## Operational Plan 2009/10

<table>
<thead>
<tr>
<th>Program</th>
<th>Corporate Plan Outcomes</th>
<th>Corporate Plan Strategies</th>
<th>Activity</th>
<th>Sub-Activity</th>
<th>Section</th>
<th>Responsible Officer / Team</th>
<th>Participating Officer(s)</th>
<th>Outputs</th>
<th>Targets</th>
<th>Performance Measures</th>
<th>Review 1 Comments</th>
<th>Review 2 Comments</th>
<th>Ongoing Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Administration</strong></td>
<td><strong>Organisational Management and Corporate Governance</strong></td>
<td>1.3 Review and refine short and long term planning throughout Council including focus on a Ten (10) Forecasting Model</td>
<td>To prepare first revised budget</td>
<td>Provide estimates for first revised budget 2008-10</td>
<td>Financial Services</td>
<td>Manager Finance</td>
<td>Officers, Financial Management</td>
<td>Draft estimate</td>
<td>21/10/2009</td>
<td>Timeliness and accuracy Currently occurring</td>
<td>Completed</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Administration</strong></td>
<td><strong>Organisational Management and Corporate Governance</strong></td>
<td>1.4 Progress towards achieving &quot;Employer of Choice&quot; status</td>
<td>Enhance capability for administrative excellence and processes to support continuous improvement of effective and efficient functioning for people management and service delivery</td>
<td>Human Resources</td>
<td>HR Manager</td>
<td>CEO/Deputy Managers</td>
<td>New EBA, induction, documentation, updated procedures</td>
<td>Verusia</td>
<td>Date achieved and number of policies reviewed and created</td>
<td>EBA negotiations completed, receiving Union and Industrial Commission ratification</td>
<td>Completed</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Administration</strong></td>
<td><strong>Organisational Management and Corporate Governance</strong></td>
<td>1.4 Progress towards achieving &quot;Employer of Choice&quot; status</td>
<td>Review and develop HR policies and procedures</td>
<td>Human Resources</td>
<td>HR Manager</td>
<td>CEO/Deputy Managers</td>
<td>Updated HR policies and procedures</td>
<td>30/06/2010</td>
<td>No. of policies and procedures reviewed and created</td>
<td>New workplace health and safety policy developed, currently working on PPE and Bullying and Harassment policies</td>
<td>Completed</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Administration</strong></td>
<td><strong>Organisational Management and Corporate Governance</strong></td>
<td>1.4 Progress towards achieving &quot;Employer of Choice&quot; status</td>
<td>Develop Performance Appraisal system for all employees</td>
<td>Human Resources</td>
<td>HR Manager</td>
<td>CEO/Deputy Managers</td>
<td>Performance Appraisal document, implementation programmes</td>
<td>30/06/2010</td>
<td>No. of employees and procedures reviewed and created</td>
<td>Process commenced, preliminary meeting held with CEO and Directors, awaiting feedback on new system</td>
<td>Completed</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Administration</strong></td>
<td><strong>Organisational Management and Corporate Governance</strong></td>
<td>1.4 Progress towards achieving &quot;Employer of Choice&quot; status</td>
<td>Develop and report on annual and long service leave accruals twice yearly</td>
<td>Human Resources</td>
<td>HR Manager</td>
<td>CEO/Deputy Managers</td>
<td>Reports on AL &amp; LSL</td>
<td>30/06/2010</td>
<td>No. of employees and procedures reviewed and created</td>
<td>Reforms proposed to deal with LSL accruals</td>
<td>Completed</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Administration</strong></td>
<td><strong>Organisational Management and Corporate Governance</strong></td>
<td>1.4 Progress towards achieving &quot;Employer of Choice&quot; status</td>
<td>Identify options for expenditure on computer training and strategy for all employees</td>
<td>Human Resources</td>
<td>HR Manager</td>
<td>CEO/Deputy Managers</td>
<td>Learning and training strategy</td>
<td>30/06/2010</td>
<td>No. of employees and procedures reviewed and created</td>
<td>Ongoing process underway of capturing training data on sites.</td>
<td>Completed</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Administration</strong></td>
<td><strong>Organisational Management and Corporate Governance</strong></td>
<td>1.4 Progress towards achieving &quot;Employer of Choice&quot; status</td>
<td>Review and improve Payroll systems and procedures</td>
<td>Human Resources</td>
<td>HR Manager</td>
<td>Payroll staff</td>
<td>Improved operating procedures</td>
<td>30/06/2010</td>
<td>No. of procedures improved</td>
<td>Currently reviewing ability to go to an electronic timesheet system for indoor staff.</td>
<td>Completed</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Administration</strong></td>
<td><strong>Organisational Management and Corporate Governance</strong></td>
<td>1.5 Foster an organisational culture that is challenging, rewarding and values employees committed to innovative, quality outcomes, teamwork, customer service and continuous improvement</td>
<td>Continue improvement of processes and outcomes, benchmarking, continuous improvement</td>
<td>Corporate Services</td>
<td>DOCS</td>
<td>All Staff</td>
<td></td>
<td></td>
<td>Changes and improvements to systems and processes</td>
<td></td>
<td></td>
<td></td>
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<td><strong>Administration</strong></td>
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<td>1.5 Foster an organisational culture that is challenging, rewarding and values employees committed to innovative, quality outcomes, teamwork, customer service and continuous improvement</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Ongoing</td>
<td>Process improvements made to Customer Request system.</td>
<td></td>
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<tr>
<td>Program</td>
<td>Corporate Role</td>
<td>Corporate Role Strategy</td>
<td>Activity</td>
<td>Sub-Activity</td>
<td>Section</td>
<td>Responsible Officer(s)</td>
<td>Participating Officer(s)</td>
<td>Complete Date</td>
<td>Performance Measures</td>
<td>Comments</td>
