsibilities in accordance with legislative obligations.

Burdekin Shire Council Operational Plan 2022/2023

CG5 Manage Council's Corporate Policy Program

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#### **Executive Summary**

Council's Complaints Management Policy is a statutory policy dealing with administrative action complaints and competitive neutrality complaints. The Policy was last reviewed and adopted by Council in February 2020 with a 24-month review period. The Policy has been reviewed and amended, with the proposed inclusion of a separate procedure for dealing with Competitive Neutrality Complaints.

#### **Recommendation**

That Council adopts the revised Complaints Management Policy and associated procedure documents as attached to this report.

#### **Background**

Council acknowledges that from time-to-time members of the public may not be satisfied with the actions taken or decisions made by Council. An effective complaints management system is an essential part of providing good customer service and aims to resolve individual complaints and identify opportunities for systematic improvements. Council's Policy for Complaints Management outlines the key principles to be applied to and the procedure to be followed in relation to administrative action and competitive neutrality complaints.

#### **Consultation**

This policy was discussed at a Council Workshop Meeting on 2 August 2022.

#### **Budget & Resource Implications**

There are no budget implications associated with the adoption of this revised policy.

## **Legal Authority & Implications**

*Local Government Act 2009*

### Section 48 Competitive neutrality complaints

- (1) A local government must adopt a process for resolving competitive neutrality complaints.
- (2) A competitive neutrality complaint is a complaint that -
  - (a) relates to the failure of a local government to conduct a business activity in accordance with the competitive neutrality principle: and
  - (b) is made by an affected person.

### Section 268 Process for administrative action complaints

- (1) A local government must adopt a process for resolving administrative action complaints.
- (2) An administrative action complaint is a complaint that -
  - (a) is about an administrative action of a local government, including the following, for example -
    - (i) a decision, or a failure to make a decision, including a failure to provide a written statement of reasons for a decision;
    - (ii) an act, or a failure to do an act;
    - (iii) the formulation of a proposal or intention;
    - (iv) the making of a recommendation; and
  - (b) is made by an affected person.
- (3) An affected person is a person who is apparently directly affected by an administrative action of a local government.
- (4) A regulation may provide for the process for resolving complaints about administrative actions of the local government by affected persons.

## **Policy Implications**

The revised policy will replace the previous Complaints Management Policy and Council's Policy Register will be updated.

## **Risk Implications (Strategic, Operational, Project Risks)**

The adoption, routine review and implementation of a Complaints Management Policy assists Council to address some risks related to poor customer service. This policy also helps to address the risks of legislative non-compliance and this is a statutory policy.

## **Attachments**

1. Complaints Management Policy with appendixes



Policy Type	Statutory
Function	Governance
Policy Owner	Chief Executive Officer
Policy Contact	Senior Governance Officer
Effective Date	9 August 2022

## Purpose

The purpose of this policy is to confirm Council's commitment to a fair and robust complaints management process. Council acknowledges that from time-to-time members of the public may not be satisfied with the actions taken or decisions made by Council. As such, Council acknowledges that people have the right to express their dissatisfaction.

This policy and the associated procedures aim to:

- provide guidelines for a clear and transparent process for complaints;
- improve customer satisfaction and service delivery through a proactive complaint handling process;
- ensure the process of making a complaint is kept simple;
- ensure the process from dealing with complaints is effective and efficient;
- improve Council services;
- improve community confidence in Council.

## Scope

This Policy applies to the following complaint types:

- administrative action complaints; and
- competitive neutrality complaints.

## Exceptions

This policy does not apply to:

- complaints that can be dealt with through a process identified under other legislation;
- complaints about the conduct or performance of Councillors;
- complaints about corruption;
- Public Interest Disclosures; and
- service requests e.g. pothole that needs patching, a stray dog or a broken water meter.

The complaint types listed above are dealt with under separate Council policies or procedures.

## Policy Statement

Burdekin Shire Council is required, in accordance with the *Local Government Act 2009*, to establish a complaints management process for resolving administrative action complaints. Council's process is reflected in this policy document, the associated Administrative Action Complaints Procedure (Appendix A) and the Managing Unreasonable Complainant/Customer Conduct Guideline (Appendix B). Council also has a separate process for dealing with competitive neutrality complaints (Appendix C)

These three documents support the local government principles<sup>1</sup> of ethical standards of behaviour and transparent and effective processes to deliver good governance for the community.

Council is committed to the following principles when managing complaints:

**Fair and objective:** Complaints are considered on their merits and addressed in an unbiased and equitable manner, the principles of natural justice are observed and complainants will not suffer any reprisal from Council.

**Accessible and visible:** This policy and the associated procedures are readily accessible on Council's website and available on request. Assistance is provided to those with special needs.

**Confidential:** Complaint information is managed according to the *Information Privacy Act* (IPA) and Council's Privacy Policy.

**Client focus and responsiveness:** Complainants are treated with respect, courtesy, dignity and fairness. Complaints will be acknowledged, responded to quickly and efficiently and complainants will be kept informed of the progress of the complaint.

**Effective:** Where possible, a complaint will be resolved without the need for a formal investigation. Employees at all levels are empowered to resolve issues, wherever possible, when they are first raised by the customer.

**Continuous improvement:** Council aims to achieve the correct outcome and where necessary, implement appropriate redress. Complaints provide an opportunity for identifying business improvements, whether or not a complaint is upheld. Where applicable, the outcomes from complaint investigations are applied to improve business operations, policies and procedures.

**Open and accountable:** Investigation outcomes are provided to the complainant along with advice on avenues of review. If a complaint will not be investigated, the Council will provide notice to the complainant, together with reasons for this decision. Regular reports will be provided to Senior Management and Council about the resolution of complaints. Particular information relating to the effectiveness of the complaint management process will be included in each Annual Report.

**Safety of officers:** Council aims to ensure the safety to all Council Officers, including those managing complaints. Unreasonable complainant conduct will be managed using the guideline found at Appendix A of this policy.

**Impact on resources / business:** Where multiple complaints are received raising the same or similar issues, an effective and efficient method of dealing with them will be determined. The investigation of a complaint matter will not halt, delay or interfere with Council's usual business activities or prevent decisions from being made unless exceptional circumstances prevail. Complaints may not be investigated if:

- the complaint is trivial; or
- the complaint concerns a frivolous matter or was made vexatiously (vexatious complaints); or
- the complainant does not have a sufficient or direct interest in the administrative action that is the subject of the complaint; or
- in the circumstances, investigating the complaint is unreasonable or unjustifiable.

**Mutual Rights and Responsibilities and Obligations:** Throughout the complaints management process, complainants and Council officers carry mutual rights, responsibilities and obligations including the provision of factually accurate and truthful information and courtesy. Inappropriate complainant conduct will be managed according to the guideline which is an appendix to this policy. Inappropriate officer conduct will be managed in accordance with Council's Code of Conduct for workers.

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<sup>1</sup> See section 4 of the *Local Government Act 2009*

**Proper consideration of Human Rights:** In all steps of the complaints management process, including investigation findings or decisions, proper consideration will be given to requirements of the *Human Rights Act 2019*.

**Right to Review:** Complainants have the right to seek a formal review of the outcome of a complaint investigation. The CEO or his delegate is able to conduct an internal review of the investigation and its findings and recommendations. Complainants may also take their complaint to the Queensland Ombudsman if they feel that Council has not adequately responded to their complaint.

## Risk Management

Council's adopted Enterprise Risk Management Framework will be applied to all complaint management processes. Risk assessments (formal and informal) will be carried out to identify high-risk complaint matters and to decide on the appropriate treatments. Officers should refer to Council's ERM Framework for further information pertaining to Council's risk appetite and agreed escalation plan once risks have been identified and rated.

## Legislation

*Human Rights Act 2019*

*Information Privacy Act 2009*

*Local Government Act 2009*

*Local Government Regulation 2012*

*Ombudsman Act 2001*

*Public Interest Disclosure Act 2010*

*Right to Information Act 2009*

## Definitions and Abbreviations

<b>Administrative Action Complaint</b>	<p>is a complaint that:</p> <ul style="list-style-type: none"><li>• is about an administrative action of a local government including the following:<ul style="list-style-type: none"><li>○ a decision or a failure to make a decision, including a failure to provide a written statement of reasons for a decision;</li><li>○ an act, or failure to do an act;</li><li>○ the formulation of a proposal or intention; or</li><li>○ the making of a recommendation; and</li><li>○ is made by an affected person.</li></ul></li><li>• is made by an affected person.</li></ul>
<b>Affected Person</b>	<p>is a person who is apparently directly affected by an administrative action of a local government. Within this policy an Affected Person is referred to as the "Complainant".</p>
<b>Competitive Neutrality Complaints</b>	<p>is a complaint that relates to the failure of a local government to conduct a business activity in accordance with the competitive neutrality principle and is made by an affected person (Section 48 of the <i>Local Government Act 2009</i>).</p>
<b>Frivolous Matter</b>	<p>are complaints deemed to be trivial or unreasonable in nature, typically made with the intent of causing a nuisance.</p>

- Natural Justice** a set of principles to ensure fair and just decision making, including a fair hearing, an absence of bias, decisions based on evidence and the proper examination of all issues.
- Public Interest Disclosure (PID)** is a disclosure under Chapter 2 of the *Public Interest Disclosure Act 2010* and includes all information and help given by the discloser to a proper authority for the disclosure. The *PID Act* provides unique protections from reprisal for public officers disclosing information in the public interest and to an appropriate entity about:
- official misconduct;
  - maladministration;
  - waste of public funds;
  - negligent or improper management; or
  - a danger to public health, safety or the environment.
- Unreasonable** can be defined as any behaviour by a current or former complainant which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for the parties to a complaint.
- Vexatious Complaints** are complaints received without sufficient ground aiming to cause annoyance or harm to the subject of the complaint.

## Appendixes

Appendix A – Complaints Management Procedures

Appendix B – Guideline for Managing Unreasonable Complainant/Customer Conduct

Appendix C – Competitive Neutrality Complaints Process

## Related Documents

Reference Number	Document Title
ECM1068863	Code of Conduct for Workers
GOV-POL-0018 GOV-PRO-0003	Public Interest Disclosures Policy and Procedures
GOV-POL-0014	Complaints Regarding Corrupt Conduct of the CEO Policy

## Document History and Version Control

Title of Document	Complaints Management Policy
Document Reference Number	GOV-POL-0017 Rev 1
Review Schedule	24 months
Council Meeting Date	9 August 2022
Council Resolution Number	1580107

## Purpose

This procedure outlines the process by which Council receives, manages and responds to administrative action complaints.

The procedure aligns with the principles detailed in Council's Complaints Management Policy.

## Introduction

What is a complaint?

A complaint, when considered in the context of Council's Complaints Management Policy and this procedure, is a complaint which is about an administrative action of Council made by an affected person, i.e. one who is apparently directly affected by the administrative action. An administrative action includes a decision, a failure to make a decision, a failure to provide a written Statement of Reasons for a decision when required, an act, a failure to do an act, the formulation of a proposal or intention and the making of a recommendation. A person may state that they are making a 'complaint', but this may not be an administrative action complaint, or the person may not be an affected person. Their issue may be a request for service (which is not a complaint unless Council fails to provide an appropriate response or action), a request for information or an expression of opinion.

Administrative action complaints should clearly state why the affected person believes Council's actions or decisions are incorrect.

### Examples of administrative action complaints

The following is a list of administrative action complaint examples. This list is not exhaustive.

A complaint about:

- Council's failure to action a request to fix a pothole in the person's street or other place they regularly travel;
- a development approved by Council affecting a person in the neighbourhood;
- a repeated complaint by an affected person about the general quality of park maintenance;
- Council's failure to take appropriate action following a request by an affected person to investigate e.g. barking dog or overgrown allotment;
- inappropriate disclosure of a person's personal information (breach of privacy);
- the amount of a charge or rate unless these are set by legislation;
- competitive neutrality complaint;
- complaints received in respect of water and sewerage services.

Note – a person must be an "affected person" for the above complaint types to be considered administrative action complaints.

### Examples of requests for service commonly mistaken for an administrative action complaint

The following is a list of requests that are sometimes mistaken as administrative action complaints. Although a customer may state that they "wish to make a complaint" in many cases, their issue can be resolved as a request for service. The following list is not exhaustive.

A request for:

- grass to be mown;

- dirty BBQ equipment in a park to be cleaned;
- a pothole to be fixed;
- a drainage issue to be investigated;
- a missed rubbish service to be collected;
- repair to a leaking water meter.

The matter is not a complaint if it relates to:

- a request for information about Council services, policies or procedures;
- a request for service or action to be taken in relation to a service or product provided by Council, such as branches trimmed on a footpath tree or rubbish bin to be fixed;
- a suggestion for a proposed service or product improvement, such as potholes or fallen branches;
- a suggestion for a proposed service or product improvement, such as additional kerbside clean-up events;
- an enquiry or request for clarification or more information, such as a question about the fire levy on a rates notice;
- a follow up or further request for service that has not been completed by Council but is still within the timeframe advised to the customer, such as the customer was told their rubbish bin would be collected within three days and the customer contacted Council again within one day;
- a petition to Council about a particular matter;
- a matter that is outside of Council's jurisdiction (e.g. it is a State or Commonwealth government issue).

Is the person an affected person?

Determine whether the person is sufficiently directly affected by the matter, rather than having only an intellectual or emotional interest in the subject.

Even if a complainant is not deemed to be an affected person, consideration should be given to factors that may still warrant the matter being treated as a complaint, such as the impact of the issue on the Community and/or Council.

## Procedure

Where a matter has been identified as a complaint, the following procedure will be applied. There are six steps in the management of administrative action complaints:

1. Receive
2. Record
3. Assess
4. Respond and Resolve
5. Communicate with Complainant
6. Report

Receive

Lodging a complaint

Customers may make an administrative action complaint in any of the following ways:

- telephone Council's Customer Service Centre on (07)47 839 800;
- send a fax to (07)47 839 999;
- visit the Council office at 145 Young Street, AYR QLD 4807;
- go online to [www.burdekin.qld.gov.au](http://www.burdekin.qld.gov.au).



The officer receiving the complaint should, where possible, obtain at least the following details:

- name and contact details of the complainant;
- the basis of their complaint (e.g. Customer states they were not provided for reasons of a Council decision)
- basic details of their complaint (when, where, what and who it involves);
- the complainant's desired outcome.

### Assistance

Council will ensure administrative action complaints are received with sensitivity and will endeavour to take into account any special needs of the complainant.

### Anonymous Complaints

Council will accept anonymous administrative action complaints however, information such as the complainant's name and contact details will assist Council to deal with complaints more effectively. If sufficient information has not been provided in a complaint made anonymously, it may be dismissed without further action.

### Early Resolution

Whenever reasonable and possible, the early resolution of complaints is favoured. When a complaint is received, if a simple and reasonable resolution can be identified, there is no need for the complaint to be escalated to an investigation.

Council officers who receive information that *may* constitute a complaint will refer the information to the Customer Service Centre so that it can be formally captured in the complaints management system. The CEO, Director Corporate and Community Services or the Senior Governance Officer should be consulted if there is any doubt as to if the matter is an administrative action complaint.

### Record

Complaints received via correspondence will be registered in Council's records management system and will also be entered in the complaints management system by the customer service centre. Highly sensitive or confidential complaint matters may be managed outside of the customer request system however, normal record management principles will apply and the same complaints management process will be followed.

The complaint information will be recorded in Council's customer request system as a complaint. The request will then be automatically forwarded to the complaints management team. The complaints process will be overseen by the Governance Unit.

The complainant will be provided with a complaints reference number in acknowledgement of their complaint. Further, the Senior Governance Officer may either by phone, email or letter further acknowledge receipt of the complaint, unless this is not possible (as in the case of an anonymous complaint) or in circumstances where the matter is deemed not to be a complaint. In the latter case, the Customer will be sent correspondence explaining Council's actions or decisions regarding their complaint.

It is essential that every action and decision made regarding the complaint is recorded in the complaints database from the beginning of the complaints process right through to the final resolution.

### Assess

The Senior Governance Officer will coordinate the collection of sufficient information about a complaint so that an initial assessment of the matter may be made. This may include consultation with the CEO and relevant Director or other employees unless there is a specific reason why such consultation cannot occur (such as when the complaint may involve those people). The initial assessment will help to determine if the

complaint should be investigated. An initial assessment of each complaint is to be completed within 3 business days from receipt of the complaint.

Complaints will be assessed to determine any Human Rights implications and to determine if the matter is a Public Interest Disclosure.

Information obtained at this stage should include:

- the basis of the complaint (why does the individual believe Council have taken the wrong action or made the wrong decision)
- the specifics of the complaint (who, what, when);
- the complainant's desired outcome;
- any other information that may assist in determining an appropriate response.

Consideration should always be given to contacting the Complainant, preferably by telephone, to seek further clarity about the particulars of their complaint and their desired outcome.

Matters involving suspected official misconduct should be referred immediately to the CEO without any further action being taken.

Generally, every complaint will be investigated following the initial assessment, unless it comes within one of the following categories:

**Trivial, Vexatious or Frivolous** – The complaint lacks substance or credibility, is not made in good faith, or is unreasonable in nature. The complaint may have been made on insufficient grounds with the aim of causing annoyance or harm to the subject of the complaint.

**Indecent, Disrespectful or Vulgar** – The complaint is made using rude or intemperate language or the complainant is physically harassing or stalking a Council officer. These complaints may not be responded to or may be returned.

**Matter previously dealt with** – The complaint has already been the subject of an investigation and final review and the complainant attempts to reopen it by raising the same issue or issues of substantially similar nature such that a further investigation would be unnecessary, unjustifiable or an inappropriate use of resources.

**Lapsed, irrelevant or obsolete matter** – The complaint is made 12 months or more after the matter arose, the matter is no longer relevant due to the passage of time, investigating the complaint would be an inappropriate use of resources.

**Insufficient information from anonymous complaint** – The complaint has been made anonymously and there is insufficient information to investigate.

**Lack of cooperation from complainant** – The complaint is of a complex nature and the complainant refuses to put the matter in writing or provide relevant information for an investigation. The complainant in some way inhibits the investigation e.g. fails to provide information within a reasonable time period or refuses to give the necessary access to a property.

**Complaint referred elsewhere** – The complainant is pursuing the complaint through an alternative review process or it has already been reviewed through an alternative review process, e.g. through the Queensland Civil and Administrative Tribunal (QCAT) or the Ombudsman's office.

**Complaint made prematurely** – The complaint is a request for a review of an administrative action which is subject to legislative or adopted policy timeframes or is subject to an agreed service level framework and the



legislative or adopted policy timeframes have not expired or all actions within the agreed service level framework have not been exhausted.

***Complaint falls outside of Council jurisdiction*** – The complaint should have been lodged with a different organisation or Council.

***Complaint is about legislated fees*** – The complaint related to an amount of a charge or rate set by legislation or by resolution of Council.

Where the CEO and/or Directors decide that a complaint will not be investigated, the reasons for this decision should be documented and communicated to the complainant (except in the case of anonymous complaints). Refer also to the guideline dealing with unreasonable complainant conduct (Appendix B to the Complaints Management Policy).

## Respond and Resolve

Depending on the scope and scale of complaint matters, all complaints should be handled in a timely manner within the resources available to Council and in order of priority by applying a risk-based approach. All actions taken during this stage of complaint resolution should be documented in the complaints management system. Officer should make file notes to document conversations with involved persons and should ensure that relevant documents are retained and attached to the complaint.

