

Operational Plan

2021/2022



Executive Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Chief Executive Officer; Director of Corporate and Community Services; Director of Infrastructure, Planning and Environmental Services.	
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.	Chief Executive Officer.	Director Corporate and Community Services; Director Infrastructure, Planning and Environmental Services; Senior Leadership Group. Human Resources Coordinator.
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.	Director of Corporate and Community Services; Senior Governance Officer.	Senior Leadership Group; Risk Management Committee.

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.	Chief Executive Officer; Director Corporate and Community Services; Human Resources Coordinator.	Manager Operations; Senior Leadership Group;
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.	Chief Executive Officer.	Economic Development Coordinator.
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.	Chief Executive Officer; Director Corporate and Community Services.	Senior Governance Officer.
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.	Executive Secretary; Executive Support Officer.	

Media and Communications

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Media and Communications Officer.	Senior Leadership Group.
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.	Media and Communications Officer.	Senior Leadership Group.
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.	Media and Communications Officer.	Director of Corporate and Community Services; Senior Leadership Group.
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.	Media and Communications Officer.	Chief Executive Officer; Director of Corporate and Community Services; Director of Infrastructure, Planning and Environmental Services; Senior Leadership Group.

Economic Development

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Economic Development Coordinator.	Chief Executive Officer; Senior Leadership Group; Economic Action Group.
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.	Economic Development Coordinator.	Chief Executive Officer; Senior Leadership Group; Economic Action Group; RSIS Project Officer.
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.	Economic Development Coordinator.	Chief Executive Officer; Senior Leadership Group; Economic Action Group.
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.	Economic Development Coordinator.	Chief Executive Officer; Senior Leadership Group; Economic Action Group.
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.	Economic Development Coordinator.	Chief Executive Officer; Senior Leadership Group; Economic Action Group.
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.	Economic Development Coordinator.	Senior Leadership Group; Economic Development Coordinator; Economic Action Group.

Operational Plan Burdekin Shire Council
2021/2022

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.	Economic Development Coordinator.	Senior Leadership Group; Economic Development Coordinator; Economic Action Group.
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.	Economic Development Coordinator.	Chief Executive Officer.
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.	Economic Development Coordinator.	Chief Executive Officer; Director Infrastructure, Planning and Environmental Services; Manager Planning and Development.

Tourism

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Tourism Officer.	Economic Development Coordinator.
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.	Tourism Officer.	Economic Development Coordinator.
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.	Tourism Officer.	Economic Development Coordinator.
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.	Tourism Officer.	Economic Development Coordinator.
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.	Tourism Officer.	Economic Development Coordinator.

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.	Tourism Officer.	Economic Development Coordinator.
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.	Tourism Officer.	Economic Development Coordinator.

Corporate Governance

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Senior Governance Officer.	Chief Executive Officer; Director Corporate and Community Services; Director Infrastructure, Planning and Environmental Services; Senior Leadership Group; Executive Secretary.
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.	Senior Governance Officer.	Senior Leadership Group.
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>	5.1.3. Communicate Council intent and decisions to the community using effective messaging tools 5.2.1. Demonstrate the Council's strategic direction to government, business and the community through strong leadership and advocacy	Operational Standards reviewed and updated as necessary. New Operational Standards are identified and developed by relevant officers and approved by ELT. Policy and Operational Standard registers maintained accurately. New policies developed and adopted in response to identified need and/or changes to legislation or Australian Standards.	100% of Operational Standards that are due for review are reviewed, updated and endorsed within agreed timeframes. 100% of Council Policies that are due for review, are reviewed within the agreed timeframes.	Senior Governance Officer.	Senior Leadership Group; Governance Support Officer.