<td>Review Comments</td>
<td></td>
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<tr>
<td>Administration</td>
<td>Organisational and Corporate Governance</td>
<td>1.6 Strive to achieve effective and efficient use of technology, to enable delivery of timely service and information, including upgrading of infrastructure to improve service provision.</td>
<td>Develop a professional development and training programme for Customer Service staff to enhance skills and knowledge competencies.</td>
<td>-</td>
<td>Customer Service Centre</td>
<td>Customer Service Centre Team Leader</td>
<td>26/02/2010</td>
<td>Professional Development and Training Program (includes) completed and infrastructure for internal PC’s to upgrade complete but needs to be reviewed.</td>
<td>Not achieved</td>
<td>No Comments</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Administration</td>
<td>Organisational and Corporate Governance</td>
<td>1.5 Foster an organisational culture that is challenging, rewarding and values employees’ contribution to innovative, quality outcomes. Teamwork, customer service and internal and external customer satisfaction.</td>
<td>Identify and implement new positions as part of professional development and training programmes.</td>
<td>-</td>
<td>Customer Service Centre</td>
<td>Customer Service Centre Team Leader</td>
<td>31/02/2010</td>
<td>Part of the PD &amp; T internal review to be completed.</td>
<td>No action</td>
<td>No Comments</td>
<td></td>
<td></td>
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<tr>
<td>Administration</td>
<td>Organisational and Corporate Governance</td>
<td>1.5 Strive to achieve effective and efficient use of technology, to enable delivery of timely service and information, including upgrading of infrastructure to improve service provision.</td>
<td>Create a working SharePoint Face page for Customer Service Centre and ensure all CSO staff have a working “My Site” page on SharePoint.</td>
<td>-</td>
<td>Customer Service Centre</td>
<td>Customer Service Centre Team Leader</td>
<td>26/02/2010</td>
<td>Performance measures and training programme completed.</td>
<td>Not achieved</td>
<td>No Comments</td>
<td></td>
<td></td>
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<tr>
<td>Administration</td>
<td>Organisational and Corporate Governance</td>
<td>1.6 Strive to achieve effective and efficient use of technology, to enable delivery of timely service and information, including upgrading of infrastructure to improve service provision.</td>
<td>Map the internal scanning process for Building Planning and Town Planning areas and things prior to the integration of Proclaim and Government.</td>
<td>-</td>
<td>Customer Service Centre</td>
<td>Customer Service Centre Team Leader</td>
<td>26/02/2010</td>
<td>All CSO Officers; IT Staff; IT Manager</td>
<td>No action</td>
<td>No Comments</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration</td>
<td>Organisational and Corporate Governance</td>
<td>1.5 Strive to achieve effective and efficient use of technology, to enable delivery of timely service and information, including upgrading of infrastructure to improve service provision.</td>
<td>Undertake review of each primary group and report type in the Customer Request Module and internal and external customer feedback.</td>
<td>-</td>
<td>Customer Service Centre</td>
<td>Customer Service Centre Team Leader</td>
<td>26/02/2010</td>
<td>All CSO Officers; IT Staff; IT Manager</td>
<td>No action</td>
<td>No Comments</td>
<td></td>
<td></td>
<td></td>
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<td>Administration</td>
<td>Organisational and Corporate Governance</td>
<td>1.5 Strive to achieve effective and efficient use of technology, to enable delivery of timely service and information, including upgrading of infrastructure to improve service provision.</td>
<td>Review customer service information on the public website to ensure it is up to date and easy to access.</td>
<td>-</td>
<td>Customer Service Centre</td>
<td>Customer Service Centre Team Leader</td>
<td>26/02/2010</td>
<td>All CSO Officers; IT Staff; IT Manager</td>
<td>No action</td>
<td>No Comments</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Administration</td>
<td>Organisational and Corporate Governance</td>
<td>1.6 Strive to achieve effective and efficient use of technology, to enable delivery of timely service and information, including upgrading of infrastructure to improve service provision.</td>
<td>Maintain application software and database integrity using service agreements, backup arrangements, system upgrades and patches.</td>
<td>-</td>
<td>Information Technology</td>
<td>Manager ICS</td>
<td>30/06/2010</td>
<td>Internet and resources.</td>
<td>No action</td>
<td>No Comments</td>
<td></td>
<td></td>
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<tr>
<td>Administration</td>
<td>Organisational and Corporate Governance</td>
<td>1.6 Strive to achieve effective and efficient use of technology, to enable delivery of timely service and information, including upgrading of infrastructure to improve service provision.</td>
<td>Maintain information of the internal scanning process for Building Planning and Town Planning areas and things prior to the integration of Proclaim and Government.</td>
<td>-</td>
<td>Information Technology</td>
<td>Manager ICS</td>
<td>30/06/2010</td>
<td>Update web based infrastructure and resources.</td>
<td>No action</td>
<td>No Comments</td>
<td></td>
<td></td>
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<tr>
<td>Administration</td>
<td>Organisational and Corporate Governance</td>
<td>1.6 Strive to achieve effective and efficient use of technology, to enable delivery of timely service and information, including upgrading of infrastructure to improve service provision.</td>
<td>Prepare information of Information Technology Disaster Recovery Plan (part of Business Continuity Plan).</td>
<td>-</td>
<td>Information Technology</td>
<td>Manager ICS</td>
<td>30/06/2010</td>
<td>Updated to February 2020.</td>
<td>No action</td>
<td>No Comments</td>
<td></td>
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</tr>
</tbody>
</table>