The information gained during the resolution process should be used to determine an appropriate response by Council to a complaint and the Complainant should be advised accordingly. Appropriate responses include but are not limited to:

### No Action

Council may decide to take no action if the issue has been resolved or the situation complained about no longer exists. For example, a person might make a complaint that Council overcharged them on their dog registration but the error had been identified and fixed and they make the complaint before they received the notification of error. In that case it is a valid complaint (that they were overcharged) but no further action is necessary.

In some instances, it may be determined (following a thorough assessment) that an administrative action complaint should not be acted upon or action discontinued if:

- the circumstances clearly show that a complaint is made frivolously, without grounds, lacking in substance or with the intent to harass;
- the complainant seeks to revisit a previously concluded complaint when no new evidence or material is provided;
- the complainant displays aggressive or abusive behaviour, or threatens or uses physical violence against themselves, a Council employee or property.

In certain situations it may be clear that despite the dissatisfaction expressed by the Complainant, the issue complained about is the result of a routine Council process and the Complainant has not identified any departure from Council policies, procedures or relevant legislation. For example, a person may complain about their rates being too high but in the absence of any indication that a mistake has been made, no further action is required, other than possibly an explanation as to how rates are calculated. Council may even develop a standard response in such cases however, caution should be exercised and each complaint should be assessed appropriately in the first instance.

### Management Action

If there is sufficient information, Council may respond to a complaint by changing a decision, providing a service or information, correcting a record, waiving a penalty or taking any other action within its power to take in order to resolve the complaint.

For example, a person may complain that despite several requests, their address has not been changed in Council records. A check reveals that a technical error has occurred and once corrected, the Complainant's details are changed successfully. In this case the complaint is valid but the situation can be rectified immediately.

### Investigation

If there is insufficient information, the matter is complex/serious or there is no agreement on the circumstance, then Council may have the complaint investigated. This may be done internally or when a complaint is more complex, serious or sensitive, then Council may choose to employ the services of an external investigator. The level of investigation should be consistent with the seriousness and impact of the complaint. Council officers dealing with complaints must ensure that they act within their power and understand their role. They must act impartially and make their decisions strictly on the facts and relying on corroborating evidence wherever possible.

Investigations will be conducted in a fair, objective and timely manner in accordance with the principles of natural justice (see further details below) and procedural fairness.

The following process will be used for investigations:

- gather and analyse information;
- formulate decisions and recommendations;
- write a report detailing the above;
- submit to an authorised officer for approval.

Investigations can consider oral evidence (from the complainant and relevant witnesses), documentary evidence, technical/professional advice, site inspections, equipment or any other necessary source of relevant information.

The outcome of the investigation will determine an appropriate response from one of the other response categories in this section.

If during an investigation it becomes clear that the complaint is not an administrative action complaint or is another complaint type, the investigation should be immediately discontinued and the complaint referred or otherwise dealt with appropriately.

### Mediation/conflict resolution

In situations where a relationship between a Council or an officer and the complainant has broken down then Council may wish to enter into mediation or a conflict resolution process.

Once approved by an authorised Council officer, the appropriate resolution to the complaint should be implemented. In some cases, it may be necessary or prudent to discuss the chosen course of action with the complainant before implementing it.

### Principles of Natural Justice

The principles which apply to complaints investigation are:

- a person whose rights, interests or legitimate expectations could be affected by a decision should be given a right to a hearing on any adverse material which is credible, relevant and significant and given reasonable notice to respond;
- a person is entitled to an impartial hearing, i.e. absence of bias by the decision-maker;
- all credible, relevant and disputed issues must be properly examined;
- evidence must support the decision.

Natural justice does not require the source of confidential information to be disclosed. A copy of the material with the confidential information blacked out may be provided or it may be sufficient to provide a summary of the effect of the material.

### Communicate with the Complainant

The Manager or Supervisor responsible for dealing with the complaint should regularly update the Complainant. In some cases, it may be appropriate for the Senior Governance Officer to provide these updates. Such updates can be by phone, letter or email as appropriate and should be documented in the customer request system.

At the end of the process, the Complainant should be advised in writing of:

- the process followed by Council to respond to the complaint;
- the outcome and the reasons for it;
- their options to have the matter reviewed (see section 6 below) or refer it to an external agency (e.g. the Queensland Ombudsman's Office) if they do not agree with the outcome.

### Reasons for decision

As outlined above, the complainant should be advised of the outcome of the complaint management process and the reasons that decision was made. A statement of reasons:

- expresses the basis for the decision;
- provides transparency;
- allows the affected person to understand the factors taken into account by the decision maker; and
- enables affected persons to identify relevant grounds of appeal if they decide to exercise their review rights.

### Advising complainant of possible remedies and redress

In cases where a complaint has been upheld, the complainant should be advised of any remedy or redress, the timeframe in which it will be provided, whether the investigation has led to a policy or process change and the details of the change and timeframe for implementation.

The appropriate form of redress that is fair to both the complainant and Council must be considered. Similar remedies should be offered to all persons in a similar situation. Examples include:

- admission/acknowledgement of fault;
- apology issued;
- change of decision;
- change of policy, procedures or practice;
- change of law;
- refund, remission of penalty, reimbursement or waiver of a debt;
- correction of misleading or incorrect records;
- explanation of how the problem occurred and action to be taken to prevent it recurring;
- repair or rework;
- technical assistance;
- officer training/discipline.

### Review Process

If the Complainant is dissatisfied with the outcome of the complaint process or the process itself, they can request a review by the CEO or his/her delegate (except where the CEO is subject of the complaint or otherwise has a conflict of interest in which case the Director Corporate and Community Services will be responsible for the review).

The decision to conduct a review, the resources to be applied and whether a review will be conducted internally or externally will be at the discretion of the CEO.

The Complainant should be advised of the outcome of the review in similar format to Section 5. In the event that the CEO is the original decision maker and a review has been requested, a determination will be made at the CEO's discretion for:

- the matter to be referred to an external independent assessor; or
- the complainant to be advised to seek advice from the Queensland Ombudsman.

## Report

A complaint should be formally finalised and closed at the end of the process. Council will then report on administrative action complaints to allow any trends or systematic issues to be identified that may inform improvements to Council services.

The Senior Governance Officer will report the following to Council on a quarterly basis:

- number of administrative action complaints received;
- number of administrative action complaints resolved;
- number of administrative action complaints remaining unresolved from the previous financial year.

In accordance with requirements of the *Local Government Act 2009*, Council will also include information about administrative action complaints in each Annual Report.

## Evaluation and Review

Council's Executive Leadership Team will conduct regular reviews to consider the effectiveness of the Complaints Management System and the Complaints Policy and this associated procedure.

The review will consider the following aspects:

- *Accessibility* – whether the administrative action complaints process is readily available to members of the community and is user-friendly;
- *Trends* – whether any complaint trends have been identified and if so, proposed action;
- *Effectiveness* – whether timelines for responding to complaints have been met and if not, remedial action proposed;
- *Fit for purpose* – is Council's complaints management system fit for purpose.

## Related Documents

Reference Number	Document Title
GOV-POL-0017	Complaints Management Policy

## Document History and Version Control

Title of Document	Administrative Action Complaints Management Procedure
Document Reference Number	GOV-PRO-0002 Rev 2
Document Owner	Chief Executive Officer
Section	GOV - Corporate Governance
Review Schedule	24 months

## Purpose

The purpose of this guideline is to assist employees to act fairly, consistently, honestly and appropriately when responding to unreasonable complaint conduct.

## Objectives

The objectives of this guideline are to:

- ensure equity and fairness for all complainants;
- improve resource allocation and efficiency;
- protect staff health and safety.

## Management of Unreasonable Conduct

Council's Chief Executive Officer has the authority to make a decision in relation to access to Council services in cases where a complainant's conduct is deemed to be unreasonable.

The Chief Executive Officer may choose to:

- take no further action on the complaint; or
- decline to acknowledge or act on any future complaints of the same type and/or nature from the same complainant; or
- review the level of service provided to the complainant (applying a risk-based approach).

Further, Council's Chief Executive Officer may choose to manage unreasonable complainant conduct by limiting or changing the way that a complainant/customer can interact with employees and/or access Council services including:

- limiting contact persons – appointing a point of contact in Council for the complainant;
- limiting subject matter – limiting the subject matter of communications that will be responded to under the complaint;
- limiting contact times – limiting a complainant/customer's contact to a particular time of day, length of time and/or frequency;
- limiting contact channels – limiting or modifying the forms of contact that the complainant/customer can have with Council including face to face interviews, telephone and written communications, prohibiting access to Council's premises and making contact through a designated point of contact.

Each case will be assessed by considering all relevant factors associated with a complainant/customer's interactions, including their prior conduct and history with Council.

Council will maintain a register of complainants/customers that have been assessed and managed under this process. A review of this register will be undertaken as required or following a request from employees arising from further incidents involving the complainant.

The CEO has the authorisation to:

- remove the restrictions on complainants/customers;
- modify the restriction on complainants/customers;
- reduce service levels to the complainant by applying a risk-based approach.

The CEO can delegate their power and authority under this policy and guideline to a Director.

## Right of Appeal

A complainant/customer is entitled to appeal a decision to change/restrict access to Council Services by lodging an Administrative Action Complaint with Council.

## Definitions and Abbreviations

**Unreasonable complainant/customer conduct (UCC)** is any conduct by a complainant/customer which, because of its nature or frequency raises health, safety or equity issues for the Council or has a disproportionate and unreasonable impact on Council officers, services, time and/or resources.

Unreasonable complainant/customer conduct is divided into five (5) categories:

- *Unreasonable persistence* – continued, incessant or unrelenting conduct by a complainant/customer. Excessive repeated complaints about the same and/or substantially similar matters;
- *Unreasonable demands* – demands (expressed or implied) that are made by a complainant/customer that have a disproportionate and unreasonable impact on Councillors, employees, services, time and/or resources;
- *Unreasonable lack of cooperation* – an unwillingness and/or inability by a complainant/customer to cooperate with Councillors, employees and/or Council's customer service processes;
- *Unreasonable complaints* – any complaints that are not based on reason or logic, incomprehensible, false or inflammatory or trivial or vexatious;
- *Unreasonable behaviours* – conduct that comprises the health, safety and security of Councillors and/or employees including physical or verbal abuse, threats or harm directed towards them.

## References

Queensland Ombudsman's "Managing Unreasonable Complainant Conduct" Practice Manual 2<sup>nd</sup> Edition.

## Document History and Version Control

<b>Title of Document</b>	Guideline for Managing Unreasonable Complainant Customer Conduct
<b>Document Reference Number</b>	GOV-GDE-0002 Rev 1
<b>Document Owner</b>	Senior Governance Officer(10009)
<b>Section</b>	GOV - Corporate Governance
<b>Review Schedule</b>	24 months



## Purpose

This procedure outlines the process by which Council receives, manages and responds to Competitive Neutrality Complaints, including early resolution of competitive neutrality matters before they become formal complaints.

## Introduction

What does competitive neutrality mean in the Local Government context?

Competitive neutrality is the principle that a public sector business or agency undertaking a significant business activity should not have a competitive advantage (or disadvantage) over the private sector solely due to its government ownership. Public sector businesses should compete with private sector businesses on an equal (competitively neutral) basis.

Some examples of competitive advantage may include financial advantages, procedural advantages or regulatory advantages.

Examples of a financial advantage—

A business entity conducting a significant business activity has a financial advantage if the business entity—

- is exempt from paying a local government tax a private sector business must pay; or
- is charged a different government tax from the government tax a private sector business is charged; or
- is charged a lower rate of interest on a bank loan because the State guarantees the loan.

Examples of a procedural advantage—

A business entity conducting a significant business activity has a procedural advantage if the business entity—

- does not have to supply the same amount of information under a government approval process as a private sector business; or
- can access more information for a government approval process than a private sector business can access.

Example of a regulatory advantage—

A business entity conducting a significant business activity has a regulatory advantage if the business entity is exempt (completely or partly) from a government approval process a private sector business must follow.

Any advantage, or disadvantage that the local government business may experience, simply as a result of government ownership, must be neutralized. This is called “competitive neutrality”

The Code of Competitive Conduct specifies how local government can apply the competitive neutrality principle and is contained in Part 2, Division 5 of the Local Government Regulation.

The competitive neutrality principle applies to significant business activities.

In Queensland, the thresholds used to identify a significant business activity in a local government are:

- If the business activity is the provision of combined water and sewerage services the threshold is 10,000 or more premises being connected to the service (as at 30 June each financial year)
- For any other business type, the threshold is **expenditure** of at least \$9.7m for the financial year ending immediately before the current financial year.<sup>1</sup>

Council is also required to apply the code of competitive conduct to:

- a) A building certification activity; and

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<sup>1</sup> Division 2 Section 19 *Local Government Regulation 2012*

- b) A roads activity, other than a roads activity for which business is conducted only through a sole supplier arrangement.<sup>2</sup>

Each financial year, Council is required to identify all business activities which are prescribed under legislation and decide, by resolution, whether or not to apply the competitive code of conduct to those business activities.

The current prescribed expenditure threshold for prescribed business activities is \$340,000. Expenditure includes operational costs, administrative and overhead costs, costs of resources and depreciation.<sup>3</sup>

### What is a Competitive Neutrality Complaint?

A competitive neutrality complaint is a complaint that –

- c) relates to the failure of a local government to conduct a business activity in accordance with the competitive neutrality principle; and
- d) is made by an affected person.

An affected person is:

- a) A person who competes with the local government in relation to the business activity and claims to be adversely affected by a competitive advantage that the person alleges is enjoyed by the local government; or
- b) A person who wants to compete with the local government in relation to the business activity and claims to be hindered from doing so by a competitive advantage that the person alleges is enjoyed by the local government.

In accordance with section 48(5) of the *Local Government Act 2009*, Council does not have to resolve a competitive neutrality complaint relating to a business activity prescribed under a regulation.

## Procedure

There are four steps involved with the management of Competitive Neutrality Complaints:

1. Early resolution
2. Refer
3. Provide information to competition authority (upon receipt of request for information)
4. Receive Recommendations

### Early Resolution

Where possible and appropriate, Council will strive for the early resolution of competitive neutrality issues through discussion and the provision of relevant information.

### Refer

If a competitive neutrality complaint cannot be resolved through early resolution discussions, it must be referred to the Queensland Competition Authority.

### Provide Information

Upon receipt of a request for information from the Queensland Competition Authority, Council will provide the relevant information to the authority.

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<sup>2</sup> Section 47(3) of the *Local Government Act 2009*

<sup>3</sup> Section 39 of the *Local Government Regulation 2012*



## Receive Recommendations

The competition authority will provide a report to Council with recommendations following the completion of their investigation. Council must decide, by resolution, whether to implement the recommendations in the report. Council must also document the reasons for their decision. This resolution must be made within one month after the competition authority gives the report to Council.

A copy of Council's resolution must be provided to the complainant, the competition authority and if a corporatized business entity is conducting the business activity – the corporatized business entity.

## References

Sources	Description
<a href="#">Handbook for making a competitive neutrality complaint.</a>	Queensland Competition Authority document.

## Related Documents

Reference Number	Document Title
GOV-POL-0017	Complaints Management Policy

## Document History and Version Control

<b>Title of Document</b>	Competitive Neutrality Complaints Procedure
<b>Document Reference Number</b>	GOV-PRO-0005 Rev 0
<b>Document Owner</b>	Senior Governance Officer(10009)
<b>Section</b>	GOV - Corporate Governance
<b>Review Schedule</b>	36 months

### 6.4.3. GOVERNANCE

#### Tender Recommendation - TBSC/21/021 - Purchase and Removal of House (62 Twelfth Avenue, Home Hill)

**File Reference:**

**Report Author:** Tamara Bateman, Governance and Property Officer

**Authoriser:** Nick O'Connor, Director Corporate and Community Services

**Meeting Date:** 9 August 2022

**Link to Corporate/Operational Plan:**

Burdekin Shire Council Corporate Plan 2022-2027

3.4.2: Review land supply and uses to meet community and business needs.

Burdekin Shire Council Operational Plan 2021-2022

CG5 Manage Council's Property portfolio (including the Ayr Aerodrome) in accordance with legislation with the timely reporting of matters to Council for approval.

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#### Executive Summary

The *Local Government Regulation 2012 (Qld)* requires a Local Government to invite written tenders for a non-current asset or offer a non-current asset for sale by auction, before entering into a valuable non-current asset contract.

On 21 June 2022, Council invited written tenders for the purchase and removal of the 62 Twelfth Avenue, Home Hill dwelling.

#### Recommendation

That Council accepts Mr. Ian Granshaw's tender to purchase the 62 Twelfth Avenue, Home Hill dwelling for \$1.10 (including GST) with removal of the dwelling to be completed by 30 March 2023.

#### Background

In February 2021, there were informal discussions between Council officers and Burdekin Netball Association Inc. ('Burdekin Netball') regarding the concept of installing a caretaker in the 62 Twelfth Avenue, Home Hill dwelling.

Council officers sought advice from the Department of Resources whereby it was confirmed on 7 April 2021 that the primary purpose of the reserve is "Local Government" and Council could use the area for anything relating to local government business.

Burdekin Netball wrote to Council on 6 May 2021 requesting to install a caretaker in the 62 Twelfth Avenue, Home Hill dwelling to undertake mowing and general maintenance at Burdekin Netball's adjoining leased property.

Council officers undertook extensive consultation with Burdekin Netball following Burdekin Netball's original request.

On 11 August 2021, Burdekin Netball representatives inspected the dwelling and were given preliminary advices regarding the costs associated with assuming responsibility of the 62 Twelfth Avenue, Home Hill dwelling, including advice from a condition assessment undertaken by Council's building department which revealed that the dwelling required \$20,000 to \$30,000 (approximately) to bring the dwelling up to an acceptable standard.

At Burdekin Netball's 20 September 2021 meeting, the majority voted in favour of taking the 62 Twelfth Avenue, Home Hill land only.

At Council's 9 November 2021 Ordinary Meeting, Council adopted the following resolution:

*That Council:*

- 1. Agree to inviting written tenders for the purchase and removal of the 62 Twelfth Avenue, Home Hill dwelling pursuant to section 227(1) of the Local Government Regulation 2012; and*
- 2. Agree to applying for Ministerial Consent from the Department of Resources to enter into a trustee lease with Burdekin Netball Association Inc. over the land at 62 Twelfth Avenue, Home Hill (described as Lot 3 on Crown Plan H61675).*

In actioning part 1 of Council's 9 November 2021 Resolution, tender documents were prepared and advertised on Vendor Panel and Council's website on Tuesday, 21 June 2022, in the Burdekin Local News paper each Thursday between 23 June 2022 and 21 July 2022 and in the Townsville Bulletin each Friday between 24 June 2022 and 22 July 2022. The original tender closure date was extended to Friday, 22 July 2022.

Council received one (1) submission from Mr. Ian Granshaw offering an amount of \$1.10 (including GST) to purchase the dwelling and then assuming all responsibilities and costs involved in the removal and relocation of the dwelling and restoration of the 62 Twelfth Avenue, Home Hill site. Mr. Ian Granshaw submitted an expected completion date of 30 March 2023.

#### **Consultation**

Not Applicable.

#### **Budget & Resource Implications**

All costs associated with the removal of dwelling, relocation of dwelling and restoration of 62 Twelfth Avenue, Home Hill site are to be borne by the successful tenderer.