Operational Plan Burdekin Shire Council
2021/2022

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	Open provision of appropriate information. Number of applications processed.	100% of applications processed in accordance with legislative timelines.	Director of Corporate and Community Services.	Governance and Property Officer.
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.	Director of Corporate and Community Services.	Governance and Property Officer.
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.	Director of Corporate and Community Services.	Governance and Property Officer.
CG7	<i>Coordinate and project manage Council's external funding applications.</i>	1.1.2. Prioritise infrastructure projects that will contribute to liveability and growth in the Burdekin 1.2.5. Provide sporting, recreational, parks, playgrounds and aquatic facilities that meet the needs of our community 5.3.2. Ensure Council's financial position is effectively managed	Funding opportunities identified and prioritised in a timely manner. High quality funding applications submitted. Accurate and timely acquittal of grant funds.	100% of applications submitted on time. 100% of acquittals submitted accurately and on time.	Director of Corporate and Community Services; Grants and Property Officer.	Senior Leadership Group.
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.	Grants and Property Officer.	Grants and Property Officer.
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.	Grants and Property Officer.	Administration and Records Coordinator.

Operational Plan Burdekin Shire Council
2021/2022

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.	Director of Corporate and Community Services; Senior Governance Officer.	Senior Leadership Group.
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.	Director of Corporate and Community Services.	Senior Leadership Group; Senior Governance Officer.
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.	Director of Corporate and Community Services.	Governance Support Officer; Senior Leadership Group; Senior Governance Officer.
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.	Director of Corporate and Community Services.	Senior Governance Officer; Governance Support Officer; Senior Leadership Group.

Customer Service Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
CS1	<i>Deliver professional customer service assistance to internal and external customers.</i>	5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Customer Service Reports provided to Senior Management. Maintain service level of 80% of all calls answered within 20 seconds. Record and measure abandonment rate of calls within the centre. Monitor incorrect call code allocation for error rate (Non-compliant).	Three reports completed each quarter (12 reports annually). Minimum 80% Service Level. Abandonment rate less than 5%. Error rate to remain below 5%.	Manager Client Services.	Customer Service Centre Coordinator; Customer Service Officers.
CS2	<i>Facilitate participation of the professional development and training program for Customer Service Officers.</i>	5.3. Commitment to continuous improvement, customer service and accountability 5.3.5. Improve methods of service delivery to the community based on innovation, feedback and review processes	Ongoing support and facilitation of the Professional Development and Training Program specific to Customer Service Officers. Report on Professional Development and Training activities as part of the Customer Service Reports.	30 June 2022. Section for PD&T included in three reports each quarter (12 reports annually).	Manager Client Services.	Customer Service Centre Coordinator; Customer Service Officers.
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>	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	Assist in the configuration of the Call Centre Software, its deployment and training for staff.	30 March 2022.	Manager Client Services.	Customer Service Centre Coordinator.

Information and Communication Technology

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	ICT Coordinator.	Director of Corporate and Community Services; Manager Client Services; ICT Steering Committee; Information Security Committee; Information and Communication Technology Team.
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.	ICT Coordinator.	Director of Corporate and Community Services; Manager Client Services; ICT Steering Committee; Information Security Committee; ICT Administrators.

Operational Plan Burdekin Shire Council
2021/2022

ICT3	<i>Provide Corporate systems software and applications that meet the current and future needs of the organisation.</i>	1.5. Effectively employ technology 1.5.1. Support and improve Council's business performance through information and communication technologies 1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation	Provide support to Senior Management for the effective management and progression of the Technology One Road Map towards Technology One CIA. All budgetary considerations for the Transition to Technology One CIA to be in line with Council's budgetary review dates and timelines. ICT to be consulted in the procurement of new corporate business systems to ensure compatibility with Council's existing software platforms.	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. Budget considerations to be submitted by September 2021 (RBUD1), February 2022 (RBUD2) and March 2022 (OBUD - 2022/23). 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.	Manager Client Services.	Director of Corporate and Community Services; Manager Financial & Administrative Services; Manager Client Services.
ICT4	<i>Provide quality ICT services to internal customers, including timely resolution of customer requests.</i>	1.5.1. Support and improve Council's business performance through information and communication technologies 1.5.2. Deliver reliable, innovative and effective ICT solutions to enable Council's business transformation	Help Desk requests responded to and resolved in accordance with agreed service levels. ICT Corporate Software is maintained, upgraded and managed in accordance with organisational requirements and service levels.	95% compliance. 95% of all software updates are in accordance with corporate guidelines and recommendations.	ICT Coordinator.	Information and Communication Technology Team.
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 centre for all of Council's operations within timeframes and within budget.	30 June 2022. 30 March 2022.	Director of Corporate and Community Services.	Manager Client Services; ICT Coordinator.
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.	Manager Client Services.	ICT Coordinator; ICT Administrators.