**Additional Notes:**
- **1.6 Strive to achieve effective and efficient use of technology, to enable delivery of timely service and information, including upgrading of infrastructure to improve service provision.**
  - Strive to achieve effective use of technology to enable delivery of timely service and information, including upgrading of infrastructure to improve service provision.
- **Customer Service Centre**
  - Efficient answering and processing of customer requests.
- **Professional Development and Training**
  - Professional Development and Training Program (includes) completed and infrastructure for internal PC’s to upgrade complete but needs to be reviewed.
- **Administration Organisational Management and Corporate Governance**
  - Reporting to quarterly and annual basis.
  - Phone calls answered: 38,868; No. of CRM’s created: 6,854.
  - Statistics updated on weekly basis but can be produced on a daily basis.
- **Customer Services**
  - Participating various Section Heads.
- **Corpor Plan Strategies**
  - Activity Sub-Activity Section Responsible Officer(s) Participating Officer(s) Complete Date Performance Measures Comments Review Comments
  - Efficiencies in IT services, including software systems infrastructure.
  - Upgrade of infrastructure to improve IT services.
  - All CSO Officers; IT Staff; IT Manager.
  - Upgrade of infrastructure to improve IT services.
  - No action. No documentation prepared. Further progress depend on budget provision.
  - No action.
  - Software downtime; missed backups.
  - No software downtime; missed backups.
  - Further progress depend on budget provision.
1.6 Strive to achieve effective and efficient use of technology, to enable delivery of timely service and information, including upgrading of infrastructure to improve service provision.

Installation and support of client device operating systems and approved office productivity software applications.

Windows Professional Operating system, Microsoft Office, AutoCad, Pana / Theatre

Maintain standard operating and corporate software for all networked client devices including software updates and security patches.

Information Technology Manager ICS IT Staff Facilitating operating and corporate software for all networked client devices, installed updates and security patches.