#### **Legal Authority & Implications**

The tender process has been followed in accordance with the *Local Government Act 2009 (Qld)* and the *Local Government Regulation 2021 (Qld)*.

#### **Policy Implications**

Not Applicable.

#### **Risk Implications (Strategic, Operational, Project Risks)**

Not Applicable.

#### **Attachments**

None

#### **6.4.4. GOVERNANCE**

##### **Freehold Lease - Part of Lot 106 on Registered Plan 898777 - Ayr Aerodrome - Paul Anthony Walsh**

**File Reference:** 173

**Report Author:** Tamara Bateman, Governance and Property Officer

**Authoriser:** Nick O'Connor, Director Corporate and Community Services

**Meeting Date:** 9 August 2022

#### **Link to Corporate/Operational Plan:**

Burdekin Shire Council Corporate Plan 2022-2027

3.4.2: Review land supply and uses to meet community and business needs.

Burdekin Shire Council Operational Plan 2021-2022

CG5 Manage Council's Property portfolio (including the Ayr Aerodrome) in accordance with legislation with the timely reporting of matters to Council for approval.

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#### **Executive Summary**

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

Lessor: Burdekin Shire Council  
Lessee: Paul Anthony Walsh  
Leased Area: Lease 'M' in Part of Lot 106 on Registered Plan 898777  
Term: 5 years plus 1 x 5 year Option  
Expiry: 30 June 2027

#### **Recommendation**

That Council agree to enter into a Freehold Lease with Mr. Paul Anthony Walsh over part of Lot 106 on Registered Plan 898777 shown on attachment 1 as Lease 'M', for an initial five (5) year term with a five (5) year Option.

#### **Background**

Paul Anthony Walsh and Brad Ian Pfeiffer as joint tenants, have been the registered lessees of part of Lot 106 on Registered Plan 898777 shown as Lease 'M' since 1 September 2017.

The original lease expiring on 30 June 2022 included a 5 year option expiring on 30 June 2027, however, Mr. Walsh advised that he purchased Mr. Pfeiffer's share of the hangar. In seeking Mr. Walsh's intention to continue the arrangement in his sole name, it was proposed that a fresh lease be prepared rather than exercising the option period and arranging an amendment to the lease to remove Mr. Pfeiffer.

On 27 July 2022, Mr. Walsh confirmed his intention to enter into a new Freehold Lease with Council for an initial term of five (5) years plus a five (5) year Option in Mr. Walsh's sole name.

On 28 July 2022, Mr. Pfeiffer confirmed that he sold his share of the hangar to Mr. Walsh and Mr. Pfeiffer no longer owned an aircraft or had a use for the hangar.

**Consultation**

Department of Resources.

**Budget & Resource Implications**

Staff resources will be utilised to prepare the lease documentation. The Lessee will bear all costs associated with obtaining a registrable survey plan and registering the new survey plan and Freehold Lease with Department of Resources.

**Legal Authority & Implications**

Not Applicable.

**Policy Implications**

Not Applicable.

**Risk Implications (Strategic, Operational, Project Risks)**

Not Applicable.

**Attachments**

1. Plan showing Lease 'M'

Peg placed at stations 1, 3 & 4.

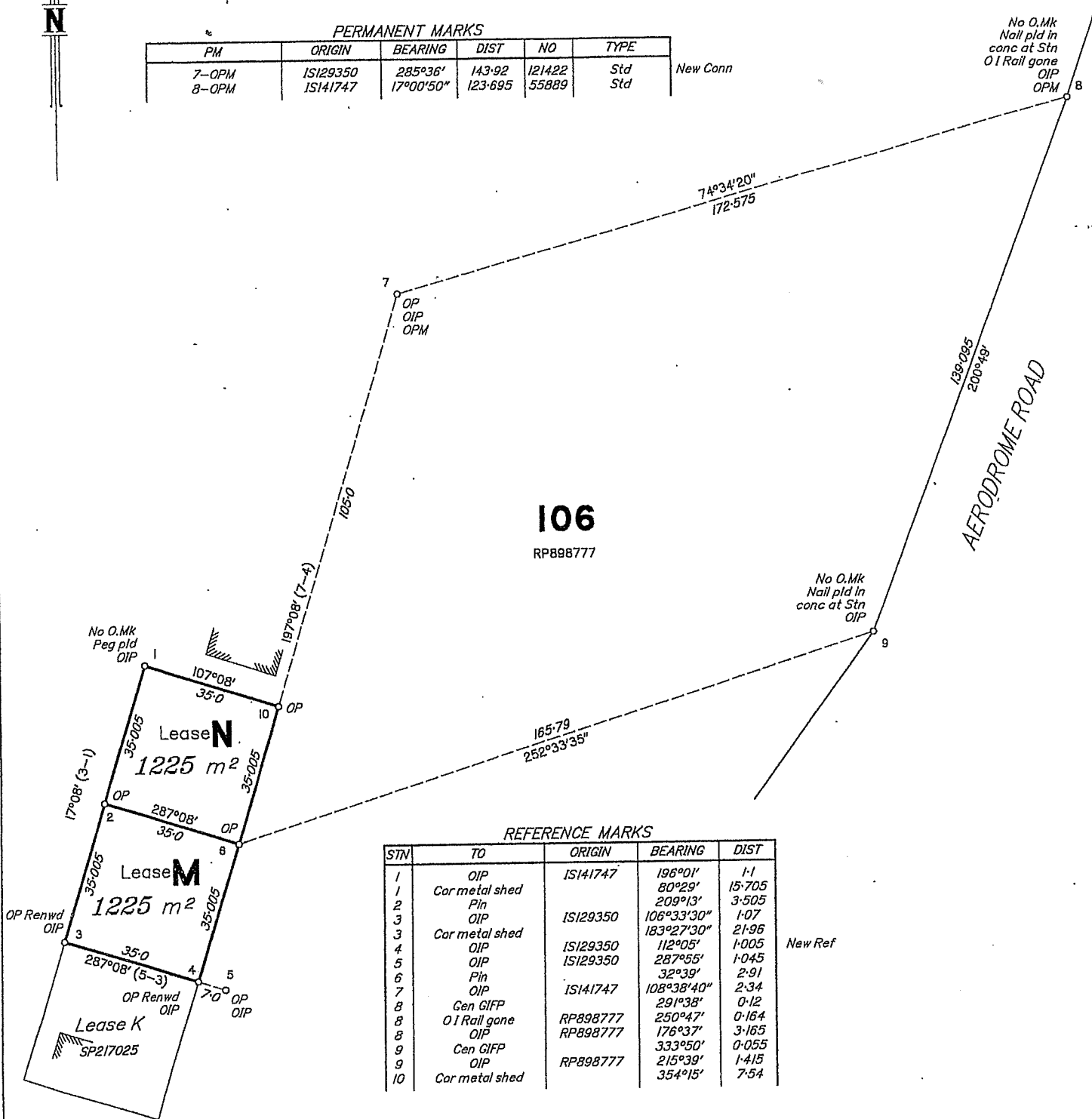
Nail placed in concrete at stations 8 & 9.

PERMANENT MARKS

PM	ORIGIN	BEARING	DIST	NO	TYPE
7-OPM	IS129350	285°36'	143.92	121422	Std
8-OPM	IS141747	17°00'50"	123.695	55889	Std

New Conn

No O.Mk  
Nail pld in  
conc at Stn  
O I Rail gone  
OIP  
OPM

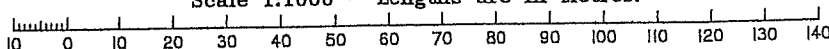


REFERENCE MARKS

STN	TO	ORIGIN	BEARING	DIST
1	OIP	IS141747	196°01'	1.1
1	Cor metal shed		80°29'	15.705
2	Pin		209°13'	3.505
3	OIP	IS129350	106°33'30"	1.07
3	Cor metal shed		183°27'30"	21.96
4	OIP	IS129350	112°05'	1.005
5	OIP	IS129350	287°55'	1.045
6	Pin		32°39'	2.91
7	OIP	IS141747	108°38'40"	2.34
8	Gen GIFF		291°38'	0.12
8	O I Rail gone	RP898777	250°47'	0.164
8	OIP	RP898777	176°37'	3.165
9	Gen GIFF		333°50'	0.055
9	OIP	RP898777	215°39'	1.415
10	Cor metal shed		354°15'	7.54

New Ref

Scale 1:1000 - Lengths are in Metres.



Cleve McGuane Surveys Pty Ltd (ACN 111 589 694) hereby certify that the land comprised in this plan was surveyed by the corporation, by Cleve Patrick McGuane, cadastral surveyor for whose work the corporation accepts responsibility, and that the plan is accurate, that the said survey was performed in accordance with the Survey and Mapping Infrastructure Act 2003 and Surveyors Act 2003 and associated Regulations and Standards and that the said survey was completed on 9/02/11.

*C.P. McGuane*  
Director

Date 15/02/11

Plan of

**Leases M & N**

in Lot 106 on RP898777

PARISH: **JARVISFIELD**

COUNTY: **Gladstone**

Meridian: **RP898777**

F/N's: **No**

Scale: **1:1000**

Format: **STANDARD**



**SP238861**

Plan Status:

## 6.4.5. GOVERNANCE

### Operational Plan Q4 Report

**File Reference:** 419

**Report Author:** Rebecca Stockdale, Senior Governance Officer

**Authoriser:** Nick O'Connor, Director Corporate and Community Services

**Meeting Date:** 9 August 2022

#### Link to Corporate/Operational Plan:

Burdekin Shire Council Corporate Plan 2022-2027

5.2.1: Demonstrate open and transparent leadership.

5.2.2: Responsibly manage Council's financial position to ensure sustainability.

5.2.3: Implement effective governance frameworks.

5.2.4: Undertake regulatory responsibilities in accordance with legislative obligations.

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#### Executive Summary

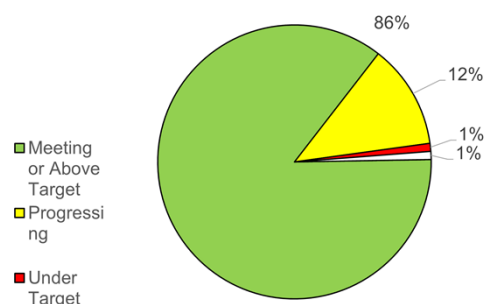
Council's Annual Operational Plan sets out the activities and performance measures that have been agreed upon to achieve the objectives of the Corporate Plan. The CEO is required to provide Council with a progress report every three months on the achievement of the Operational Plan activities. The Operational Plan Q4 Report provides an overview of the achievements within each operational area of Council. As with previous operational plan reports, a traffic light system has been applied to provide an "at a glance" view of the status of each agreed activity. Overall, Council has performed well with a high percentage (86%) of activities considered to be "at or above" the agreed target. A further 12% of activities are considered to be "progressing" with only 1% of activities considered to be inactive and 1% under target. Covid-19 has had some impact on Council's staffing levels throughout this quarter and there has been some staff vacancies within a few operational areas. This has had an impact on the number of activities considered to be "progressing" and has prevented activities from being completed according to the agreed targets.

#### Recommendation

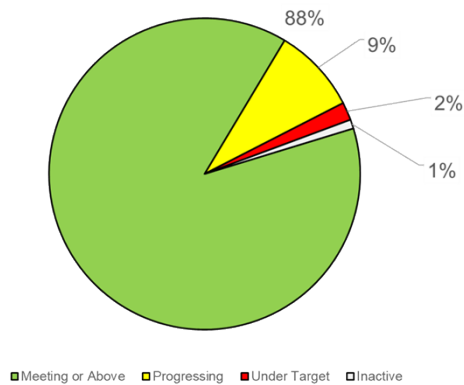
That Council adopts the Operational Plan Q4 Report 2021/2022 as attached to this report.

#### Background

Council's annual operational plan was adopted in June 2021 and included 211 agreed activities. The quarterly report provides commentary on each of the agreed activities, along with a traffic light score to indicate if the activity is meeting the agreed targets and measures. The below pie chart indicates the overall performance at the end of the Q4 period.



The pie chart below indicates the position at the same time last financial year.



### Consultation

The Operational Plan Q4 Report was developed in consultation with key council officers throughout Council. Comments and scores have been reviewed and approved by the Executive Leadership Group. The draft report was discussed with Council at a workshop on 2 August 2022.

### Budget & Resource Implications

Nil. All operational plan activities must be delivered in accordance with the agreed budget. There are no additional resource implications associated with the adoption of the Q4 report.

### Legal Authority & Implications

#### Local Government Regulation 2012

#### Section 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

There are no policy implications associated with the adoption of the Q4 report.

### Risk Implications (Strategic, Operational, Project Risks)

Operational Plan reporting mitigates against the risks of non-compliance with legislation and poor transparency and accountability. The reporting process aims to ensure that the information provided to Council is accurate and timely.

### Attachments

1. Q4 Report Operational Plan 2021\_2022

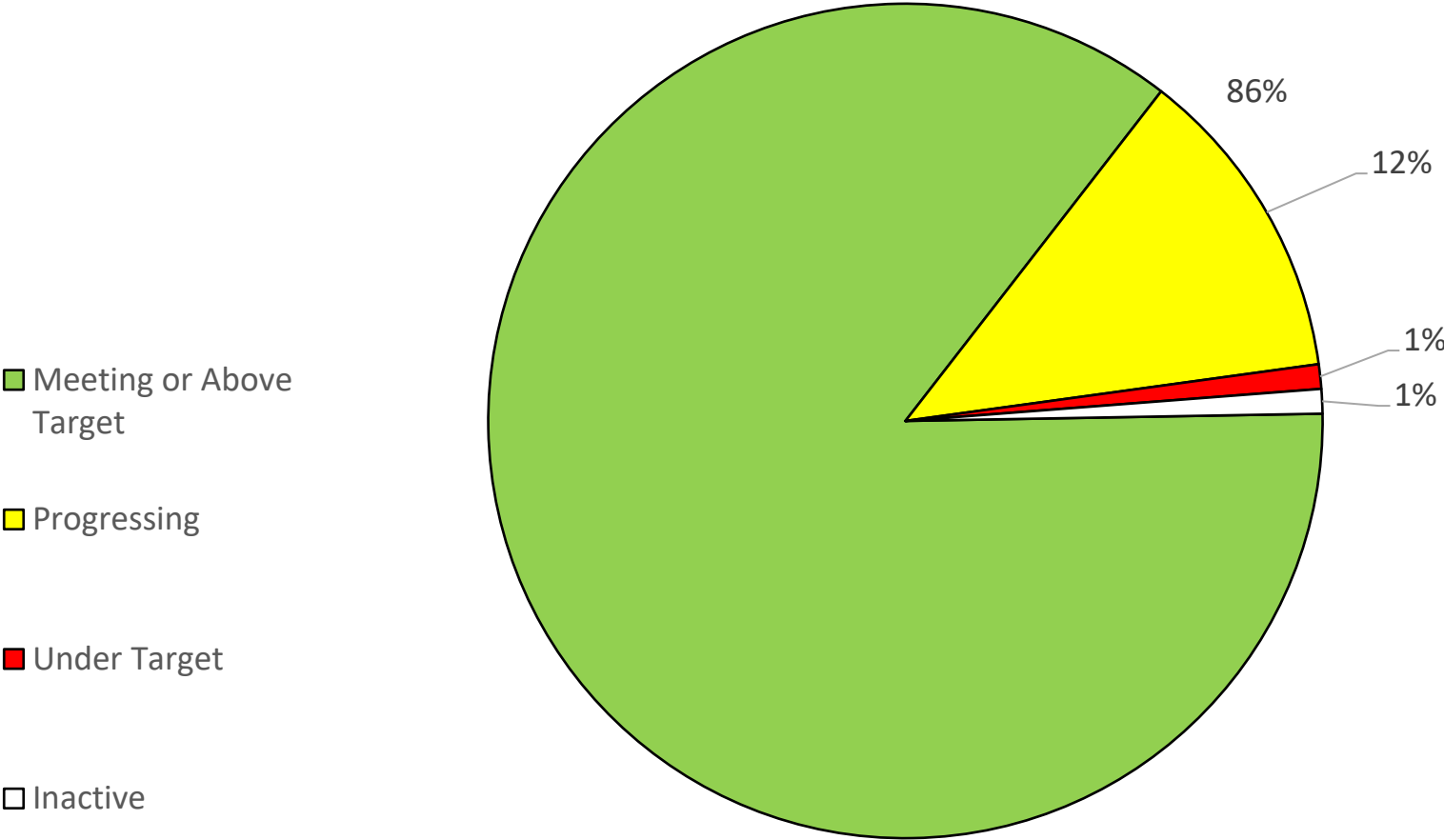


# Operational Plan Q4 Report




2021/2022







Traffic Light Score Card Q1 21/22







### Executive Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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 ELT meetings were held during the last quarter and throughout the year. They are generally on a fortnightly basis, whilst the SLG meets monthly. Coordination of activities is undertaken via a range of processes, including management meetings, project teams meetings, specific working groups and monthly PCG meetings monitoring delivery of the capital program. Covid19 related workforce matters were coordinated through an internal committee, which has not been as active this quarter.	
EXC2	<i>Initiate improvements to organisational culture through implementation of Action Plan to support adopted values.</i>	5.4.1. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council	Develop strategies to support key identified actions.  Commence implementation of Action Plan elements.	31 December 2021.  30 June 2022.	The staff working group established for this project has progressed the first area of focus from the Action Plan, which is employee well being. Initiatives included various activities during Safe Work month in October 2021, appointment of a new EAP provider and an employee Fitness Passport proposal, which is now proceeding.	
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	Provide regular updates to Audit Committee on risk management activities.  Review and update Council's Operational and Strategic Risk Registers.  Deliver ERM refresher training via online learning to all staff annually.  Carry out Business Continuity Plan testing of selected area of operations.	Provision of updates at least twice per year.  Annual review of all Risk Registers completed by 31 March 2022  Training provided by 31 December 2021.  Testing carried out by 31 December 2021.	A detailed risk management update was provided to the Audit Committee at its meeting on 4 May 2022. Regular updates were provided throughout the year to the committee. The annual review of strategic & operational risk registers has been completed using the RelianSys software module.  ERM Refresher training was delivered in conjunction with annual risk register reviews during the roll-out of the new risk management software, RelianSys.  BCP testing was delayed due to competing priorities. None of Council's BCP subplans have been formally activated this year.	







Operational Plan Burdekin Shire Council  
2021/2022




EXC4	<i>Complete negotiations for 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	Negotiations finalised for new Certified Agreement and its approval by the QIRC.	Agreement certified by 31 December 2021.	Negotiations for a new certified agreement were finalised in the first quarter and the new agreement was certified by the QIRC on 5/11/21 for a 3 year term. The provisions have come into effect including a wage increase in year one of the term of 1.5% or \$20 per week.	
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 2021.	Council representatives attended various meetings of NQROC and sub-committees over the last quarter and throughout the year. Service level agreement executed with TEL for 2021/22 financial year reflecting relevant strategic priorities from the Corporate Plan and update on progress received. Discussions commenced for new SLA for 2022/23.	
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 education and training activities undertaken as required.	30 June 2022.	Limited opportunities available during the quarter, Mayor & Deputy Mayor attended the Civic Leaders Summit. During the year councillors and senior officers attended an Elected Member Update (EMU) conducted by the LGAQ. Details of online training activities are circulated to councillors.	
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 objectives are met.  Citizenship ceremonies conducted in timely fashion to meet applicant needs.	Administrative support is being provided to a high standard to the Mayor and CEO. Covid 19 has caused some disruption to the citizenship ceremony program, with no ceremonies conducted during the last quarter and limited ceremonies during the year.	