Operational Plan Burdekin Shire Council
2021/2022

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.	Manager Client Services.	ICT Coordinator.
------	--	---	--	--	--------------------------	------------------

Human Resources

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Human Resources Coordinator;	Human Resources Officer;
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).	Human Resources Coordinator;	Human Resources Officer;
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.	Human Resources Coordinator;	Human Resources Officer; Senior Leadership Group;
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%.	Human Resources Coordinator;	Human Resources Officer;

Safety and Quality

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
Safety						
SQ1	<i>Ensure compliance with Council's Safety Management System (SMS).</i>	<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>	Safety & Productivity Coordinator;	Safety & Productivity Coordinator;
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>	Safety & Productivity Coordinator;	Safety & Productivity Coordinator;

Operational Plan Burdekin Shire Council
2021/2022

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>	Safety & Productivity Coordinator;	Safety & Quality Advisor; Safety Advisor; Senior Leadership Group;
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>	Safety & Productivity Coordinator;	Internal Audit Staff;

Training Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
TR1	<i>Develop and maintain the 2021/2022 Training Plan and ensure that skills and qualifications required by legislation are maintained/updated.</i>	<p>5.2.3. Build effective leadership and management capability</p> <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>5.4.3. Maintain Council's commitment to ensure a safe and healthy work environment for all employees</p>	<p>Percentage (%) of training compliance for our Employees to ascertain and renew qualifications and skills in accordance with legislation, position requirements and timeframes.</p> <p>One quarterly report (four reports annually) finalised and provided to Management for review.</p>	<p>98% compliance.</p> <p>One report per quarter.</p>	Human Resources Coordinator;	Human Resources Officer; Safety & Productivity Coordinator;
TR2	<i>Coordinate Council's Corporate Training and Employee Professional Development Initiatives.</i>	<p>5.4.1. Develop a cost-effective, adaptable and capable workforce to implement the vision for Burdekin Shire Council</p>	<p>Monitor training expenses and overall budget and provide updates in quarterly reports.</p> <p>Percentage of employees compliant against the Training and Development Operational Standard and Travel Expenses Operational Standard.</p>	<p>Quarterly report to provide detailed budget expenditure.</p> <p>Less than 5% deviation from training and travel operational standards. 100% of deviations approved by relevant manager or director.</p>	Human Resources Coordinator;	Human Resources Officer;
TR3	<i>Facilitation of traineeships, apprentices and work experience opportunities.</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>Successful submission to LGAQ for Council's annual "bid" for five (5) trainees in line with proposed budgetary limitations.</p> <p>Number of apprentices engaged.</p> <p>Develop and coordinate an effective work experience program and report on a number of work experience students engaged at Council each quarter.</p>	<p>Five (5) trainees appointed in line with proposed budgetary limitations.</p> <p>One apprentice appointed annually.</p> <p>Number of work experience students to be included in the quarterly HR report.</p>	Human Resources Coordinator;	Human Resources Officer;

Local Disaster Management Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
LDMG 1	<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.	Local Disaster Coordinator.	LDMG Members; Relevant Council Officers and External Agencies Disaster Management Officer.
LDMG 2	<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.	Local Disaster Coordinator.	LDMG Members; Relevant Council Officers and External Agencies.
LDMG 3	<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.	Local Disaster Coordinator.	LDMG Members; Relevant Council Officers and External Agencies.
LDMG 4	<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.	Local Disaster Coordinator.	LDMG Members; Relevant Council Officers and External Agencies.

Community Services

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Director Corporate and Community Services.	Manager Community Services.
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.	Manager Community Services.	Community Development Team.
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.	Manager Community Services.	Community Development Team.
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.	Manager Community Services.	Community Development Team.
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.	Manager Community Services.	Community Development Team.
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.	Manager Community Services.	Community Development Team.
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.	Manager Community Services.	Community Development Team.