Ongoing

% of servers operating and corporate software installed monthly to DERM.

No downtime.

No downtime.

Administration
Organisational and Corporate Governance

1.6 Strive to achieve effective and efficient use of technology, to enable delivery of timely service and information, including upgrading of infrastructure to improve service provision.

In partnership with ICT, ensure all data bases are accurate and up-to-date.

Geographical Information Services Council

Continue to support, develop and enhance the Geographical Information Services of Council.

Correct the property database within 15 working days.

Environmental Protection Authority (EPA) as outlined by PDR.

Information Technology Manager ICS IT Staff Operational Budget Ongoing

No of Helpdesk tickets successfully completed.

100% Helpdesk requests logged and 99.5% closed (90% Committed).

Administration
Organisational and Corporate Governance

1.6 Strive to achieve effective and efficient use of technology, to enable delivery of timely service and information, including upgrading of infrastructure to improve service provision.

In partnership with ICT, ensure all data bases are accurate and up-to-date.

Geographical Information Services Council

For continuation of technology and service delivery.

Information Technology Manager ICS IT Staff Operational Budget Ongoing

No of Helpdesk tickets successfully completed.

100% Helpdesk requests logged and 99.5% closed (90% Committed).

Administration
Organisational and Corporate Governance

1.6 Strive to achieve effective and efficient use of technology, to enable delivery of timely service and information, including upgrading of infrastructure to improve service provision.

In partnership with ICT, ensure all data bases are accurate and up-to-date.

Geographical Information Services Council

Continue to support, develop and enhance the Geographical Information Services of Council.

Generate new requests weekly.

Technology Coordinator Water/Supply, Design and Planning Staff

Ongoing

No of competencies achieved.

Technology received both internally and externally are progressively updated. Manual processes ongoing.

Technology received both internally and externally are progressively updated. Manual processes ongoing.

Administration
Organisational and Corporate Governance

1.6 Strive to achieve effective and efficient use of technology, to enable delivery of timely service and information, including upgrading of infrastructure to improve service provision.

In partnership with ICT, ensure all data bases are accurate and up-to-date.

Geographical Information Services Council

Continue to support, develop and enhance the Geographical Information Services of Council.

Generate new requests weekly.

Technology Coordinator Water/Supply, Design and Planning Staff

Ongoing

No of Helpdesk tickets successfully completed.

100% Helpdesk requests logged and 99.5% closed (90% Committed).

Administration
Organisational and Corporate Governance

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In partnership with ICT, ensure all data bases are accurate and up-to-date.

Geographical Information Services Council

Continue to support, develop and enhance the Geographical Information Services of Council.

Generate new requests weekly.

Technology Coordinator Water/Supply, Design and Planning Staff

Ongoing

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Generate new requests weekly.

Technology Coordinator Water/Supply, Design and Planning Staff

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Technology Coordinator Water/Supply, Design and Planning Staff

Ongoing

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Organisational and Corporate Governance

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In partnership with ICT, ensure all data bases are accurate and up-to-date.

Geographical Information Services Council

Continue to support, develop and enhance the Geographical Information Services of Council.

Generate new requests weekly.

Technology Coordinator Water/Supply, Design and Planning Staff

Ongoing

No of Helpdesk tickets successfully completed.