## **Media and Communications**

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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.	43 media releases distributed	
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.	2022/2023 Budget document and relevant publications produced and distributed within prescribed timeframes.	
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.	70 unique "news items" per quarter.	138 unique posts across social media channels.	
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.	Prompt response to all relevant media enquiries including production of video news releases for television news and joint media releases for Department announcements.	






## Economic Development

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Comments	
ED1	<i>Encourage and support individuals and businesses to better participate in regional economic development initiatives.</i>	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.	Commenced mentoring sessions with 12 Burdekin businesses. Promoted Smart Hub Burdekin through local media, social media and EDM. Arranged two local businesses to feature on ABC Radio as part of Small Business Month in May.	
ED2	<i>Encourage businesses and individuals to participate in activities to promote employment and training opportunities to young people.</i>	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.	
ED3	<i>Support initiatives and facilitate programs that build capacity of individuals and local businesses to better utilise digital technology.</i>	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.	Promoted Federal Government - Digital Solutions Program which connects small businesses with expert advisors.	
ED4	<i>Promote funding opportunities available to businesses for research and development.</i>	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.	
ED5	<i>Host industry breakfasts/mentoring sessions to encourage development and expansion of existing business and to encourage start-up and small businesses.</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	Attendance numbers at industry breakfasts and mentoring sessions.	2% annual increase in attendance.	Hosted Industry Breakfast on 1 June 2022. Presentations by Haughton Pipeline Stage 2 Project and Regional Development Australia. 35 attendees.	
ED6	<i>Implement actions identified in the Burdekin Economic Development Strategy.</i>	2.4.1 Review and implement an Economic Development Strategy	Number of action items completed within agreed timeframes.	30 June 2022.	Hosted French Ambassador as part of Regional Development Australia Roadshow on 13 May. Economic Development Advisory Group meeting held on 5/5/2022. Continued to investigate initiatives and activities identified by the group that align with Council strategies. Hosted Farming in Focus Forum on 27 May to promote opportunities for sugar cane growers in the region. Supported by QSL. 80 attendees and 15 exhibitors.	

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 2.4.3 Investigate, support and facilitate the potential of bio-futures projects in the Burdekin.	When requested, pre-lodgement meetings are successfully facilitated effectively.	100% of requested pre-lodgement meetings are facilitated effectively.	Hosted meetings and provided ongoing information and support with a business expanding in the Burdekin.	
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 2.3.4 Collaborate with and lobby regional, state and federal government forums, committees or representatives while advocating for local and regional needs	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.	Coordinated Farming in Focus Forum on Friday, 27 May as part of the TEL Secure your future series. Continued to promote workshops, events and campaigns hosted by Townsville Enterprise.	
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.	Awaiting advice from Federal Government on outcome of funding application under Round 5 of the Building Betters Regions Fund. Marketing Strategy completed but not implemented at present.	





## Tourism



Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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.	Continuation of EDM Newsletter with Burdekin accommodation operators and Tourism members. Promoted Townsville Enterprise campaigns and opportunities to members. Coordinated filming of Gudjuda Tours as part of Tourism Australia campaign.	
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.	Issued business membership renewals to local and non-local businesses. Visitor Information Centre Visitor Statistics: April-June 2022: 2,769 visitors. Hosted familiarisation to Burdekin Farm Stay with volunteers. Hosted familiarisation to Groper Creek Caravan Park to celebrate National Volunteers Week. Attended Townsville Volunteers Conference with Volunteers	
TOU3	<i>Participate in Economic Development/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.	Promoted Burdekin at 2022 Townsville Caravan and Camping Expo on 13-15 May. Expo had 12,892 people through the gates over 3 days.	
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.	Advertised the Sweet Days Hot Nights Festival in the Autumn issue of Caravanning Australia which included Visit Burdekin promotion. Distributed Visit Burdekin promotional bags to local sporting events including Rugby league, Netball and Cricket Carnivals for out of town visitors.	
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 - 2.35% increase in followers. Instagram - 4.5% increase in followers. Continued to update Visit Burdekin website as required.	








Operational Plan Burdekin Shire Council  
2021/2022





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.	Facilitated Reel Action TV Fishing Show filming to produce 2 x episodes in the Burdekin. Finalised filming for Visit Burdekin tourism campaign. Burdekin promoted at Feast by the Field event held on 27 May 2022.	
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	Number of action items identified in festival strategic plan, completed within timeframes. Attendance numbers at the event. Feedback from sponsors of event.	Number of actions completed. 5% increase in level of external visitation to the event. 80% positive feedback from sponsors.	Hosted Farming in Focus Forum and Feast by the Field as associated events of the 2022 Sweet Days Hot Nights Festival. Continued planning for headline events to return in 2023. Received \$10,000 funding from TEQ for out-of-region marketing for the event.	

## Corporate Governance



Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Comments	
CG1	<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.	Council have accepted 23 administrative action complaints during the 21/22 financial year. There have been nine administrative action complaints received in the Q4 period. Of the nine administrative action complaints eight have been resolved within the quarter. Complaints are routinely assessed against the Human Rights Act and Public Interest Disclosure Act and are referred externally when appropriate.	
CG2	<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.  Training provided to all new staff.  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 complaints have been assessed against the Public Interest Disclosure criteria. No PIDs identified. All new employees have been made aware of Council's PID policy and procedure.	

CG3	<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>	<p>5.1.3. Communicate Council intent and decisions to the community using effective messaging tools</p> <p>5.2.1. Demonstrate the Council's strategic direction to government, business and the community through strong leadership and advocacy</p>	<p>Operational Standards reviewed and updated as necessary.</p> <p>New Operational Standards are identified and developed by relevant officers and approved by ELT.</p> <p>Policy and Operational Standard registers maintained accurately.</p> <p>New policies developed and adopted in response to identified need and/or changes to legislation or Australian Standards.</p>	<p>100% of Operational Standards that are due for review are reviewed, updated and endorsed within agreed timeframes.</p> <p>100% of Council Policies that are due for review, are reviewed within the agreed timeframes.</p>	<p>Of 64 total policies, 59 policies are current (92%) and within the review period. Of the five policies overdue for review, four have been reviewed by the responsible officer and are currently going through the approval process, to be finalised in the next quarter.</p> <p>Of 38 total operational standards, 29 are current (76%) and within the review period. Of the nine operational standards overdue for review, four have been reviewed by the responsible officer and are currently going through the approval process, to be finalised in the next quarter. In addition, two are currently being reviewed by the responsible officer.</p> <p>The governance team is continuing to provide assistance and follow up responsible officers on those policies and operational standards overdue for review.</p>	
CG4	<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	<p>Open provision of appropriate information.</p> <p>Number of applications processed.</p>	100% of applications processed in accordance with legislative timelines.	RTI/IP Applications received and processed: one	
CG5	<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.	<p>Lease renewals currently being processed: one</p> <p>New leases to be entered: three</p> <p>Leases being surrendered: one</p>	
CG6	<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 policy renewals for the period 1 July 2022 to 30 June 2023 have been submitted and are being processed.	
CG7	<i>Coordinate and project manage Council's external funding applications.</i>	<p>1.1.2. Prioritise infrastructure projects that will contribute to liveability and growth in the Burdekin</p> <p>1.2.5. Provide sporting, recreational, parks, playgrounds and aquatic facilities that meet the needs of our community</p> <p>5.3.2. Ensure Council's financial position is effectively managed</p>	<p>Funding opportunities identified and prioritised in a timely manner.</p> <p>High quality funding applications submitted.</p> <p>Accurate and timely acquittal of grant funds.</p>	<p>100% of applications submitted on time.</p> <p>100% of acquittals submitted accurately and on time.</p>	Eight funding applications were submitted in the quarter. Advice was received that two previous applications were successful. Five grant acquittals were submitted in the quarter in the required timeframes.	




Operational Plan Burdekin Shire Council  
2021/2022

CG8	<i>Co-ordinate RADF (Regional Arts Development Funding) Program.</i>	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 Arts and Cultural Strategy objectives.	Grant funds allocated in accordance with the agreed funding criteria.  Acquittals received and processed in a timely manner.	During the quarter, seven applications were received for Round 2 of the 2021/22 Council's RADF Program totalling \$26,872. Six applications were approved totalling \$20,582.	
CG9	<i>Administer Council's Revenue Financial Assistance Program (Interest Free Loans).</i>	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 accordance with Council Policy.  Acquittals received and processed in a timely manner.	No applications for Interest Free Loans under the Council's Revenue Financial Assistance Program were received during the quarter.	
CG10	<i>Support the Internal Audit function including the annual review of the Internal Audit Plan by the Audit Committee.</i>	5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Enter new contract for Internal Audit Services.  Three-year Internal Audit Plan developed and adopted by Audit Committee  Annual Audit Plan for 2021/2022 reviewed and endorsed by Audit Committee.  Completion of Internal Audit Program for 2021/2022.	30 July 2021.  11 August 2021.  11 August 2021.  30 June 2021.	The two audits included in annual internal audit program for the 2021/2022 financial have been completed. The Internal Audit Report for Strategic Workforce Management was presented to the Audit Committee at their May meeting and all agreed management action items were endorsed by the committee. The fieldwork for the Grant Fund Management Internal Audit was completed in June and the final report will be presented to the Audit Committee at their August Meeting. Planning is underway for the first two internal audits of the new financial year.	
CG11	<i>Monitor and review Fraud and Corruption Control Plan for legislative and regulatory changes.</i>	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	Ensure Code of Conduct Training is delivered to all new employees.  Conduct Annual Review of Council's Fraud and Corruption Risk Register.  Monitor other ongoing prevention and response activities as necessary.	100% of new employees to receive Code of Conduct training.  31 December 2021.  30 June 2022.	Code of conduct training is routinely provided to all new employees and they receive a copy of the Code of Conduct.  Council's Fraud and Corruption Risk Register was reviewed as part of the Annual Risk Register Review program.  Prevention and response activities continue to be implemented in accordance with the adopted fraud and corruption control plan.	

Operational Plan Burdekin Shire Council  
2021/2022



CG12	<i>Continue the review and update of Council's Delegations Register.</i>	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.	The transition to the use of the RelianSys to manage and administer delegations is progressing. All delegation information has been added to the governance software. Training to be provided to employees on a rolling basis as required.	
CG13	<i>Implement relevant agreed management action items identified through the Business Continuity and Disaster Recovery Planning Internal Audit.</i>	5.2.3. Build effective leadership and management capability 5.3.1. Demonstrate open and transparent leadership 5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	BCP Plan and Subplans updated and endorsed by ELT.  Internal Audit agreed management action items implemented in accordance with agreed due dates.  Reports supplied to Audit Committee.	30 June 2022.  30 June 2022.  30 June 2022.	The update of Council's BCPs is reliant on the completion of Business Impact Assessments across all critical business areas of Council. Due to competing priorities, there have been some delays in finalising the Business Impact Assessments by the agreed due dates. It is expected that the review process will be completed within the first quarter of the new financial year.	



## Customer Service Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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	<p>Customer Service Reports provided to Senior Management.</p> <p>Maintain service level of 80% of all calls answered within 20 seconds.</p> <p>Record and measure abandonment rate of calls within the centre.</p> <p>Monitor incorrect call code allocation for error rate (Non-compliant).</p>	<p>Three reports completed each quarter (12 reports annually).</p> <p>Minimum 80% Service Level.</p> <p>Abandonment rate less than 5%.</p> <p>Error rate to remain below 5%.</p>	<p>4,427 calls received for the Qtr.</p> <p>Service Level Achieved - 85%</p> <p>Abandonment Rate - 3%</p> <p>Average call rate - 15 seconds</p> <p>Error Rate - 2%</p> <p>Overall Statistics for the 2021/22 Financial Year:</p> <p>19,290 calls received for the financial year</p> <p>Service Level - 87%</p> <p>Abandonment Rate - 2.6%</p> <p>Average Call Rate - 13.7 seconds</p> <p>Error Rate - 3%</p>	
CS2	<i>Facilitate participation of the professional development and training program for Customer Service Officers.</i>	<p>5.3. Commitment to continuous improvement, customer service and accountability</p> <p>5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes</p>	<p>Ongoing support and facilitation of the Professional Development and Training Program specific to Customer Service Officers.</p> <p>Report on Professional Development and Training activities as part of the Customer Service Reports.</p>	<p>30 June 2022.</p> <p>Section for PD&amp;T included in three reports each quarter (12 reports annually).</p>	<p>67% of training completed to date (with the exception of 1 staff member still to complete all training).</p> <p>Delays with the program have been experienced due to COVID19 and low staff numbers.</p> <p>The program will recommence in September after the busy period and is due for completion for current staff by December 2022.</p>	
CS3	<i>Assist in the deployment and configuration of the new call centre software for the CSC as part of the rollout of the new telephone system.</i>	<p>1.5. Effectively employ technology</p> <p>1.5.1. Support and improve Council's business performance through information and communication technologies</p> <p>1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation</p>	Assist in the configuration of the Call Centre Software, its deployment and training for staff.	30 March 2022.	Completed Qtr. 3.	






### Information and Communication Technology





Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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 Operational Risk Register.	One meeting per quarter (Four meetings annually).  100% of action items implemented within agreed timeframes.  30 April 2022.	The ICT Steering Committee meeting for Q4 was held 20th June 2022.  Five action items were recorded for the Q3 ICT Steering Committee meeting, all of which were completed within the agreed timeframes or are on track for completion.  The ICT risks were reviewed on 26th November 2021.	
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 project work plans and successful completion of projects on time and within budget as per the schedule.	100% completion by 30 June 2022.	99% completed.  All capital projects were completed by 30 June 2022. The replacement telephone and call center system project has some non-critical accessories still on back-order due to world-wide stock shortages.  All operational projects other than the computer replacement project are completed. Of the computer replacement project, only four remain to be changed-over and should be completed before the end of the month. Delays have been experienced with supplies of new equipment.	

ICT3	<i>Provide Corporate systems software and applications that meet the current and future needs of the organisation.</i>	<p>1.5. Effectively employ technology</p> <p>1.5.1. Support and improve Council's business performance through information and communication technologies</p> <p>1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation</p>	<p>Provide support to Senior Management for the effective management and progression of the Technology One Road Map towards Technology One CIA.</p> <p>All budgetary considerations for the Transition to Technology One CIA to be in line with Council's budgetary review dates and timelines.</p> <p>ICT to be consulted in the procurement of new corporate business systems to ensure compatibility with Council's existing software platforms.</p>	<p>Provide regular updates to the SLG in regards to the Technology One Roadmap progress. Ensure timely communication is provided to keep staff up to date.</p> <p>Budget considerations to be submitted by September 2021 (RBUD1), February 2022 (RBUD2) and March 2022 (OBUD - 2022/23).</p> <p>100% of new corporate software discussed with ICT officers and if deemed appropriate by ELT, business cases to be submitted to the ICT Steering Committee for consideration.</p>	<p>Work has continued on the HR transition (BPA and timesheets) during the Q4 period. An asset consultant has been arranged to attend in July for one day to assist with the HR transition. Council purchased an additional environment (sandpit) for the CiA transition, and this becomes "live" on the 30 June 2022. Council Project Control Group developed with board meetings held every three weeks to discuss transition progress. Meeting scheduled for July 2022 with Technology One Account Manager to discuss new AMS platform and the appointment of an AMS consultant under the new ENHANCE model.</p> <p>OBUD, RBUD1, RBUD2 21/22 completed on schedule. OBUD 22/23 completed on schedule.</p> <p>Only one new software business case was considered during Q4. - Financial Statement Software. This was endorsed by the ICT Steering Committee by email vote on the 6th June 2022.</p>	
ICT4	<i>Provide quality ICT services to internal customers, including timely resolution of customer requests.</i>	<p>1.5.1. Support and improve Council's business performance through information and communication technologies</p> <p>1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation</p>	<p>Help Desk requests responded to and resolved in accordance with agreed service levels.</p> <p>ICT Corporate Software is maintained, upgraded and managed in accordance with organisational requirements and service levels.</p>	<p>95% compliance.</p> <p>95% of all software updates are in accordance with corporate guidelines and recommendations.</p>	<p>The number of new ServiceDesk requests created during Q4 were 555. Of those, ICT completed 537 within the agreed service levels for a completion rate of 97%.</p> <p>The Q4 compliance level for on-premise Windows Servers is 98%.</p>	



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.  Successful rollout of a new Telephone System and call center for all of Council's operations within timeframes and within budget.	30 June 2022.  30 March 2022.	All related Operational and Capital Projects were delivered within budget and on schedule.  Telstra TIPT and Genesys Cloud were selected for the new Telephone system and Call Centre system. Both were delivered within budget and the new Call Centre system was delivered prior to the target date. The roll-out of the new Telephone system was delayed pending work to be completed by the assigned Telstra partner but was completed prior to 30th June. Some non-critical accessories are still on back-order due to world-wide stock shortages.	
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.	Agreed due dates as per Internal Audit Report.	The access privileges for relevant ICT systems are now recorded in the centralised access register. It is now business as usual with access for new systems recorded as part of implementation.  Based on an assessment of risks, there are two ICT systems remaining for segregation of access control from the operational areas. One of these systems is waiting on third party support to make necessary changes. The other is being progressed in consultation with the relevant operational areas.	
ICT7	<i>Implement the agreed management action items from the Internal Audit of Business Continuity and Disaster Recovery Planning as far as they impact ICT.</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.	Agreed due dates as per Internal Audit Report.	The ICT Steering Committee had one action item from the Internal Audit of Business Continuity and Disaster Recovery Planning which was to continue to investigate appropriate and cost-effective alternatives to mitigate the risk of the current back-up location (Server Room) with a due date of 30 June 2022. At its meeting on 21 March 2022 the ICT Steering Committee decided that it was not feasible for the current backup location to be relocated and, that as part of business as usual, ICT will consider and advise of new products and technologies that will help mitigate some of the identified risks.	


## Human Resources

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Comments	
HR1	<i>Ensure Payroll is processed in a timely manner and is compliant with all relevant legislation, policies and procedures.</i>	5.4. Create a workplace that is regarded as an 'Employer of Choice'	Minimum of Six (6) payrolls for the quarter (27 Payrolls 21/22) processed by 2pm Wednesday of pay week.	100% of Payrolls processed on time.	Seven Pays completed for the quarter.  26 pays completed for the year with one pay processed late due to the public holiday on 26 January 2022.	
HR2	<i>Deliver workforce data reports that meet Council's requirements and highlights workforce trends to inform workforce planning.</i>	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.  1st report for period ending 31st October 2021 provided to SLG November 2021.  2nd report for period ending 30th April 2022 provided to SLG and Council Report created - May 2022.  One report per year to be finalised end of February 2022 for previous Calendar year.  One report per quarter (4 reports annually).	Completed 13 January 2022  Completed. Tabled at Council meeting on 14 June 2022  Completed 11 April 2022  Completed. January to March report sent to SLG on 13 April 2022	
HR3	<i>Provide a framework for the management of work related injuries including the facilitation of workers compensation claims and return to work programs.</i>	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% of claims recorded and reported.  100% compliance with agreed return to work plans.	Two claims lodged within the period.  Three claims are ongoing with two employees off work and one employee receiving medical treatment to February 2023.	
HR4	<i>Manage Council's human resources functions including employee relations, compliance, compensation and benefits, and all other employee related matters.</i>	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.  11 positions advertised within the quarter. Six positions ongoing.  77 positions advertised within the year.	