Operational Plan Burdekin Shire Council
2021/2022

CD8	<i>Undertake a desktop review of the Burdekin 10-Year Sport & Recreation Plan.</i>	3.1.3. Encourage equitable access to facilities 3.1.7. Build active communities by delivering programs around sport, recreation, parks, playgrounds and aquatic activities that promote regular physical activity as well as individual and community wellbeing 3.3.1. Encourage increased use of community spaces and facilities	Progress report to be tabled to Council for a future review of the Sport & Recreation plan.	30 November 2021.	Manager Community Services.	Community Development Team.
CD9	<i>Implement key initiatives of Arts & 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	Manager Community Services.	Community Development Team.
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>	1.1.3. Develop and implement strategic infrastructure plans to inform the decision making process when planning for future infrastructure 3.3.1. Encourage increased use of community spaces and facilities 3.4.1. Encourage active communities through the provision and maintenance of recreational facilities	Extend existing stage Construct youth hub incorporating seating and water bubblers. Plan for future initiatives.	30 June 2022	Manager Community Services.	Director Corporate and Community Services.
CD11	<i>In partnership with the North Queensland Sports Foundation, identify opportunities to increase participation and wellbeing in community life.</i>	3.1. Safe, healthy, inclusive and socially engaged communities 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	Relevant and locally appropriate targeted health and fitness programs are identified. Facilitation and/or promotion of targeted Health and Fitness programs in partnership with North Queensland Sports Foundation.	31 December 2021 30 June 2022	Manager Community Services.	Manager Community Services.
CD12	<i>Facilitate further community-led "Our Town Our Future" community consultation sessions.</i>	3.1. Safe, healthy, inclusive and socially engaged communities 3.3. Creating places of community identity 3.3.2. Highlight the benefits of living, working and playing in the Burdekin 3.3.3. Encourage creative and cultural pursuits that enhance the community identity	Council endorsement of next small community for "Our Towns Our Future" program. Facilitate consultation session/s. Develop Draft Community Action Plan. Council to adopt Community Action Plan as endorsed by community participants.	31 August 2021 30 November 2021 28 February 2022 30 April 2022	Director Corporate and Community Services.	Manager Community Services.

Cultural Venues

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Cultural Venues Manager.	Manager Community Services.
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.	Manager Community Services.	Cultural Venues Manager.
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.	Manager Community Services.	Cultural Venues Manager; Cultural Facilities Team.
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.	Manager Community Services.	Cultural Venues Manager.

Library Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Library Services Manager.	Library Staff (All).
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.	Library Services Manager;	Library Staff (All);
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.	Library Services Manager.	Library Staff (All).
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.	Library Services Manager.	Library Staff (All).
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.	Library Services Manager.	Library Staff (All).
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.	Manager Community Services.	Library Services Manager; Library Staff (All).
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.	Library Services Manager.	Library Staff (All).
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.	Library Services Manager.	Library Staff (All).

Financial Management Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
Council Budgets						
FM1	<i>Prepare and deliver Council budgets (including revised budgets) in accordance with statutory requirements.</i>	5.3.2. Ensure Council's financial position is effectively managed 5.3.3. Adhere to the governance framework and public reporting systems 5.3.4. Undertake regulatory responsibilities in accordance with legislative obligations	Presentation of Council budgets by agreed timeframes.	Presented to Council by 30 June 2022.	Manager Financial & Administrative Services.	Chief Executive Officer; Director Corporate and Community Services; Director Infrastructure, Planning and Environmental Services; Senior Leadership Group; Financial Management Team.
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.	Manager Financial & Administrative Services; Financial Management Team.	Chief Executive Officer; Director Corporate and Community Services; Director Infrastructure, Planning and Environmental Services; Senior Leadership Group; Financial Management Team.

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.	Manager Financial & Administrative Services; Financial Accountant Systems.	Chief Executive Officer; Director Corporate and Community Services; Director Infrastructure, Planning and Environmental Services; Senior Leadership Group; Financial Management 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.	Manager Financial & Administrative Services; Financial Accountant Systems.	Financial Management Team.
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.	Manager Financial & Administrative Services; Financial Accountant Systems.	Financial Management Team; Senior Leadership Group.
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.	Manager Financial & Administrative Services; Financial Accountant Systems.	Financial Management Team.