## Safety and Quality

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Comments	
<b>Safety</b>						
SQ1	Ensure compliance with Council's Safety Management System (SMS).	<p>5.4.3. Maintain Council's commitment to ensure a safe and healthy work environment for all employees</p> <p>5.4.4. Implement an effective health and safety management system</p>	<p>Completion of Workplace Hazard Inspections in accordance with the Hazard Inspection Matrix schedule in Skytrust.</p> <p>All Operational Standards for the Safety Management System (SMS) are maintained and reviewed within the Controlled Document Management System (CDMS).</p> <p>Conduct safety audits for specific processes as per Work, Health and Safety Plan.</p> <p>Coordinate the implementation of recommendations from the 2020/2021 external audit of Council's Safety Management System.</p> <p>In accordance with mutual obligation requirements, participate in external Local Government Workcare (LGW) audit of Council's Safety Management System as per Local Government Workcare (LGW) schedule if nominated.</p>	<p>90% completion as per schedule.</p> <p>95% of SMS Operational Standards reviewed within set review schedule.</p> <p>Minimum of two audits per quarter.</p> <p>Quarterly reports to Risk Management Committee.</p> <p>30 June 2022.</p>	<p>76% of inspections completed within fourth quarter - 29 workplace hazard inspections completed with seven outstanding. Training needs to be provided to new staff taking over roles where inspections had been allocated.</p> <p>Reviewed PPE and Lone worker Operational Standards. Documents have been forwarded to the SLG for approval - SLG meeting 13 July 2022.</p> <p>Two audits completed. Confined Space and Asbestos Management.</p> <p>Update provided to the Risk Committee on 8 June 2022 meeting.</p> <p>No current scheduled audits with LGW have been planned for 2021/2022</p>	

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 2021.</p> <p>Safety Awareness Program developed and implemented.</p> <p>Safety Awareness Program to have a minimum of four (4) themes and rolled out to all employees on a bi-monthly basis.</p>	<p>31 July 2021</p> <p>One (1) Committee meeting held per quarter.</p> <p>1 - 31 October 2021.</p> <p>31 August 2021.</p> <p>Minimum of two (2) Safety Awareness themes rolled out each quarter.</p>	<p>Completed. Annual WHS Plan was adopted by the Risk Management Committee on the 4th August 2021.</p> <p>Health and Safety Committee meeting held during the 4th qtr. on 25 May 2022. All actions followed up and implemented.</p> <p>Safe Month activities conducted and were successful during October 2021 include.</p> <ul style="list-style-type: none"> <li>• Week 1 included short video sessions</li> <li>• Week 2 includes a Mental Health Check-in by Martin Bella and EAP introduction</li> <li>• Week 3 is EAP workshops and equipment pre-starts presentation</li> <li>• Week 4 involves the Safe Work Month BBQ.</li> <li>• Throughout month we had a safety engagement "Nominate A Mate" to get people to recognise co-worker's safety contributions.</li> </ul> <p>Safety Awareness Program - still in development.</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>Continual promotion of the Skytrust Software throughout Council including providing assistance and training to employees and workgroups to improve efficiencies in Safety and work operations.</p> <p>Provide requested information to LGW when required as part of the monitoring of the use of Skytrust within Local Government.</p> <p>Support the formation and attendance for a Local Government orientated Skytrust User Group.</p>	<p>Detailed list of all training and employee engagement activities to be reported in monthly Safety Report. Ongoing to 30 June 2022</p> <p>Provide timely reporting as requested directly to LGW (including the SLG).</p> <p>Report on progress of the Skytrust User Group and provide feedback to the SLG.</p>	<p>Completed two onsite Skytrust training sessions to new users with tablets. Supervisors are also training new gangers with the basic use of Skytrust for Risk Assessments. New employees (10) as part of their WHS induction participated in their basic Skytrust training.</p> <p>No requests during this quarter for information on the Skytrust system usage.</p> <p>Skytrust User Group has been replaced with interactive sessions conducted by LGW and Skytrust when required</p>	




Quality						
SQ4	<i>Undertake audits to ensure continued certification of Council's Quality Management System.</i>	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>30 April 2022 full recertification audit.</p>	<p>Two audits completed during this period involving plant risk assessments and records management.</p> <p>Certex conducted the Recertification Audit of the Quality Management System during May 2022. We had one observation raised during the audit regarding the lack of use of the CIO Continuous Improvement Opportunity reporting system. The previous non-conformance regarding workshop defect system was also left open due to audit observations of deviations from procedure. Certification was achieved and certificate issued for another 3 years.</p>	


### Training Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Comments	
TR1	<i>Develop and maintain the 2021/2022 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 provided to Management for review.	98% compliance.  One report per quarter.	Target met for this quarter.  Report for the period 1 July 2021 to 31 March 2022 completed. Report for Q4 will be completed prior to the end of July 2022.	
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	Monitor training expenses and overall budget and provide updates in quarterly reports.  Percentage of employees compliant against the Training and Development Operational Standard and Travel Expenses Operational Standard.	Quarterly report to provide detailed budget expenditure.  Less than 5% deviation from training and travel operational standards. 100% of deviations approved by relevant manager or director.	Report for the period 1 July 2021 to 31 March 2022 completed. Report for Q4 will be completed prior to the end of July 2022. Full budget report included in report.  Less than 5% deviation from travel and training operational standards.	
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.	In total four (4) trainee positions were appointed for 2021/2022 financial year. held within Council. Of these, three (3) Trainees were appointed for 2022 - ICT, Administration and Library; one (1) Water and Wastewater trainee was appointed in 2021 for a 2 year traineeship. The remaining traineeship was to be a Line Marking trainee position. It was advertised a number of times and no success was had in appointing anyone. In February 2022 it was decided to forgo the traineeship and a Works laborer was appointed in its place.  Council's workshop hosted a work experience student in the workshop in both the April 2022 and June 2022 school holidays	








## Local Disaster Management Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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 2021.	Burdekin Local Disaster Management Plan was endorsed by the Burdekin LDMG on 15 October 2021. All LDMP Sub-plans were endorsed by the Burdekin LDMG on 3 December 2022.  The Burdekin LDMP and all Sub-plans were adopted by Council on 14 December 2021.  The updated LDMP and Sub-plans have been updated on Councils website.	
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	Provision of training to Local Disaster Management Group members to meet the Queensland Disaster Management Framework training requirements.  Provision of Disaster Management training for Guardian IMS for all key users.  Implement community education and awareness initiatives by attendance at Community functions - e.g. Festivals, school programs, street stalls.	Overall 90% training completion across the Local Disaster Management Group core membership.  31 December 2021.  Minimum of two Community engagement activities per year.	87% Training - Currently the Burdekin LDMG has five new members requiring training and 10 modules to complete.  Burdekin LDMG Members- 57 (including to be appointed or removed) this is an increase of 50% from 38 as at 1 March 2018.  Limited training required since March 22. Training delivered includes: Leadership in Disaster, Crisis and Adversity, Disaster Planning in Dynamic Environments, Introduction to Disaster Management Planning, Situational Awareness Platform (SAP) and Disaster Management Portal training, Queensland Fire and Emergency Services (QFES) EMC Supporting LAW workshop.  Street Stalls and Community Engagement held Get Ready Week October 2021 at: Queen Street Ayr, IGA Home Hill, Burdekin Library, Council Foyer.	
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 2021.	Initial Community Recovery Workshop with Councilor's and Executive Officers conducted 23rd March 2022. All other Community Recovery Workshops to be completed by end 2022.	





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 2021-2022 State Emergency Services operations.  Application for all State Emergency Services funding opportunities submitted on time.	OBUD, RBUD1 and RBUD2 - 30 June 2022.  Number of funding applications submitted.	Budget and Revised Budgets completed on time.  2021/2022 QFES subsidy support grant approved for \$23,200 - received.  2021/2022 - Ayr SES Refurbishment application successful - Nth Qld Recovery and Resilience Grant - \$60,000. Project complete.  2021/2022 - Three Sand Bagging Machines (One Sand bagging machine dedicated to Ayr SES) application successful - Qld Resilience and Risk Reduction Fund - \$33,000. Sand Bagging Machines have been delivered. Project complete.	
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## Community Services





Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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	Community Service Delivery Framework endorsed by Council.	31 December 2021.	Completed Q2 period	
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 available grant funding opportunities, successfully host events.	Community events to be conducted within agreed timeframes and budget. Funding sourced.	Community events facilitated this quarter include:  Fasttrack Talent Showcase Saturday, 2 April 2022 - Burdekin Theatre 39 acts registered and 332 tickets sold  QLD Fun & Fitness Expo Sunday 12 June 2022 - Anzac Park. Approx. 1200 people in attendance.  Planning underway for Sing it Out Mental Health program Q1 2022/2023	
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	Community capacity development program adopted and initiatives implemented.	30 June 2022.	Community Engagement & Capacity Building Officer appointed Q3.  Project Plan due Q1 2022/2023.	
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	Three funding rounds annually. Number of events/organisations supported and amount of financial & in-kind resources provided.	Reports provided to Council. Funds allocated in accordance with Council policy. Financial and in-kind support documented accurately.	Grant Round three completed and \$14,500.00 grant funds disbursed to successful applicants. Remaining grant funds of \$13,184.00 constrained for 2022/2023 budget.	
CD5	<i>Finalise and commence implementation of the agreed initiatives within Council's Youth Strategy.</i>	3.1.6. Provide ongoing support for art, culture, youth, seniors, and welfare	Youth Strategy adopted by Council	31 December 2021. To be reviewed annually.	The proposed approach for the development of the Youth Strategy was discussed at the Community and Cultural Development Advisory Group Meeting on 12 May 2022. Proposed approach to be presented at a Council Workshop and formally presented for adoption by Council during Q1 2022/2023.	

Operational Plan Burdekin Shire Council  
2021/2022









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	Meetings attended and support provided.  Deliver youth events.	10 Youth Council meetings held annually.  One Regional Youth Event run annually.	Regular youth council meeting held with a variety of topics discussed. Youth Council minutes tabled at Council Meetings for review. FASTTRACK event held in Q4 period.	
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-focussed 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.	Targeted donations were provided during the Q2 period. Temporary disruption to regular meetings during recruitment period for new Community Services Manager. Regular meetings to resume now manager has been appointed.	
CD8	<i>Undertake a desktop review of the Burdekin 10-Year Sport &amp; 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	Progress report to be tabled to Council for a future review of the Sport & Recreation plan.	30 November 2021.	Community and Cultural Development Advisory Group met on 12 May and discussed the Burdekin 10-year Sport and Recreation Plan. Outstanding initiatives from the plan were reviewed and discussed and a formal report will be presented to Council in the new financial year.	
CD9	<i>Implement key initiatives of Arts &amp; Cultural Strategy.</i>	3.1.6. Provide ongoing support for art, culture, youth, seniors, and welfare.	Key initiatives of Arts & cultural strategy implemented as per agreed timelines.	30 June 2022	The initiatives of the adopted Arts and Cultural Strategy were discussed by the Community and Cultural Development Advisory Group at their meeting on 12 May 2022. A formal report summarising the review of progress of the implementation of initiatives will be presented to Council in the Q1 2022/2023 period.	

CD10	<i>Continue to implement elements of the Master Plan for the Home Hill Watson's Green and Memorial Park and commence planning for future year initiatives.</i>	<p>1.1.3. Develop and implement strategic infrastructure plans to inform the decision making process when planning for future infrastructure</p> <p>3.3.1. Encourage increased use of community spaces and facilities</p> <p>3.4.1. Encourage active communities through the provision and maintenance of recreational facilities</p>	<p>Extend existing stage</p> <p>Construct youth hub incorporating seating and water bubblers.</p> <p>Plan for future initiatives.</p>	30 June 2022	Kay targets for the Waston's Green and Memorial Park Master Plan have been completed. The stage extension has been constructed, the youth hub with water bubblers has been installed and the installation of a vandal-resistant solar charging station is expected to be completed in the Q1 period of 2022/2023.	
CD11	<i>In partnership with the North Queensland Sports Foundation, identify opportunities to increase participation and wellbeing in community life.</i>	<p>3.1. Safe, healthy, inclusive and socially engaged communities</p> <p>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</p>	<p>Relevant and locally appropriate targeted health and fitness programs are identified.</p> <p>Facilitation and/or promotion of targeted Health and Fitness programs in partnership with North Queensland Sports Foundation.</p>	<p>31 December 2021</p> <p>30 June 2022</p>	Funding secured from North Queensland Sports Foundation's Move IT program to partner Burdekin PCYC to deliver BoxFit program. Program due to commence August 2022.	
CD12	<i>Facilitate further community-led "Our Town Our Future" community consultation sessions.</i>	<p>3.1. Safe, healthy, inclusive and socially engaged communities</p> <p>3.3. Creating places of community identity</p> <p>3.3.2. Highlight the benefits of living, working and playing in the Burdekin</p> <p>3.3.3. Encourage creative and cultural pursuits that enhance the community identity</p>	<p>Council endorsement of next small community for "Our Towns Our Future" program.</p> <p>Facilitate consultation session/s.</p> <p>Develop Draft Community Action Plan.</p> <p>Council to adopt Community Action Plan as endorsed by community participants.</p>	<p>31 August 2021</p> <p>30 November 2021</p> <p>28 February 2022</p> <p>30 April 2022</p>	Workshop to be held with Council in Q1 2022/2023 to determine scope of Community Connect program and prioritise future rollout.	



## Cultural Venues

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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.	Quarterly updates on Cultural Venues have been provided. Q4 patronage for Burdekin Theatre was 4171 and Memorial Hall was 1218 totalling 5389 for period. Range of activities included live performances (consisting of Council funded performances and venue hire by promoters), Fasttrack, Drama Festival, Junior Eisteddfod, community events i.e. Two Debutante Balls, business/industry functions and meetings.	
CV2	<i>In consultation with the Burdekin Show Society, identify appropriate strategies and opportunities to improve the resourcing, governance, capacity and resilience of the Burdekin Show.</i>	3.3.1. Encourage increased use of community spaces and facilities	Identify and support access to relevant capacity building and resilience-building initiatives for the Burdekin Show Society.	31 December 2021.	Minimal progress has been made in this area. Extent of Council officer involvement/consultation to date appears to be in the resolution of immediate needs and concerns. Recent recruitment of Community Services Manager and Cultural Venues Manager will see progress i.e. consultation with Show Society and provide context for Q1 2022/23 reporting.	
CV3	<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.	Annually.	Cultural Venues Manager to develop Programming Policy in consultation with community groups i.e. Friends of Theatre. Marketing Plan to be developed to increase private/business/industry events at facilities.	
CV4	<i>Undertake a review of projects in implementation of the Ayr Showgrounds Master Plan.</i>	3.3.1. Encourage increased use of community spaces and facilities	Progress report to be tabled to Council for a future review of the Ayr Showgrounds Master Plan.	30 June 2022.	Recent recruitment of Community Services Manager and Cultural Venues Manager will see progress and context for reporting in Q1 2022/23.	





### Library Activities




Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Comments	
L01	<i>Assess performance of current print management software (Princh)</i>  <i>Library Strategic Plan Strategy 4.2</i>	1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation	Assessment completed and any software changes identified for ICT Steering Committee review.	31 December 2021.	Assessment completed and Princh software decommissioned.	
L02	<i>Investigate need and options for expanding outsourcing of stock acquisitions and processing tasks</i>  <i>Library Strategic Plan Strategy 5.1</i>	5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Any necessary changes identified and new arrangements made with vendors	30 June 2022.	New staff now trained and currently operating within time constraints. Situation being monitored	
L03	<i>Complete and implement a library marketing plan.</i>  <i>Library Strategic Plan Strategy 2.1</i>	3.3.1. Encourage increased use of community spaces and facilities	Plan completed and implemented.	Within budget and by 31 December 2021.	Identified marketing strategies being implemented - radio spots, email communication and change to more engaging style of Facebook posts	
L04	<i>Develop and implement a reader's advisory training program for circulation staff.</i>  <i>Library Strategic Plan Strategy 2.2</i>	5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	All circulation staff trained in providing better recommendations to borrowers.	31 March 2022.	Training on specific collections implemented	
L05	<i>Consult with local indigenous community on a specific indigenous collection and other means of inclusion.</i> <i>Library Strategic Plan Strategy 1.1</i>	3.3.1. Encourage increased use of community spaces and facilities	Consultation complete and plans for inclusion ready for implementation.	31 December 2021.	Contact made with Gudjuda and local schools, no response received.	
L06	<i>Implement the Ideas@108 Reactivation Plan</i>  <i>Library Strategic Plan Strategy 3.1</i>	3.3.1. Encourage increased use of community spaces and facilities	Programs and workshops delivered as per the Reactivation Plan.	30 June 2022.	New digital literacy classes devised and presented. Audit of equipment complete. Podcast studio equipment being used. Logo for Create @ 108 devised and approved.	
L07	<i>Investigate need and options for delivery of library materials to remote communities.</i>  <i>Library Strategic Plan Strategy 2.2</i>	3.1.3. Encourage equitable access to facilities	Any need for delivery identified and potential delivery methods identified.	30 June 2022.	No additional community consultation conducted. Plans to utilise feedback from "Our Town Our Future" community development program. Program delays have resulted in no new feedback in relation to service delivery to remote communities.	
L08	<i>Develop mechanisms for collecting customer feedback</i>  <i>Library Strategic Plan Strategy 8.1</i>	5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Mechanisms for feedback from programs and events developed and implemented.	30 June 2022.	Customer survey tools in use. Limited number of responses received. No actionable feedback from surveys. What feedback has been received has been positive and complimentary of the services provided.	

## Financial Management Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Comments	
<b>Council Budgets</b>						
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 2022.	The second revised budget was approved by Council on the 12th April. The Original Budget for 2022/23 was approved by Council on the 28th June 2022. These were within agreed timeframes.	
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.	The monthly reports were presented within the agreed timeframes.	








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.	The Shell Financial Statements were presented to the Audit Committee on 4th May 2022 which was within the agreed external audit plan timeframes. The feedback from the committee and auditors was excellent. There was a delay in providing some of the asset revaluation information for audit due to staff shortages in the asset team.	
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 external auditors were on site the week commencing 22 May 2022 and provided their interim report to the audit committee on the 15 June 2022. It was noted there were several governance policies which were past their review date. These will be rectified by the final audit. The final audit will be conducted in the 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 by the target date.  Accuracy can be measured by queries from the department.	31 October 2021.	The return was completed on 19 November 2021 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 2021.	Completed within agreed deadlines.	

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 2022.	FBT return was lodged on 25 May 2022 an extension was granted by the ATO. The original deadline was 23 May 2022.	
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.	Balance of outstanding debtors as at: <div>30/06/202230/06/2021</div> <div>60 days\$ 10,765\$ 281</div> <div>90 days\$ 17,488\$ 15,742</div>	
FM9	<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.	No activity required in this quarter.	







### Rates Section Activities




Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Comments	
R1	<i>Maintain the property and rating database to ensure a high level of accuracy.</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	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.	
R2	<i>Issue timely and accurate rates and charges notices.</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	Notices issued within agreed timeframes.  Number of instances of inaccurate notices issued.	Issued by 30 June 2022.  Less than 10 instances of inaccurate notices.	163 Supplementary Rate Notices issued 20 May 2022 93 Supplementary Rate Notices issued 24 June 2022 No instances of inaccurate notices.	
R3	<i>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.</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	Compare the rate arrears percentage as at 30 June 2022 to previous financial years.	Less than 5%.	1.19% arrears of nett rates at 30 June 2022 in comparison to 1.97% at 30 June 2021 (Covid-19 Policy) 114 active files with Collection House at 30 June 2022 44 current periodic payments arrangements with Council, which are being monitored by Council staff. During the month of May, Council issued a Sale Notices for one property that was passed in at the Sale of Land Auction, held on the 4 May 2022. The Sale Notice and property information is currently being listed on Council's website. No offers have been received to date.	

R4	<i>Ensure accurate and timely Emergency Management Levy, Rural Fire Brigade Charge and State Government Pensioner Subsidy claims and payments.</i>	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.	
R5	<i>Undertake an independent review of rating categories to ensure the methodology for rating is sound.</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	Report and recommendations reviewed and adopted by Council	31 December 2021	Report and recommendations were presented to Council, by Alan Morton from Morton Consulting Services Pty Ltd, at a Council Workshop held on 16 November, 2021.	



### **Expenditure Services Activities**

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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%.	Total invoices processed during the quarter was 3,033 with 2% of invoices not paid within 30 day timeframe.	
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 30 June 2022 - 0.80%. Interest earned for the quarter was \$368,948.99, compared with \$448,082.64 for the same period in 2020/2021.	
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>Refresh 1 of Approved Contractors Listing applications for private hire and traffic control providers for the period 1 October 2020 to 30 September 2023.</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 2021 and accuracy of information.	Database updates and acceptance letters completed by 10 November 2021.	




### Administration and Records Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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. Minutes to comply with requirements of Local Government Regulation 2012.	Within five (5) days of each statutory Council meeting.	Council's statutory meeting minutes are completed accurately and published on Council's Website within the legislative timeframe of 10 consecutive days. 100% achievement within five business days of each statutory Council meeting.	
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.	Majority of correspondence registered within 48 working hours of receipt. Few occurrences where further investigation has been required and registration has occurred later than 48 working hours.	
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 2022.  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. New ECM Users receive ECM CiAnywhere System training and one-on-one recordkeeping training within three months of commencement with Council. Training is outstanding for one ECM User due to work priorities in their own section.  Precis Naming Standard module is released annually (lastest release February 2022). Training documents, user guides and useful tips are reviewed regularly and easily accessible to staff on the Records Portal on Council's Intranet Page and can be requested directly from the Corporate Records Officer.  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 Burdekin Shire Council  
2021/2022

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.	31 boxes have been received and disposed of in the last quarter. One box is currently outstanding from backlog of works files.	
AR5	<i>Implement 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	Implement alternative minute taking software in a timely manner to support staff and Council in adhering to legislative obligations in relation to statutory meetings.	30 September 2021.	Minute Software has been implemented and is being used across Council. Training has been conducted for all users of the software. Establishment of other meeting types are still being configured in the software.	




## Operations- Works

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Comments	
<b>Operations</b>						
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 1.1.2. Prioritise infrastructure projects that will contribute to liveability and growth in the Burdekin 1.1.3. Develop and implement strategic infrastructure plans to inform the decision making process when planning for future infrastructure	Assessment of Works completed at end of financial year, including dollar value.	85% at 30 June 2022.	90% achieved at 30 June 2022.	
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.	Four compliments received for activities related to the Works Section in the period. Total of twenty compliments received 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 2022.	CRM close out rate of 99% of customer requests completed within timeframe at 30 June, 2022.	




Operational Plan Burdekin Shire Council  
2021/2022

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 1.2. Management and maintenance of community assets	95% compliance against Key Performance Indicators.	31 March 2022.	Transport and Main Roads compliance audit conducted in March, 2022 with an audit score of 99.3%. The results of all RMPC contractors in the Northern Region ranged from 88.9% to 99.3%.	
OPW5	<i>Implement Reseal Program as per budget.</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	Assessment of works completed at end of financial year including dollar value.	Program completed by 30 June 2022.	Target achieved. Completion of rural reseal program June 2022.	



## Water and Waste Water

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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 2022.	CRM close out rate of 100% of customer requests completed within timeframe at 30 June, 2022.	
WW2	<i>Achieve a Compliment to Complaint Ratio of 4:1 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 4:1.	Seven compliments received for activities related to the Water Wastewater Section in the period. Total of 16 compliments received year to date versus one complaint. Complaint related to dirty water generated following planned water reticulation maintenance activities.	
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.	100% microbiological water quality compliance for the year with no positive E.coli results in the potable drinking water across all schemes	






WW4	<i>Implement approved 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	Maintain strict compliance with water quality testing matrix and continued implementation of water safety improvement initiatives.	30 June 2022.	Third party DWQMP Audit undertaken November, 2021 as per requirements of the Water Supply(Safety and Reliability) Act 2008 - Queensland. Major progress in respect to the DWQMP Improvement Program with upgrades at Ayr, Home Hill and Giru. One minor non-conformance recorded. Copy of audit report provided to the Regulator.	
WW5	<i>Communicate revised Water and Wastewater restructure with employee unions and employees and implement proposed changes to improve service delivery</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.	Successfully implement structural changes within the water and wastewater section.	31 December 2021.	Target achieved. Structure embedded with operational implementation completed. Skills gap analysis and further individual role development initiated.	
WW6	<i>Completion of the \$10,000,000 Queensland Government Special Purpose Grant - Ayr Water Supply Infrastructure (Stage 2) water resilience package including 10 ML Storage Reservoir at South Ayr, develop new water bores at the Ayr Racecourse, construct a Duplicate Trunk Main from South Ayr to Anzac Park and detailed design of a water filtration plant.</i>	1.1 Infrastructure for future needs 1.1.2 Prioritise infrastructure projects that will contribute to liveability and growth in the Burdekin; 1.4. Securing and managing water resources; 1.4.2. Increase water supply network reliability; 1.4.3. Improve water quality	Completion of infrastructure projects by nominated funding deadline.	30 June 2022.	Extension of time granted by the Department State Development, Infrastructure, Local Government and Planning to the 30th November, 2022 recognising shipping and other general delays related to COVID 19. The department also approved a further \$2,000,000 following a variation request by Council.	



### Purchasing and Stores

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Comments	
PS1	<i>Replacement of pallet racking and shelving in the Store to comply with WH&amp;S legislation.</i>	5.4. Create a workplace that is regarded as an 'Employer of Choice' 5.4.3. Maintain Council's commitment to ensure a safe and healthy work environment for all employees	Replacement of all Store shelving and pallet racking to meet Australian Standards.	30 March 2022.	Project completed 7 March, 2022.	
PS2	<i>Conduct review of the inventory management practices to explore further opportunities for efficiency gains.</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	Root analysis of inventory management practices with a view to either continue, modify or cease existing practices.	31 December 2021.	Review to occur in conjunction with upcoming CiA TechOne Supply Chain upgrade. CiA SC functionality to be assessed for compatability with current internal processes.	








## Parks and Gardens

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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 2022.	CRM close out rate of 99% of customer requests completed within timeframe at 30 June, 2022.	
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.	Three compliments received for activities related to the Parks Section in the period. Total of fifteen compliments received 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	Parks and high profile open spaces are maintained, in accordance with Parks Levels of Service Manual.	95% compliance with Parks Maintenance Service Level Manual.	100% compliance with Parks Maintenance Service Level Manual at end of Q4. Annual third party Playground Safety Audit conducted by Play Force in the quarter with summary report provided to Council for action. Annual Inspection is mandatory every year under AS 4685.0:2017 as per AS 4685:2014	








Operational Plan Burdekin Shire Council  
2021/2022


PG4	<i>Review Parks Maintenance Service Level Manual</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.	Complete review of Parks Hierarchy service and intervention levels to meet community expectations within budget allocations. Workshop recommendations with Council seeking formal adoption.	31 December 2021.	Parks Maintenance Service Level Manual Version 2.7 adopted by Council at General Meeting 14 December, 2021.	
PG5	<i>Replacement of FunSway PWD play equipment in Anzac All-Abilities Playground with contemporary PWD play equipment.</i>	1.2 Management and maintenance of community assets. 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	Installation of PWD inclusive play equipment in the Anzac All-Abilities Playground.	30 April 2022.	Replacement of FunSway PWD play equipment in Anzac All-Abilities Playground with accessible Carousel completed in December 2021.	





## Technical Services

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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 2021.  Minimum of 10 monthly progress meetings.	Program developed Eleven PCG meetings held to June 2022	
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 2022.	Ten year roadworks and drainage program developed with 2022/23 budget	
TS3	<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 2022.	Program complete. 100% claimed.	
TS4	<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 2022.	Roads to Recovery projects complete with all grants claimed by 30 September 2021	
TS5	<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.	All actions reviewed by officers and programmed for completion.	
<b>Design Office</b>						
TS6	<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 2022.	80% detail designs completed by 31 May 2022. Staff vacancies have impacted on the design program.	
TS7	<i>Produce three year reseal program commencing 2022/2023.</i>	1.1.2. Prioritise infrastructure projects that will contribute to liveability and growth in the Burdekin	Completion of program development.	31 May 2022.	Preliminary list developed . Final inspections required prior to detail designs	

Operational Plan Burdekin Shire Council  
2021/2022



TS8	<i>Detail designs of 2022/2023 reseals.</i>	1.1.2. Prioritise infrastructure projects that will contribute to liveability and growth in the Burdekin	Completion of detail designs included in 2022/23 reseal program.	90% completed by 30 June 2022.	Final inspections commenced. Detail designs commenced following final inspections	
TS9	<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.	270 Customer Requests - 70% within target 2334 applications - 98% within target Total 2604 - 96% within target	
<b>Asset-Management</b>						
TS10	<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 2022.	Asset inspections completed for valuations	
TS11	<i>Complete asset capitalisations in a timely manner.</i>	1.2.1. Implement the Asset Management Strategy	Quarterly report on capitalisation progress.	90% of projects capitalised within three (3) months after financial completion.	80% of projects capitalised within three months. Staff vacancies have impacted on the assets program.	
TS12	<i>Complete internal desktop review of Water mains and Sewerage mains and manholes.</i>	1.2.1. Implement the Asset Management Strategy	Review to be completed by Council officers by due date required by auditors.	30 April 2022.	Desktop Review of Water and Sewerage assets completed in April 2022.	
TS13	<i>Coordinate completion of desktop review of Land and Improvements, Water, Sewerage and Other Assets by independent valuers.</i>	1.2.1. Implement the Asset Management Strategy	Review to be completed by due date required by auditors.	30 April 2022.	Desktop reviews completed in March 2022	
TS14	<i>Transition Works and Assets to CIA (CI Anywhere).</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	Asset registers and works system updated to allow transition to CI Anywhere.	30 June 2022.	Works progressing on Works and Asset transition to CI Anywhere including testing. Regular meetings with Technology One consultants. New program developed. External consultant engaged to assist Council with configuration and transition	




TS15	Completion of assigned Asset Management Roadmap tasks.	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	Strategic Asset Management Plans for Transport, Drainage, Water Supply and Sewerage reviewed.	30 March 2022.	Works progressing on a number of AM roadmap tasks including: - Asset Management Plans - Asset criticality - Service Level review Staff vacancies have affected result.	
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<b>Plant-Management</b>						
TS16	<i>Implementation of Council fleet renewal program.</i>	5.3.2. Ensure Council's financial position is effectively managed	Number of fleet items ordered.	80% of fleet items ordered by 31 December 2021.	100% of fleet purchases ordered by 31 March 2022.	
TS17	<i>Implementation of Council fleet renewal program.</i>	5.3.2. Ensure Council's financial position is effectively managed	Number of fleet items delivered.	90% of fleet items delivered by 30 June 2022	91% of fleet items delivered by 30 June 2022	
TS18	<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 30 April 2022	Ten year replacement program completed	
<b>Recoverable Works</b>						
TS19	<i>Deliver Road Maintenance Performance Contract (RMPC) in accordance with requirements and within budget.</i>	5.2.2. Develop co-operative and collaborative partnerships on matters of regional, state and national importance	Contract obligations fulfilled within budget.	30 June 2022.	Program completed with all contract obligations fulfilled within budget	









## Planning and Development

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Comments	
<b>Development Administration</b>						
PD1	<i>Ensure that the Planning and Development Department delivers customer driven and outcome focussed initiatives that promote outstanding service delivery.</i>	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 four business days.	All Development Permits have been issued in accordance with statutory requirements and legislation.  Target met.	
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.	Targets met. The number of Development Applications determined and considered by Officers during Q4 was above identified targets.  Development Applications are received and reviewed within five business days, and are then assessed with the required action undertaken in accordance with legislated timeframes and level of assessment.  Target met.	

Town-Planning						
PD3	<i>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.</i>	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 <i>Section 18 Notice</i> . In particular, identified timeframes.  Ensure new Ayr Industrial Estate expansion project is developed in accordance with Development Permits issued.	Complete second round of public consultation by 30 September 2021.  Council adoption of planning scheme by 31 March 2022.  Once adequate funding is allocated, project to be developed in accordance with adopted Gantt chart.	Finalised Draft Planning Scheme was submitted to the State for final endorsement on 11 May 2022.  On the 29 June 2022, Council received a request for further information from the State. Council Officers are currently working on the response.  No funding source for Industrial Estate secured as at end of Q4.	
PD4	<i>Provide Development Assessment Services which ensure:</i> - 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 five (5) business days of being properly made.  90% of development related customer requests responded to within five (5) business days.  Develop formal documented procedures and checklists to ensure 100% development conditions are complied with prior to commencement of use.	Target met  Target met  Target met  Checklist drafted and being implemented	
PD5	<i>Encourage and promote pre-lodgement meetings with developers to facilitate economic growth opportunities for the Burdekin Shire.</i>	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 four business days of meeting and completed within 20 business days.	Prelodgment meetings are actively encouraged. Following the holding of a pre-lodgement meeting with the public, Council will issue notes to the applicant with respect to the discussion, within five business days.	




PD6	<i>Ensure all new development projects are fully compliant with development conditions imposed.</i>	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.  100% completed projects have a condition compliance checklist carried out with a copy included as part of the DA file.	While Council officers have been actively undertaking actions to check compliance with the development approval conditions in Q4, it would not be for 100% of completed projects. The relevant Council officers are working together to ensure the percentage of checks reaches 100%.	
PD7	<i>Ensure all new developments are assessed against provisions contained within Council's adopted Local Government Infrastructure Plan (LGIP).</i>	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.	All infrastructure charges imposed in Q4 have been collected prior to commencement of the new use.	
<b>Building</b>						
PD8	<i>Undertake a Building Certification service within the Burdekin Shire in accordance with the Building Act 1975 and associated regulations.</i>	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 in accordance with adopted policies and statutory requirements.	80% of all properly made Development Applications - Building Works are assessed and a permit issued within five business days.	Targets met. The number of Development Applications determined and considered by Officers during Q4 was above identified targets.	
PD9	<i>Deliver sustainable development outcomes through the provision of outcome focussed, customer-driven services to ensure the protection of community health, safety and amenity.</i>	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 assessed against the adopted Flood Policy have flood certificates issued within five business days.	Targets met. The number of Development Applications, customer requests and flood assessments considered and determined by Officers during Q4 was above identified targets.	




PD10	<i>Ensure all new and existing swimming pools comply with current pool fencing legislation.</i>	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.	During Q4 all pool safety requirements including compliant fencing has been inspected and is deemed to comply with legislation. All targets met.	
<b>Plumbing</b>						
PD11	<i>Deliver Plumbing Services to:</i> - ensure development complies with the <i>Plumbing and Drainage Act, standards, Council Policies and conditions of approvals;</i> - 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 <i>Plumbing and Drainage Act 2002</i> .  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 five business days.  90% of plumbing and drainage applications determined with a compliance permit within 10 business days from commencement of the decision stage.  100% registered backflow prevention devices inspected annually.  90% of effluent disposal designs completed within 10 business days of request.	All plumbing related customer requests received during Q4 responded to within 5 days.  Target met.  All devices due for testing during Q4 completed.  Target met.	

Facilities Management						
PD12	<i>Develop and implement appropriate facilities management strategies that will ensure effective and efficient planning and coordination of all relevant building maintenance activities.</i>	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	Regular condition assessments carried out on all relevant Council buildings in accordance with the adopted asset management building categorisation system.  Building Maintenance Requests are lodged and processed in accordance with adopted policy.	100% of all Priority One (1) Council buildings have condition assessments carried out annually.  100% of all Priority Two and Three (2 & 3) Council Buildings have condition assessments carried out bi-annually.  90% of Building Maintenance Requests (BMRs) responded to within four business days.	95% of target met. 5% reduction due to an administrative change in the formatting and reporting design only.	
PD13	<i>Develop and implement a Building Maintenance Program.</i>	1.2.1. Implement the Asset Management Strategy 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	Quarterly reviews undertaken to ensure consistency with Asset Management Strategy.	90% of triggered buildings are to be assessed quarterly with any identified new works to be included in an updated Building Maintenance Program.  Development of strategic programs that enhance Council assets and facilities through the delivery of a five-year plan for maintenance.  Investigate electronic condition assessment software to allow more efficient auditing to occur.	95% of target met. 5% reduction due to an administrative change in the formatting and reporting design only.	
PD14	<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.	100% of all service contracts are reviewed and renewed on or before expiration.  Undertake staff training initiatives to improve knowledge of efficient and effective contract management principles.	Targets met for contract renewal. However no staff training was undertaken with respect to effective contract management principles. This training will be reconsidered in a future quarter.	
PD15	<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.	80% of major building projects have project plans completed.	Target exceeded, 90% of major building projects have plans completed.	







## Animal Management/Compliance





Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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.  Increased patrolling of target areas to monitor non-compliance - Animal Blitz.	90% of animal CRMs completed within target or open within target.  Early and late patrols were conducted with timing and location based on areas of concern.  Animal Blitz recommenced in April/May 2022.	
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.  All animals were relocated off site within 24 hours, usually the same day. 328 animals went through the pound, excluding the 40 roosters that were seized. 52 animals were returned to owner.	
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 Animal Rescue Organisations 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.	78% (255) animals left the external pound within 4 days. One animal was in the pound on 30 June.  75% (195 of 261 animals) were identified as suitable for rehoming and subsequently rehomed or returned to owner. 25% (66 of 261 animals) were not able to be rehomed. 17% (52 of 275 animals) were either not deemed suitable for rehoming due to ill health or nature.  With the change in rehoming agency no foster carers are currently approved within the Burdekin Shire.	