Operational Plan Burdekin Shire Council
2021/2022

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.	Financial Management Team;	Financial Management Team; Expenditure Services Staff.
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.	Finance Officer; Financial Accountant Systems.	Manager Financial & Administrative Services; Financial Management Team.
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.	Manager Financial & Administrative Services; Financial Accountant Systems.	Chief Executive Officer; Director Corporate and Community Services; Director Infrastructure, Planning and Environmental Services; Senior Leadership Group; Financial Management Team.

Rates Section Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Revenue Coordinator.	Rates Officers.
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.	Revenue Coordinator.	Rates Officers.
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%.	Revenue Coordinator.	Rates Officers.
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.	Revenue Coordinator.	Rates Officers.
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	Director Corporate and Community Services;	Manager Administrative and Financial Services; Revenue Coordinator.

Expenditure Services Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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%.	Expenditure Services Officers.	Authorised Purchasing and Requisitioning Officers.
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.	Manager Financial & Administrative Services.	Expenditure Services Staff.
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.	Expenditure Services Officers.	Expenditure Services Staff; Manager Financial & Administrative Services.
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.	Expenditure Services Officers.	Manager Operations; Manager Technical Services; Safety & Quality Advisor.

Administration and Records Activities

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Administration and Records Coordinator.	Administration and Records Coordinator; Administration Officer.
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.	Administration and Records Coordinator.	Administration and Records Coordinator; Administration Officer; Trainee Administration Officer; Corporate Records Officer.
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.	Corporate Records Officer.	Corporate Records Officer.

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.	Administration and Records Coordinator.	Administration and Records Coordinator; Corporate Records Staff.
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.	Administration and Records Coordinator.	Administration and Records Coordinator.

Operations- Works

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
Operations						
OPW1	<i>Implement Annual Works Program as adopted within the financial year considering revisions required to accommodate externally funded projects and/or natural disasters.</i>	1.1. Infrastructure for future needs 1.1.1. Plan, build and maintain infrastructure that enhances community assets 1.1.2. 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.	Overseer Works; Manager Operations.	Director Infrastructure, Planning and Environmental Services; Manager Technical Services; Manager Contracts.
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.	Overseer Works.	Manager Operations; Supervisor Works; Administration Officer Works.
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.	Overseer Works. Supervisor - Main Roads - Works; Supervisor - Maintenance - Works Supervisor - Works;	Manager Operations;
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 1.3. Safe and effective transport networks	95% compliance against Key Performance Indicators.	31 March 2022.	Senior Works Administration Officer; Supervisor Main Roads Works.	Manager Technical Services; Overseer Works; Administration Officer Works.
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.	Overseer Works; Technical Officer Design.	Manager Operations; Manager Technical Services; Asset Management Group; Supervisor Works.

Water and Waste Water

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Manager Water and Waste Water; Manager Operations.	WWW Network Coordinator; WWW Treatment Coordinator; Administration Support Officer Operations; Supervisor Water and Waste Water.
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.	Manager Water and Waste Water.	WWW Network Coordinator; WWW Treatment Coordinator; Administration Support Officer Operations; Supervisor Water and Waste Water; Manager Operations.
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.	Manager Water and Waste Water; Water Quality Compliance Officer; WWW Coordinator-Treatment Operations; Water Treatment Operator.	Director of Infrastructure, Planning and Environmental Services; Manager Operations; Manager Water and Waste Water.
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.	WWW Coordinator-Treatment Operations; Water Quality Compliance Officer; Water Treatment Operator.	Director of Infrastructure, Planning and Environmental Services; Manager Operations; Manager Water and Waste Water.

Operational Plan Burdekin Shire Council
2021/2022

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.	Manager Water and Waste Water; WWW Coordinator- Network Operations; WWW Coordinator- Treatment Operations.	Director of Infrastructure, Planning and Environmental Services; Manager Operations.
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.	Manager Operations; Manager Water and Waste Water; Manager Contracts.	Director of Infrastructure, Planning and Environmental Services; WWW Coordinator- Treatment Operations; WWW Coordinator- Network Operations.

Purchasing and Stores

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
PS1	<i>Replacement of pallet racking and shelving in the Store to comply with WH&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.	Purchasing & Stores Supervisor; Stores Clerk.	Manager Operations; Manager Contracts.
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.	Purchasing & Stores Supervisor; Stores Clerk.	Manager Operations.