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>Pet Fair held on 19 June 2022, at the Off-Leash Dog Park in Kennedy Street. The Fair was well attended.</p> <p>Social media post to encourage owners to update registration details prior to renewals.</p> <p>18 subsidised desexing applications received during the year with 9 approved (1 was withdrawn, 2 refused, 6 pending - further information required.)</p> <p>2 discount microchipping events held during the year.</p> <p>Planning underway for school program.</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.	89% of abandoned vehicle requests completed within target.	
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>89% of current activities have been maintained.</p> <p>57% of proposed activities have been implemented.</p>	




## Environment and Health

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Comments	
EH1	<p><i>Undertake regulatory responsibilities under State legislations: Food Act 2006, High Risk Personal Appearances Services, Public Health Act 2005.</i></p> <p>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.</p>	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs	<p>All the legislative timeframe and requirements are met with new applications.</p> <p>Inspections of licensed premises.</p> <p>Education and working with the licensee and enforcement steps are followed as per the standard procedure.</p> <p>Renewal notice sent as per legislative timeframes and licenses renewed.</p>	<p>New license applications approved within 20 working days.</p> <p>At least one inspection completed for each licenced premises per financial year.</p> <p>100% of identified non-compliance issues addressed with licensees as per standard procedure.</p> <p>Annual renewal notices sent by 30 April; license issued by 30 August.</p>	<p>18 new licenses/transfers were approved within the 2021/2022 financial year.</p> <p>133 regular inspections conducted with 63 reinspections for year.</p> <p>Currently 124 food premises licensed under <i>Food Act 2006</i>.</p> <p>Nine Food complaints received and addressed for year.</p> <p>2021/2022 licences issued by 30 August 21. 2022/2023 renewal notices sent by 30 April 22.</p>	
EH2	<p><i>Support planning and building departments with the approvals which have legislative over reach with Environmental Health.</i></p>	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.	23 applications were supported and conditions provided to Planning Department for year.	
EH3	<p><i>Investigate nuisance complaints under State legislation (e.g. public health, environmental protection) and Local Laws.</i></p>	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.	244 Environment and Health CRM requests received for year. 88% of CRMs completed within target or open within target.	
EH4	<p><i>Undertake regulatory responsibilities under Burdekin Shire Local Laws and Subordinate Local Laws - Rental Accommodation, Caravan Parks, Camping.</i></p> <p>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.</p>	3.1.4. Raise public awareness and improve health and safety through the delivery of regulatory and advisory programs	<p>All the legislative timeframe and requirements are met with new applications.</p> <p>Inspections of each licensed premises per financial year.</p> <p>Education and working with the licensee and enforcement steps are followed as per the standard procedure.</p> <p>Renewal notice sent as per legislative timeframes and licenses renewed.</p>	<p>New license applications approved within 20 working days.</p> <p>At least one inspection per licensed premises per financial year.</p> <p>100% of identified non-compliance issues addressed with licensees as per standard procedure.</p> <p>Annual renewal notices sent by 30 May; license issued by 30 August.</p>	<p>Five new applications/transfers completed.</p> <p>29 annual inspection and 16 reinspections conducted for year.</p> <p>Currently 25 approvals for Accommodation and Caravan Parks.</p> <p>2021-22 licences issued by 30 August 21. 2022-23 renewal notices sent by 30 May 22.</p>	









EH5	<i>Community education and awareness activities.</i>	4.1.2. Support community education programs that contribute to improved environmental and community outcomes	<p>Current and relevant information available on website.</p> <p>Conduct training sessions on food legislation for licensees each year. (Subject to COVID).</p> <p>Provide informative newsletters to license holders.</p> <p>Participate and promote environmental health events (e.g. Great Northern Clean Up Day, Food Safety Week, Plastic Free July).</p>	<p>Information reviewed and updated on website six monthly.</p> <p>Two food safety and hygiene training sessions conducted by 30 June 2022.</p> <p>One newsletter produced by 30 June 2022.</p> <p>Three events conducted per year. Events run on time and within budget. Positive community feedback.</p>	<p>Website content were reviewed and updated six monthly.</p> <p>No food safety training were conducted this financial year due to Covid (July 21) and no response (Jan 22).</p> <p>'What's Eating Burdekin' newsletter sent out in December 21 and May 2022.</p> <p>Display and social media information for National Asbestos Awareness Week in October and Food Safety Week in November.</p> <p>Social media inserts - Home based food business.</p> <p>Tree planting, Clean Up Australia events were attended in conjunction with NQDT and Tangaroa Blue.</p>	
EH6	<i>Maintain Council's status as a Reef Guardian Council.</i>	4.1.6. Promote the adoption of environmental best practice by Council, residents and business	<p>Implement the Council Reef Guardian Action Plan 2020-24 and completion of 2020-21 Progress Report.</p> <p>Participate and support other Reef Guardian stakeholders in community.</p> <p>Promotion of Reef Guardian status to community.</p>	<p>Progress report completed by 15 December 2021.</p> <p>One community event promoting reef guardian status by 30 June 2022 (subject to COVID).</p>	<p>Highlights Report adopted by Council and published on Council website.</p> <p>Reef Guardian event postponed to July 17, 2022.</p>	
EH7	<i>Conduct water quality testing of drinking water and public swimming pools.</i>	5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Water quality testing completed within agreed timeframes and standards.	<p>Testing of private drinking water supplies completed within agreed timeframes.</p> <p>Monthly testing of water quality at Council swimming pools.</p>	<p>Monthly water testing for all four Council swimming pools carried out.</p> <p>Eight water testing CRMs received for year.</p> <p>Microbial water testing carried out for all non potable food licenses and local law approvals.</p>	
EH8	<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 service levels.	<p>One project or system improvement.</p> <p>Audit of Commercial Use of Roads Licences (goods on footpaths).</p> <p>Investigate improvements to mobile inspection system.</p>	Audit of goods on footpaths undertaken and process of compliance initiated.	




Operational Plan Burdekin Shire Council  
2021/2022



EH9	<i>Undertake works identified in the Dune Management Strategy.</i>	1.2.3 Plan to protect the integrity of key community assets and buildings 4.1.3 Protect and enhance the natural environment	Implementation of Dune Management Strategy recommendations for repair/protection of dunes.	Revegetation work undertaken in priority phase one area by 30 May 2022.  Liaise with other environmental groups and organisations to plan and undertake work within the dune systems.	In January 2022, new educational signs installed at vehicle access points to the beach. Yongala Drive was also re-fenced on both sides. Alva revegetation work by NQ Dry Tropics commenced in January 2022. On 14 February 2022 a community revegetation day was held by NQ Dry Tropics in conjunction with Landcare and Council with planting on the south side of Yongala Drive beach access. Approx 50 people attended. Planning is underway for revegetation works at Wunjunga. New no camping signs have been installed at Wunjunga.	
EH10	<i>Develop a strategic plan for the Environment and Health Section.</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 2022.	Draft plan completed.	
EH 11	<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.	18 Review of Environmental Factors (REFs) conducted for year.	

## Natural Resources

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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.	Issue Riparian Management Agreements invoices for the current financial year by 28 February 2022.  Aquatic weed under control to be maintained at low to medium scattered growth in participating waterways.	RMA invoices issued early March 22.  Aquatic weed growth at a low to scattered level in all RMA participating waterways. Control was effectively achieved using boat, land, helicopter and drone spraying. All data now recorded using Survey 123 app and is working efficiently. New trial with Clipper tablets and Velocity herbicide undertaken.	
NR2	<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	Provide assistance to landholders to develop biosecurity plans.  Review existing plans within agreed timeframes.	Inspect biosecurity plans biennially.  Inspect property biosecurity plans before approving the herbicide subsidy.	Inspections of 56 Biosecurity Plans completed for year - target was 50. 92 property biosecurity plans are current on records. Use of tablet to record the data and take photos initiated and working well. All property biosecurity plans inspected prior to approving herbicide subsidy.	
NR3	<i>Undertake animal pest reduction activities.</i>	4.1.3. Protect and enhance the natural environment	Number of landholders participating and amount of bait used for the pig/dog baiting program.  Number of pigs and wild dogs destroyed.  Participate in coordinated baiting with neighbouring Local Government.	Pest animal management activities as described in Shire Biosecurity Plan.  Number of animals destroyed >=2020/21.  Minimum one coordinated baiting programme with neighbouring local government.	Yearly results: 20 baiting events with 12 landholders participating in feral pig baiting. Over 14,582 hectares using 1,698.50 kg of baiting medium. 100% compliance with baiting programs. Seven landholders participated in coordinated wild dog baiting, using 985.5kg of meat. Approximately 30 pigs trapped. 572 pigs shot in seven aerial shoots. 13 pig traps loaned out on a continual basis. Coordinated baiting in the Burdekin coincides with other council baiting times.	





NR4	<i>Undertake plant pest reduction activities.</i>	4.1.3. Protect and enhance the natural environment	Undertaking weed control activities as provided in the budget.	Complete weed control activities as described in Shire Biosecurity Plan.  Participate in weed control projects with other stakeholders.	12,970 litres sprayed on Grader Grass and other weeds on road reserves for year. Two commercial nurseries inspected six monthly. Participated in weed survey with NQ Dry Tropics, Siam weed inspections with DAF, Siam gall fly release for DAF and bioherbicide trial with University of Queensland. Working with Burdekin Productivity Services to manage Itch Grass and feral pigs. Yellow Crazy Ant traps set and monitored. Work with Queensland Herbarium for weed identification. Work with Biosecurity Queensland on Water Mimosa Inspections. Meet with the Port Authority to discuss biosecurity incursions at the ports of Townsville and Lucinda. Attended and presented at the LGAQ Natural Resource Forum in Ingham.	
NR5	<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.	Two aerial shoots per year.  Annual inspection of Saltwater creek properties.  Additional work undertaken as part of NQDT Contract RWQ18-012 in Plantation, Lilliesmere and Saltwater systems.	Two aerial shoots conducted funded by Council. QFPI Project - Seven additional aerial feral pig shoots conducted for financial year with 572 pigs and 11 wild dogs shot. An inspection of participating Saltwater landholders was conducted as per property biosecurity plan. NQDT project- drone spray in Plantation Creek, helicopter spray in Saltwater Creek and several boat sprays in Lilliesmere system.	
NR6	<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.	Applications administered within agreed timeframes.  Percentage of budget expended.	\$121,698 spent on herbicide subsidy for the year - 101% of budget. Two landholders accessed the Wild Dog Assistance Policy for \$1,000. Three customers submitted a total of 123 wild dog pelts for the financial year totalling \$3,573 in bounty payments.	

NR7	<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.	Minimum of two (2) surveys of RMA lagoons per year.  Two inspections per year.	Five Riparian Management Agreement surveys were conducted this financial year and all lagoons were inspected at least twice and treated if required as per risk index. Five nursery inspections for the year were conducted with no pest plants found. Liaised with Biosecurity Qld for Siam biocontrol releases in the Haughton River. Regular inspections of waterways have found no new varieties of weeds or pests. Inspections ongoing.	
NR8	<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.	Grader Grass strategy and plan developed in consultation with stakeholders by 30 June 2022.  ArcGIS pilot webtool trial on RMA activity available on website by 30 June 2022.	Grader grass strategy on hold due to other priorities and extent of weed infestation. Use of Drone Contractors in the treatment of Aquatic Weeds has proved useful and cost efficient. Research into an Aquatic Weed Removal Machine (Weedoo Boat USA) is ongoing and the machine could be utilised extremely well in our workplace. Especially if used in conjunction with NQTD Shore-line Conveyor to remove weeds.	
NR9	<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 2022.  One newsletter/media release produced by 30 June 2022.  Four information releases on weed of the quarter on website and social media - Facebook and Instagram.	Website reviewed six monthly. Wild dog trapping workshop conducted in April 2022. Newsletter released to six Feral Pig Cluster Group participants. Results of feral pig shoot sent to participants. Siam weed updates and fact sheets sent to relevant landholders. Media releases on Siam weed, Aquatic Weed and promotion of Wild Dog Trapping workshop.  Four Weed of the quarter newsletter and information on social media.	




NR10	<i>Undertake preventative measures as proposed in the Burdekin Bushfire Risk Mitigation Plan - April 2021 to August 2021 - Operation Cool Burn.</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.	Attend at least one meeting per annum.  Complete works recommended from mitigation plan.	Staff participated in two online meetings with Burdekin Area Fire Management Group throughout the year. Operation Coolburn has segued into Operation Sesbania. Burdekin Fire Management Plan is to be presented to Local Disaster Management Group. Mitigation activities undertaken on Council land on Saltwater Creek and on Barratta Road attended by Council's Pest Management Officers, QFES, Rural Fire Services, Gudjuda Rangers and local landholders. Council's Pest Management Officers have received Fire Crew Training providing reference for best practice methods for planning and fire mitigation activities.	
NR11	<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 2022.	Draft strategic plan developed.	



## Vector Management



Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Comments	
VM1	<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 current breeding sites treated or as required fortnightly.	All current breeding sites monitored twice a week and treated as necessary. High use public areas and special events barrier sprayed as needed. Data now being recorded in Survey 123. Mosquito trapping for Queensland Health Arbovirus Program.	
VM2	<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.	Chemicals (BTI and IRG) was ordered for mosquito larvae management with El Nino announced for 2021-2022 Summer and Autumn. Working with Queensland Health to set Card Traps to monitor Ross River Virus in wild mosquito populations in the Burdekin.	
VM3	<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.	One new project or system improvement.	New system - easement spraying to promote evaporation and safe access to water- 8495Lt Roundup sprayed this year in BSC Easements. Recorded spray data is now easily accessible to provide feedback to the community with the development and use of Survey 123.	
VM4	<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.  One newsletter/media releases produced by 30 June 2022.	Information reviewed six monthly. Four Media releases/social media posts on mosquito prevention, Display at Library and Customer Service to raise awareness. Presented at the Australian Mosquito Conference 2021	

### Caravan Parks




Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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 with mostly 4 or 5 star rating on the online sites. Parks are being well maintained. New Contract commenced for Management of Burdekin Cascades Caravan Park on 1 May 2022.	
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 Spring 21/22 edition. Advertising in Caravanning Qld 2022 Directory. Review of Google my business site and responded to reviews. Yellow pages advert renewed. Advertised in Australian Tourism Data Warehouse. New websites for both Caravan Parks are being developed. Improvements including online booking availability, improved photos, more interactive experience.	
CP3	<i>Complete Capital Works Projects: Business case and concept design for new cabins for Burdekin Cascades Caravan Park.</i>	1.1.1 Plan, build and maintain infrastructure that enhances community assets. 2.2.3 Support the development and expansion of existing business.	Completion of capital projects.	31 March 2022.	Workshop discussion on 29 March 2022. Possible inclusion for 2023/2024 capital budget subject to future direction of Park determined.	






## Swimming Pools




Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 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 contracts have been operating well. An interim management tender was called and awarded for Ayr Pool with an expiry date matching the expected completion of the construction period for the new aquatic park. Working with Managers to address maintenance and repair issues promptly.	
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.	Two pools were inspected twice and two pools were inspected once during the year. Review of inspections to highlight maintenance now underway. Unplanned closures occurred at Home Hill Pool with a failure of the bore pump, requiring replacement. This was a major repair that could not have been anticipated/ planned. Chlorine injection and pumping issues were also experienced at the Home Hill Pool have impacted opening hours. Millaroo Pool had a leak in one of the chlorine tanks that reduced storage capabilities for the site.	


## Waste Management

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Comments	
WM1	<i>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.</i>	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 but listed here is annual data	Five performance measures identified with contractor. All measures met. Details are as follows: Delivery of new bin service - 37 requests, all completed within timeframe. Number of missed services - 125 requests, all requests completed within timeframe unless bin not presented. Bin repairs/replacements - 521 requests, all completed within timeframe. Service complaint - Two reported	
WM2	<i>Undertake management of kerbside collection including customer service requests.</i>	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 completed within target or open within target. 82% of waste health CRMs completed within target or open within target. Temporary drop in completion rate attributed to delay in forwarding contaminated green bin notifications in August.	
WM3	<i>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.</i>	4.1.5. Continually improve waste management practices	Compliance with audits conducted by Department of Environment and Science.  Compliance with internal inspection and audit programme.  Compliance with Objectives and Target Register.  Complete Kirknie Landfill Stability Assessment for Cell 2.	Full compliance with notices from DES.  100% compliance.  100% compliance.  Stability Assessment Report.	DES conducted baseline volumetric survey and discussed administrative aspects of waste levy onsite on 17th March 2022. No issues identified. Onsite Operational Purpose (OSOP) exemption report completed and submitted. DES completed online audit on 16th March 2022. Though no issues identified with the submitted OSOP report for last year, DES identified transactions in 2020 that were conducted without appropriate permit, triggering non conformance and issuance of formal warning. No penalty issued. Year 2022 volumetric survey completed, report in process.  Internal audit program established. To be implemented once staff recruitment process completed.  O&T Register to be reviewed annually for ongoing use.  Stability assessment deferred at this stage.	

Operational Plan Burdekin Shire Council  
2021/2022

WM4	<p><i>Implement environmental monitoring programs:</i></p> <ul style="list-style-type: none"> <li>- Cromarty Landfill (groundwater and surface water).</li> <li>- Legacy Landfill Sites (groundwater) to 2022.</li> <li>- Kirknie Landfill (groundwater, surface water and landfill gas) Ongoing.</li> <li>- Ayr and Home Hill Transfer Stations Green waste runoff (surface water) to Feb 2022.</li> </ul>	<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). Analysis of monitoring results.</p>	<p>Q4 quarterly monitoring delayed. Spec to be planned for external consultant to conduct monitoring for legacy and non legacy sites, identify and improve monitoring process.</p>	
WM5	<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 waste audits commenced in April 2021 with initial plans to complete audits by March 2022. Completion date to be extended due to ongoing staff vacancies.</p> <p>Areas completed to date include - Ayr and Home Hill library, Burdekin Theatre, Memorial Hall, Environment and Health, and Pest Management sections.</p>	
WM6	<p><i>Schedule and implement recycling bin audits.</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>Reduction in contamination rates in recycling bin</p>	<p>100 premises audited in financial year.</p>	<p>Initial planning meeting held in September 2021. Completion date to be extended due to ongoing staff vacancies.</p>	

WM7	<i>Participation in approved Local Government Illegal Dumping Partnership Grant Program (ends 2 Sep 2021).</i>	<p>4.1.3. Protect and enhance the natural environment</p> <p>4.1.4. Work in partnership with organisations and the community to support projects to protect and enhance environmentally sensitive areas</p> <p>4.1.5. Continually improve waste management practices</p>	<p>Completion of grant milestone reports.</p> <p>Percentage of successful compliance outcomes.</p> <p>Development of educational materials and program.</p> <p>Development of a regional illegal dumping prevention strategy.</p> <p>Development of resources and programs for ongoing training and development.</p>	<p>Milestone reports as per grant deed.</p> <p>Over 80% successful compliance outcomes.</p> <p>Completed educational programme by 30 Sep 2021.</p> <p>Completed strategy by 30 Sep 2021.</p> <p>30 June 2022.</p>	<p>Monthly report and final acquittal report completed and submitted prior the deadline of 1st Dec 2021. Illegal dumping partnership program - Round 2A grant application submitted and approved. One officer recruited for 12 months commencing 16th March 2022. Monthly reports completed in accordance with reporting requirements.</p> <p>19 requests out of 20 received, finalised for the quarter. Majority completed within agreed target levels.</p> <p>DES presentation available to customise and use for spreading knowledge among community and educational institutes.</p> <p>Draft Litter and Illegal Dumping (LID) Strategy developed and to be reviewed in 2022-23.</p>	
WM8	<i>Participation in approved Local Government Illegal Dumping Hotspot Grant Program (ends 30 Sep 2021).</i>	<p>4.1.3. Protect and enhance the natural environment</p> <p>4.1.4. Work in partnership with organisations and the community to support projects to protect and enhance environmentally sensitive areas</p> <p>4.1.5. Continually improve waste management practices</p>	<p>Completion of grant milestone reports.</p> <p>Number of investigations and successful outcomes.</p> <p>Number of illegal dumping hotspots cleaned up and/or monitored.</p>	<p>Milestone reports as per grant deed.</p> <p>3 priority hotspot locations cleaned up by 30 Sep 2021.</p>	<p>Milestone and Acquittal report completed.</p> <p>Completed. Locations include - Burdekin River (both sides) and Alva Beach.</p>	
WM9	<i>Participation in Regional Recycling Transport Assistance Package (RRTAP) Grant (ends 31 Dec 2021).</i>	<p>4.1.6. Promote the adoption of environmental best practice by Council, residents and business</p>	<p>Completion of grant milestone reports.</p>	<p>Milestone reports as per grant deed.</p>	<p>Milestone report and Acquittal report completed and submitted by the due date. DES conducted online interview on 15th March 2022. No issues identified.</p>	

WM10	<i>Develop Waste Services Strategy (Internal).</i>	<p>4.1.2. Support community education programs that contribute to improved environmental and community outcomes</p> <p>4.1.3. Protect and enhance the natural environment</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>	Completion and Council adoption of the strategy.	30 June 2022.	Internal Waste Strategy discussed among team members and first draft developed. Manager E&H to review and provide further direction.	
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### 7.3.1. PLANNING AND DEVELOPMENT

#### QBSC/22/029 - Provision of Security Services (Mobile Service) to Council Properties

**File Reference:** 219

**Report Author:** Kellie Galletta, Manager Planning and Development

**Authoriser:** Nick Wellwood, Director Infrastructure Planning and Environmental Services

**Meeting Date:** 9 August 2022

#### **Link to Corporate/Operational Plan:**

Burdekin Shire Council Corporate Plan 2022-2027

5.2.1: Demonstrate open and transparent leadership.