Parks and Gardens

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Parks Coordinator.	Supervisor Parks.
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.	Parks Coordinator; Supervisor Parks.	Manager Operations.
PG3	<i>Maintain parks, playground equipment and furniture in high profile public open spaces including CBD's and cemeteries in line with adopted service standards and to protect public safety.</i>	4.1. Balancing the needs of the community and the environment 4.1.1. Attain a sustainable economic balance between positive environmental outcomes and ongoing development 4.1.3. Protect and enhance the natural environment	Parks and high profile open spaces are maintained, in accordance with Parks Levels of Service Manual.	95% compliance with Parks Maintenance Service Level Manual.	Parks Coordinator; Supervisor - Parks;	Manager Operations;
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.	Manager Operations; Parks Coordinator; Supervisor - Parks;	Director of Infrastructure, Planning and Environmental Services;
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.	Parks Coordinator; Supervisor Parks. Manager Contracts;	Manager Operations.

Technical Services

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Director Infrastructure, Planning and Environmental Services.	Project Control Group.
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.	Manager Technical Services.	Manager Operations; Design Office Coordinator, Asset Coordinator
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.	Manager Technical Services.	Works Department.
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.	Manager Technical Services.	Works Department.
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.	Manager Technical Services.	Design Office Coordinator, Works Department.
Design Office						
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.	Design Office Coordinator.	Technical Officer Design.
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.	Design Office Coordinator.	Technical Officer Design. Asset Officer
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.	Design Office Coordinator.	Technical Officer Design.

Operational Plan Burdekin Shire Council
2021/2022

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.	Design Office Coordinator.	Technical Officer Design.
Asset-Management						
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.	Manager Technical Services.	Asset Management Coordinator; Asset Management Staff.
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.	Manager Technical Services.	Asset Management Coordinator; Asset Management Staff.
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.	Manager Technical Services.	Asset Management Coordinator; Asset Management Staff.
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.	Manager Technical Services.	Asset Management Coordinator; Asset Management Staff.
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.	Manager Technical Services.	Asset Management Coordinator; Asset Management Staff.
TS15	<i>Completion of assigned Asset Management Roadmap tasks.</i>	1.1.3. Develop and implement strategic infrastructure plans to inform the decision making process when planning for future infrastructure 1.2.1. Implement the Asset Management Strategy	Strategic Asset Management Plans for Transport, Drainage, Water Supply and Sewerage reviewed.	30 March 2022.	Director Infrastructure, Planning and Environmental Services.	Manager Technical Services; Asset Management Coordinator.

Plant-Management						
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.	Manager Technical Services.	Workshop Superintendent.
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	Manager Technical Services.	Workshop Superintendent.
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	Manager Technical Services.	Workshop Superintendent.
Recoverable Works						
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.	Manager Technical Services.	Senior Works Administration Officer.

Planning and Development

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
Development Administration						
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.	Manager Planning and Development; Director Infrastructure, Planning and Environmental Services.	All Planning and Development Staff.
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.	Manager Planning and Development; Director Infrastructure, Planning and Environmental Services.	All Planning and Development Staff.

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.	Manager Planning and Development; Director Infrastructure, Planning and Environmental Services.	All Planning and Development Staff.
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.	Director Infrastructure, Planning and Environmental Services; Manager Planning and Development.	Senior Planning Officer; Planning Assistant.
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.	Manager Planning and Development.	Planning Assistant; Senior Planning Officer.

Operational Plan Burdekin Shire Council
2021/2022

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.	Manager Planning and Development.	Planning Assistant; Senior Planning Officer.
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.	Manager Planning and Development.	Planning Assistant; Senior Planning Officer.
Building						
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.	Manager Planning and Development.	Facilities Management Coordinator; Building Certifier; Building Inspector.
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.	Manager Planning and Development.	Building Certifier.

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.	Manager Planning and Development.	Building Certifier; Building Inspector; Facilities Management Coordinator; Administration Assistant Planning and Development.
Plumbing						
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.	Manager Planning and Development.	Plumbing Inspector.