5.2.2: Responsibly manage Council's financial position to ensure sustainability.

5.2.3: Implement effective governance frameworks.

5.2.4: Undertake regulatory responsibilities in accordance with legislative obligations.

Burdekin Shire Council Operational Plan 2022-2023

PD14 Ensure all existing service contracts are reviewed regularly to ensure any identified cost savings and efficiencies are implemented.

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#### **Executive Summary**

The current security contract for after hours security services for Burdekin Shire Council expired on 31/07/2022. This has been extended on a month to month basis while quotations were requested and assessable.

There is no major changes to the scope of security services from the current contract.

Chapter 6 Part 3 Division 2 Sections 224, 225 and Division 3 of the Local Government Regulation Queensland 2012 requires Council to invite written quotations from at least three (3) persons for medium-sized contractual arrangements with a supplier that is expected to be worth over \$15,000 but less than \$200,000 excluding GST, in a financial year.

The provision of Security Services (Mobile Patrols) to Council Properties falls within this category.

Out of 10 suppliers notified, Council has received two (2) conforming responses, one from SAI Security, the second from SRW Security.

#### **Recommendation**

That Council accepts the written quotation submitted by SRW Security Services Pty for a twenty-three (23) month contract period, commencing 1 August 2022 for the amount of \$335,800.00 (including GST).

#### **Background**

On the 5 July 2022, ten (10) suppliers were notified via Vendor Panel of the Council's Request for Quotation QBSC/22/029 being the provision of Security Services (Mobile Patrols) to Council Properties for a twenty-three (23) month period, commencing 1 August 2022.

Upon the closure of the request response period at 12.00pm on 20 July 2022, two (2) conforming quotations were received:

- SAI Security Protection Pty Ltd for the amount of \$324,597.16 (including GST).
- SRW Security for the amount of \$335,800.00 (including GST).

These quotations were assessed using specific response evaluation criteria, as set out in the below table:

Supplier	Price		Local Content	Proven Performance	Resources	Total Weighted Score (max. of 10).
	35%		10%	45%	10%	
Weighted Score						
<b>SIA Security Protection</b>	3.5		0.2	1.8	0.6	<b>6.1</b>
Comments	Auto calculated		Brisbane based with local staff/resourcing	No references supplied. Previous Contract performance poor. Submission in incorrect format	Number of patrol vehicles/employees unspecified. No explanation/example of electronic reporting system	
<b>SRW Security</b>	3.15		1	4.5	1	<b>9.65</b>
Comments	Auto calculated		100% Local Business including employees	Excellent service on current Contract. References supplied	Adequate patrol staff and vehicles available. Full electronic reporting system.	

#### **SRW Security:**

1. Price: \$14,600 per month (an increase of \$1,030/month more than current contract price).

Their explanation behind the increase compared to the current Contract is as follows:

*“Just to be able to compare to our currently monthly amount there has been an increase of just under 8%, the initial current contract was extended 12 months and no CPI was able to be added, this contract is two years with the possibility of an extension of 1 year so no CPI can be added in that time hence working out a reasonable CPI increase of just under 8% over the course of 4 years (2021-2024 (possibly till 2025)) to be reasonable given the current expenses, fuel being the most increased expense over the last year going up 150% from when originally quoting this in 2020 with the previous tender.”*

2. 100% local owned and operated Company employing local employees.

## **SAI Security:**

1. Price is \$14,112.92 per month (an increase \$542.92/month more than current contract).
2. SAI Security Group operate from their head office in Brisbane and run seven (7) sub-branches within Queensland, one of which is Burdekin Night Alert. They do employ local security officers. No local manager – enquires only through head office.

In summary, all quotations have been assessed in accordance with the Burdekin Shire Council Procurement Policy 2022/2023 including the objectives and guidelines contained therein.

Although the SRW Security quotation was higher than SIA Security Protection quoted amount, the variance amount of \$487/month is considered justifiable by officers based on the positive feedback and performance of the current contract.

It is therefore recommended that Council accepts the quote submitted by SRW Security Services Pty Ltd based on the highest total weight score of 9.65.

## **Background and History**

### **SRW Security:**

SRW Security Services are the current contractor and have shown an excellent quality of service, often providing additional services to what is required under the contract without additional charges.

Full electronic reporting is provided as required, proving accountability for carrying out checks per night. Any images/video captured by the Security Officer is also available if required (for incidents).

A major advantage is that SRW have a local hands-on manager and any enquiries are attended both efficiently and effectively.

### **SAI Security:**

Inadequate performance demonstrated during previous contractual arrangements e.g. deficient reporting, unacceptable security practices and patrols failing to adhere with contractual arrangements.

As there is no local manager, enquiries can only be directed to the head office in Brisbane which has proven in the past to be inefficient and frustrating.

Previous reporting system was proven to be inaccurate as it was not electronic and unable to provide accountability for carrying out checks. Spreadsheets supplied were able to be modified manually, allowing for human error. In their quotation, SAI Security mention customised software called 'BNA Flowfinity', however they do not explain how the system would provide electronic reporting or provide examples. Despite regular promises of improving reporting in the past, no improvements were followed through in this area.

## **Consultation**

Mr. Nick Wellwood – Director Infrastructure, Planning & Environmental Services

## **Budget & Resource Implications**

Expenditure in accordance with budget allocation.

## **Legal Authority & Implications**

*Local Government Regulation 2012*

Council Procurement Policy 2022/2023



**Policy Implications**

Burdekin Shire Council Procurement Policy 2022/2023  
Procurement Guideline (July 2020)

**Risk Implications (Strategic, Operational, Project Risks)**

Minimal organisational risk is apparent given that the recommendation has considered all relevant outcomes associated with Strategic, Operational and Project risks.

Risk has been managed by undertaking a thorough assessment against the assessment benchmarks relevant to this request for quotation.

**Attachments**

None

## 7.4.1. TECHNICAL SERVICES

### TBSC/22/010 – Supply and Delivery of 4WD & 2WD Utilities (Single, King, Dual Cabs) for the period to 30 June 2023

**File Reference:** 2067

**Report Author:** Susie Pearce, Fleet and Administration Officer - Workshop

**Authoriser:** Kevin Byers, Manager Technical Services

**Meeting Date:** 9 August 2022

#### **Link to Corporate/Operational Plan:**

Burdekin Shire Council Corporate Plan 2022-2027

3.3.1: Implement the Asset Management Strategy and Roadmap.

5.2.2: Responsibly manage Council's financial position to ensure sustainability.

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#### **Executive Summary**

The *Local Government Regulation Queensland 2012* requires Council to invite written tenders for large-sized contractual arrangements for goods and services purchased from a supplier that is expected to exceed \$200,000.00 ex GST per financial year. The purchase of the Light Vehicles (excluding full private use vehicles) is in this category.

Quotations were called for 4WD and 2WD Utilities in TBSC/22/010 - Supply and Delivery of 4WD and 2WD Utilities for the period to 30 June 2023.

Quotation closed on Wednesday, 27 July 2022. Current list of prequalified suppliers under the Local Buy Contract BUS 233-1112 showed two (2) local dealers, both were invited to offer quotations. The dealer's responses were from four (4) manufactures that consisted of twenty-one compliant utilities (4WD–12, 2WD–9). These quotations were assessed using a multi-criteria weighting method.

#### **Recommendation**

That Council accepts the quotations in TBSC/22/010 from Burdekin Motors Pty Ltd for Isuzu Dmax SX 4WD and 2WD utilities fitted with drop-side trays, tow bars and standard accessories for the 2022/2023. Total contract value for the current planned replacements of thirteen (13) utilities is \$486,000.00 excluding GST.

#### **Background**

Commencing 2018, Council decided to standardise the purchase of utilities excluding full private use vehicles to reduce the operational costs whilst maintaining a fit for purpose fleet. Quotations are called annually for the supply of vehicles from local dealerships listed as prequalified suppliers on the Local Buy Contract for light vehicles. At times there may be a requirement to acquire a light vehicle with a business need outside the specification for the standard vehicle type. Should this occur through the year, the acquisition will be completed by individual quotation in accordance with Council's Procurement Policy.

Quotation TBSC/22/010 was offered to the two (2) local dealerships listed on the pre-qualified supplier list on Local Buy Contract BUS 233-1112. It is important to note that Don West Toyota have not committed to the Local Buy Contract but may consider in the future.

At the time of closing, conforming quotations were received from the below suppliers:

Burdekin Motors Pty Ltd – Isuzu Dmax SX, Nissan Navara, and Mitsubishi Triton  
Honeycombes Sales & Service Pty Ltd – Mazda BT50.

Council used a multi-criteria assessment scoring based on:

- Whole of Life Costs
- Price
- Suitability for Work Purpose
- Compliance
- Delivery
- Commonality
- Warranty

The standardisation of utilities is based an overall assessment per manufacturer over the three (3) configurations (single, king, dual cabs) in each 4WD and 2WD category.

While all respondents were identified as being capable of completing the order to Council's standards, the quotation offers from Burdekin Motors Pty Ltd for the 4WD and 2WD 2022 Isuzu Dmax SX utility range are the most advantageous and cost effective for Council.

It is important to note the impact COVID-19 is having on the light vehicle industry, there have been significant delays in the manufacturing of vehicles hence a supply shortage in this uncertain market.

Analysis of all tendered offers are shown in the tables below.

<b>4WD Utilities</b>		
Supplier/Vehicle	Weighted Score	Ranking
Burdekin Motors Pty Ltd 2022 Isuzu Dmax SX (single, king and dual cabs offered)	3.95 / 5	1
Honeycombes Sales & Service Pty Ltd 2022 Mazda BT50 XT (single, king and dual cabs offered)	3.45 / 5	2
Burdekin Motors Pty Ltd 2022 Nissan Navara SL (single, king and dual cabs offered)	3.40/ 5	3
Burdekin Motors Pty Ltd 2022 Mitsubishi Triton (single, king and dual cabs offered)	3.40/ 5	4

<b>2WD Utilities</b>		
Supplier/Vehicle	Weighted Score	Ranking
Burdekin Motors Pty Ltd 2022 Isuzu Dmax SX (single, king and dual cabs offered)	3.95 / 5	1
Honeycombes Sales & Service Pty Ltd 2022 Mazda BT50 XT (single, king and dual cabs offered)	3.45 / 5	2
Burdekin Motors Pty Ltd 2022 Nissan Navara SL (single, king cabs offered)	3.40/ 5	3
Burdekin Motors Pty Ltd 2022 Mitsubishi Triton (single cab offered)	3.40/ 5	4

### **Consultation**

Consultations are held with the Council Sections to discuss the procurement plan of business and commuter use utilities to determine vehicle specification details and minimise downtime.

### **Budget & Resource Implications**

The individual pricing of each type of vehicle is above the budget allocation. There are thirteen standard utility vehicles currently planned for renewal, however the final number of vehicles to be purchased will depend on final costs of all items across all fleet categories.

### **Legal Authority & Implications**

Not Applicable.

### **Policy Implications**

Not Applicable.

### **Risk Implications (Strategic, Operational, Project Risks)**

Not Applicable.

### **Attachments**

None

## 7.4.2. TECHNICAL SERVICES

### TBSC/22/013 – Supply and Delivery of one (1) Backhoe with attachments

**File Reference:** 2067

**Report Author:** Susie Pearce, Fleet and Administration Officer - Workshop

**Authoriser:** Kevin Byers, Manager Technical Services

**Meeting Date:** 9 August 2022

#### **Link to Corporate/Operational Plan:**

Burdekin Shire Council Corporate Plan 2022-2027

3.3.1: Implement the Asset Management Strategy and Roadmap.

5.2.2: Responsibly manage Council's financial position to ensure sustainability.

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#### **Executive Summary**

The *Local Government Regulation Queensland 2012* requires Council to invite written tenders for large-sized contractual arrangements for goods and services purchased from a supplier that is expected to exceed \$200,000.00 ex GST per financial year. The purchase of the Backhoe is in the category.

Quotations were called in TBSC/22/013 - Supply and Delivery of one (1) Backhoe with attachments.

Quotation closed on Friday, 22 July 2022. Three (3) Prequalified suppliers were selected in the following the Local Buy Contract NPN 2.15-2 Earth Moving Equipment.

The dealer's responses were from three (3) manufacturers that consisted of four backhoes. These quotations were assessed using a multi-criteria weighting method.

#### **Recommendation**

That Council accepts the quotation in TBSC/21/013 from Hastings Deering (Australia) Limited for the Caterpillar 432 Backhoe/industrial loader for a total of \$277,675.00 excluding GST.

#### **Background**

The backhoe is listed in the 2022-2023 Budget for replacement. Assessment of the backhoe with attachments replacement meets the expectation of upcoming works and reduce operational costs whilst maintaining a fit for purpose fleet.

Quotation TBSC/22/013 was offered to the three (3) suppliers listed on the pre-qualified supplier list on Local Buy Contract NPN 2.15-2.

At the time of closing, conforming quotations were received from the below suppliers:

- Hastings Deering (Australia) Ltd
- MAK Diesel & Earthmoving
- RDO Equipment Pty Ltd

Council used a multi-criteria assessment scoring based on:

- Whole of Life Costs
- Price
- Suitability for Work Purpose
- Compliance
- Delivery
- Commonality
- Warranty

While all respondents were identified as being capable of completing the order to Council's standards, the quotation offers from Hastings Deering (Australia) Limited for the Caterpillar 432 Backhoe/industrial loader being the most advantageous and cost effective for Council.

It is important to note the impact COVID-19 is having on the heavy machinery industry with significant delivery delays.

Analysis of all tendered offers are shown in the below table.

<b>Backhoe with attachments</b>		
Supplier	Weighted Score	Ranking
Hastings Deering (Australia) Ltd Caterpillar 432 Backhoe/industrial loader	3.90 / 5	1
RDO Equipment Pty Ltd John Deere 315SL (Tier 3)	3.75 / 5	2
MAK Diesel & Earthmoving CASE 580SV (Stage 5 – DEF)	3.10 / 5	3
RDO Equipment Pty Ltd John Deere 315SL (Tier 4 – DEF)	3.10 / 5	4

### **Consultation**

Consultations were held with Council Sections to discuss the procurement plan of this backhoe to determine the specification details and cost benefit for Council.

### **Budget & Resource Implications**

The purchase of the backhoe with attachments is listed in the 2022/2023 Capital Budget and is within the budget allocation.

### **Legal Authority & Implications**

Not Applicable.

### **Policy Implications**

Not Applicable.

**Risk Implications (Strategic, Operational, Project Risks)**

Not Applicable.

**Attachments**

None

### 7.4.3. TECHNICAL SERVICES

#### TBSC/22/012 – Request for Quotation for the supply and delivery of one (1) Pneumatic Tyre Roller

**File Reference:** 2067

**Report Author:** Susie Pearce, Fleet and Administration Officer - Workshop

**Authoriser:** Kevin Byers, Manager Technical Services

**Meeting Date:** 9 August 2022

#### **Link to Corporate/Operational Plan:**

Burdekin Shire Council Corporate Plan 2022-2027

3.3.1: Implement the Asset Management Strategy and Roadmap.

5.2.2: Responsibly manage Council's financial position to ensure sustainability.

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#### **Executive Summary**

The Local Government Regulation Queensland 2012 requires Council to invite written tenders for large-sized contractual arrangements for goods and services purchased from a supplier that is expected to exceed \$200,000.00 ex GST per financial year. The purchase of the Pneumatic Tyre Roller is in the category.

Quotations were called in TBSC/22/012 - Supply and Delivery of one (1) Pneumatic Tyre Roller.

Quotation closed on Friday, 29 July 2022. Three (3) Prequalified suppliers were selected in the following the Local Buy Contract NPN 2.15-2 Heavy Plant Machinery Equipment & Earth Moving Equipment.

The dealer's responses were from three (3) manufacturers that consisted of five (5) rollers. These quotations were assessed using a multi-criteria weighting method.

#### **Recommendation**

That Council accepts the quotation in TBSC/22/012 from Hastings Deering (Australia) Limited for the Caterpillar CW34 Pneumatic Tyre Roller for a total of \$218,169.37 excluding GST.

#### **Background**

The Pneumatic Tyre Roller is listed in the 2022-2023 Budget for replacement. Assessment of the roller replacement meets the expectation of upcoming works and reduce operational costs whilst maintaining a fit for purpose fleet.

Quotation TBSC/22/012 was offered to the three (3) suppliers listed on the pre-qualified supplier list on Local Buy Contract NPN 2.15-2.

At the time of closing, conforming quotations were received from the below suppliers:

- Hastings Deering (Australia) Ltd
- Tutt Bryant Equipment
- Conplant Pty Ltd



Council used a multi-criteria assessment scoring based on:

- Whole of Life Costs
- Price
- Suitability for Work Purpose
- Compliance
- Delivery
- Commonality
- Warranty

While all respondents were identified as being capable of completing the order to Council's standards, the quotation offers from Hastings Deering (Australia) Limited for the Caterpillar CW34 Pneumatic Tyre Roller being the most advantageous and cost effective for Council.

It is important to note the impact COVID-19 is having on the heavy machine industry. The rollers with the preferred gross weight for the job application show significant delivery delays.

Analysis of all tendered offers are shown in the below table.

<b>Pneumatic Tyre Roller</b>		
Supplier	Weighted Score	Ranking
Hastings Deering (Australia) Ltd Caterpillar CW34B	3.85 / 5	1
Tutt Bryant Equipment Bomag BW28RH	3.75 / 5	2
Conplant Pty Ltd Wacker Neuson RR280T3-18	3.20 / 5	3
Conplant Pty Ltd Wacker Neuson RR280T3-20	3.00 / 5	4
Conplant Pty Ltd Wacker Neuson RR280T3-24	2.68 / 5	5

### **Consultation**

Consultations were held with Council Sections to discuss the procurement plan of this roller to determine the specification details and cost benefit for Council.

### **Budget & Resource Implications**

The purchase of the Pneumatic Tyre Roller is listed in the 2022/2023 Capital Budget is within the budget allocation.

### **Legal Authority & Implications**

Not Applicable.

**Policy Implications**

Not Applicable.

**Risk Implications (Strategic, Operational, Project Risks)**

Not Applicable.

**Attachments**

None