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.	Manager Planning and Development; Facilities Management Coordinator.	Building Maintenance; Asset Management Group.
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.	Manager Planning and Development; Facilities Management Coordinator.	Building Maintenance.
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.	Manager Planning and Development; Facilities Management Coordinator.	Building Maintenance.
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.	Manager Planning and Development; Facilities Management Coordinator.	Building Maintenance.

Animal Management/Compliance

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Coordinator Environment and Health Projects.	Compliance Supervisor; Compliance Officers.
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.	Coordinator Environment and Health Projects.	Compliance Supervisor; Compliance Officers.
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.	Coordinator Environment and Health Projects.	Compliance Supervisor; Compliance Officers.

Operational Plan Burdekin Shire Council
2021/2022

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>	Coordinator Environment and Health Projects.	Compliance Supervisor; Compliance Officers.
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.	Coordinator Environment and Health Projects.	Compliance Supervisor; Compliance Officers.
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>	Coordinator Environment and Health Projects.	Compliance Supervisor; Compliance Officers.

Environment and Health

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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>	Coordinator Public Health and Environment.	Environmental Health Officers; Administration Officer Support.
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.	Coordinator Public Health and Environment.	Environmental Health Officers.
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.	Coordinator Public Health and Environment.	Environmental Health Officers.
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>	Coordinator Public Health and Environment.	Environmental Health Officers; Administration Officer Support.

Operational Plan Burdekin Shire Council
2021/2022

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>	Coordinator Public Health and Environment.	Environmental Health Officers.
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>	Coordinator Public Health and Environment.	Environmental Health Officers.
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.	Testing of private drinking water supplies completed within agreed timeframes. Monthly testing of water quality at Council swimming pools.	Coordinator Public Health and Environment.	Environmental Health Officers.
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>	Coordinator Public Health and Environment.	Environmental Health Officers, IT Support

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.	Coordinator - Environment and Health;	Manager Environmental & Health Services
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.	Manager Environmental and Health Services.	Coordinator Public Health and Environment, Coordinator Environment and Health Projects
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.	Coordinator Public Health and Environment.	Environmental Health Officers.

Natural Resources

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Coordinator Public Health and Environment.	Supervisor Pest Management; Pest Management Officers.
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.	Coordinator Public Health and Environment.	Supervisor Pest Management; Pest Management Officers.
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.	Coordinator Public Health and Environment.	Supervisor Pest Management; Pest Management Officers.
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.	Coordinator Public Health and Environment.	Supervisor Pest Management; Pest Management Officers.

Operational Plan Burdekin Shire Council
2021/2022

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.	Coordinator Public Health and Environment.	Supervisor Pest Management; Pest Management Officers.
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.	Coordinator Public Health and Environment.	Supervisor Pest Management; Pest Management Officers.
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.	Coordinator Public Health and Environment.	Supervisor Pest Management; Pest Management Officers.
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.	Coordinator Public Health and Environment.	Supervisor Pest Management; Pest Management Officers.
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.	Coordinator Public Health and Environment.	Supervisor Pest Management; Pest Management Officers.

Operational Plan Burdekin Shire Council
2021/2022

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.	Coordinator Environment and Health Projects.	Supervisor Pest Management; Pest Management Officers.
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.	Coordinator Public Health and Environment.	Supervisor Pest Management; Pest Management Officers.

Vector Management

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Coordinator Public Health and Environment.	Supervisor Pest Management; Pest Management Officer.
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.	Coordinator Public Health and Environment.	Supervisor Pest Management; Pest Management Officer.
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.	Coordinator Public Health and Environment.	Supervisor Pest Management; Pest Management Officer.
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.	Coordinator Public Health and Environment.	Supervisor Pest Management; Pest Management Officer.

Caravan Parks

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Coordinator Environment and Health Projects.	N/A
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.	Coordinator Environment and Health Projects.	N/A
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.	Coordinator Environment and Health Projects.	Manager Environmental & Health Services, Building Maintenance

Swimming Pools

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Coordinator Environment and Health Projects.	Building Maintenance.
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.	Coordinator Environment and Health Projects.	Building Maintenance.

Waste Management

Ref	Activity	Link to achieving Corporate Plan Strategy	How we will measure our performance	2021/2022 Target	Responsible Officer	Participating Officers
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.	Coordinator Waste Services.	Project Officer Waste Services; Waste Services Officer.
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.	Coordinator Waste Services.	Project Officer Waste Services; Waste Services Officer.
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.	Coordinator Waste Services.	Project Officer Waste Services; Waste Services Officer.
WM4	<i>Implement environmental monitoring programs: - Cromarty Landfill (groundwater and surface water). - Legacy Landfill Sites (groundwater) to 2022. - Kirknie Landfill (groundwater, surface water and landfill gas) Ongoing. - Ayr and Home Hill Transfer Stations Green waste runoff (surface water) to Feb 2022.</i>	4.1.5. Continually improve waste management practices 4.1.6. Promote the adoption of environmental best practice by Council, residents and business	Complete monitoring and reporting as detailed in the monitoring program. Record and analyse monitoring data and revise monitoring programs if required.	Quarterly monitoring and reporting undertaken (Cromarty and Kirknie). Biannual monitoring and reporting undertaken (Legacy Landfill). Quarterly monitoring and annual reporting (Ayr and Home Hill Transfer Stations). Analysis of monitoring results.	Coordinator Waste Services.	Project Officer Waste Services; Waste Services Officer.

Operational Plan Burdekin Shire Council
2021/2022

WM5	<i>Undertake a Council generated waste audit.</i>	4.1.6. Promote the adoption of environmental best practice by Council, residents and business 4.1.5. Continually improve waste management practices	Completion of audit and implementation of actions to improve waste management practices and recycling across various Council work functions.	Reduction in the tonnage of waste sent to landfill from business as usual activities. Increase in the level of recycling across Council work functions.	Manager Environmental and Health Services; Coordinator Waste Services.	Project Officer Waste Services; Waste Services Officer.
WM6	<i>Schedule and implement recycling bin audits.</i>	4.1.6. Promote the adoption of environmental best practice by Council, residents and business 4.1.5. Continually improve waste management practices	Reduction in contamination rates in recycling bin	100 premises audited in financial year.	Coordinator Waste Services.	Project Officer Waste Services; Waste Services Officer.
WM7	<i>Participation in approved Local Government Illegal Dumping Partnership Grant Program (ends 2 Sep 2021).</i>	4.1.3. Protect and enhance the natural environment 4.1.4. Work in partnership with organisations and the community to support projects to protect and enhance environmentally sensitive areas 4.1.5. Continually improve waste management practices	Completion of grant milestone reports. Percentage of successful compliance outcomes. Development of educational materials and program. Development of a regional illegal dumping prevention strategy. Development of resources and programs for ongoing training and development.	Milestone reports as per grant deed. Over 80% successful compliance outcomes. Completed educational programme by 30 Sep 2021. Completed strategy by 30 Sep 2021. 30 June 2022.	Coordinator Waste Services.	Illegal Dumping Project Officer; Project Officer Waste Services; Waste Services Officer.
WM8	<i>Participation in approved Local Government Illegal Dumping Hotspot Grant Program (ends 30 Sep 2021).</i>	4.1.3. Protect and enhance the natural environment 4.1.4. Work in partnership with organisations and the community to support projects to protect and enhance environmentally sensitive areas 4.1.5. Continually improve waste management practices	Completion of grant milestone reports. Number of investigations and successful outcomes. Number of illegal dumping hotspots cleaned up and/or monitored.	Milestone reports as per grant deed. 3 priority hotspot locations cleaned up by 30 Sep 2021.	Coordinator Waste Services.	Illegal Dumping Project Officer; Project Officer Waste Services; Waste Services Officer.
WM9	<i>Participation in Regional Recycling Transport Assistance Package (RRTAP) Grant (ends 31 Dec 2021).</i>	4.1.6. Promote the adoption of environmental best practice by Council, residents and business	Completion of grant milestone reports.	Milestone reports as per grant deed.	Coordinator Waste Services.	Project Officer Waste Services; Waste Services Officer.

Operational Plan Burdekin Shire Council
2021/2022

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.	Coordinator Waste Services.	Project Officer Waste Services; Waste Services Officer.
------	--	---	--	---------------	-----------------------------	--