100% Helpdesk requests logged and 99.5% closed (90% Committed).
<p>| Program | Corporate Rate | Outcome | Corporate Plan Strategies | Activity | Sub-Activity | Section | Responsible Officer / Team | Participating Officer(s) | Co-ordinate | Target | Performance Measures | Financial | Comments | Published Date | Achieved | Comments | Published Date |
|---------|----------------|---------|---------------------------|----------|-------------|---------|---------------------------|--------------------------|-------------|--------|---------------------|---------|----------|----------------|---------|----------|----------------|---------|
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To prepare end of financial year accounts and statements | Prepare proposed annual financial statements for 2009-10 | Financial Services | Manager Finance | Financial Management | Preparing financial statements | Financial Management and Directors | Preparing financial statements | 11/05/2010 | | Goal achievement | Completed on 11 Sep 09 | Completed on 11 Sep 09 |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To prepare end of financial year accounts and statements | Request to first audit for 2009-10 financial statements | Financial Services | Citrus Management, Financial Services | Audited financial statements | Audited financial statements | Citrus Management, Financial Services | Audited financial statements | 29/10/2009 | Audit opinion | Final response to Auditor sent 24 Sep 19 Unqualified audit report provided. | Final response to Auditor sent 24 Sep 19 Unqualified audit report provided. |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To issue and collect annual rate and charges levy | Issue annual rates and charges levy Rates | Senior Rates Clerk | Manager Finance, Financial Management | Annual rates and charges levy | Annual rates and charges levy | Rates | | 21/05/2010 | Timeliness and accuracy | Annual rates and charges levy issued on time. | Annual rates and charges levy issued on time. |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To issue and collect annual rate and charges levy | Issue half year consumption levy Rates | Senior Rates Clerk | Rates Officers | Half year water consumption levy | Half year water consumption levy | Rates | | 15/01/2010 | Timeliness and accuracy | No action. | Half year water consumption notice issued 22 Jan 10. |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To issue and collect annual rate and charges levy | Issue supplementary rates and charges levy Rates | Senior Rates Clerk | Rates Officers | Supplementary rates and charges levy | Supplementary rates and charges levy | Rates | | | Timeliness and accuracy | No action. | Supplementary review issued. |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To issue and collect annual rate and charges levy | Maintain Proclaim database for property and rating Rates | Senior Rates Clerk | Rates Officers | Up-to-date property database | Number of database amendments | Monthly | | Ongoing | Ongoing | Ongoing | Ongoing | |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To issue and collect annual rate and charges levy | Maintain recovery of outstanding rates and Rates | Senior Rates Clerk | Rates Officers, Manager Finance | Rate arrears collection | Rate arrears level and ratio | Monthly | | Final notice issued 12/01/10. | Final notice issued 12 Oct 09 and collection ongoing. |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To co-ordinate and prepare organization returns to external bodies. | Co-ordinate and complete Local Government Financial Services Comparative Data Return | Financial Services | Financial Manager | Debt/Managers, Financial Services | Major Grants Commission data return | Financial Management | Debt/Managers, Financial Services | 30/11/2009 | Timeliness and accuracy and grant amount | Initial coordination of data commenced. | Completed and grant increased. |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To co-ordinate and prepare organization returns to external bodies. | Co-ordinate and submit annual and five year operating program for period beginning 2010-11 | Financial Services | Manager Finance | Debt/Managers, Financial Services | Forward capital works program | Financial Management | Directors | 30/01/2010 | Date of achievement | No action. | Changed requirement for 10 year asset forecast completed within timeframe. |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To complete promotion organization tasks within Financial Services area | Complete recovery of outstanding general debits | Financial Services | Debtors Clerk | Financial Management | General debits collection | Monthly | | % General debits amount and level | Progressing satisfactorily. | Progressing satisfactorily. |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To complete promotion organization tasks within Financial Services area | Review financial administration policies and procedures | Financial Services | Manager Finance | Financial Services | Reviews of policies &amp; procedures | Ongoing | | Upto-date policies and procedures | No policies reviewed to date. | Purchasing policy and procedures reviewed during year. |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To complete promotion organization tasks within Financial Services area | Monitor and maintain corporate financial systems for user operability | Financial Services | Financial Manager | Financial Management | System operability | Ongoing | | Action requests to software provider | Progressing satisfactorily. No ARs logged. | Progressing satisfactorily. No ARs logged. |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To complete promotion organization tasks within Financial Services area | Complete project management tasks | Financial Services | Manager Finance | Financial Management | Loan program | Ongoing | | Borrowing level and ratio | Progressing satisfactorily. Paperwork for new loan to be provided by 31 Dec 10 | 10 year forecast carried out June and borrowing approval granted in March 2010. |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To complete promotion organization tasks within Financial Services area | Review taxation issues and processes | Financial Services | Manager Finance | Financial Management | Reviews | Ongoing | | Issues and processes improved | Ongoing | Ongoing | Ongoing | |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To complete promotion organization tasks within Financial Services area | Complete fraud risk assessment as per audit recommendations. | Financial Services | Manager Finance | Financial Management | Fraud risk assessment | Ongoing | | Date achieved | No action. | Purchasing policy and procedures reviewed during year. No further action on fraud risk assessment. | |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To complete promotion organization tasks within Financial Services area | Review Council’s banking services requirements | Financial Services | Manager Finance | Financial Services | Banking services requirements | Ongoing | | Appropriateness of services | No action on banking services review. | No action on banking services review. |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To complete promotion organization tasks within Expenditure Services area | Complete recovery of outstanding loans and interest | Expenditure Services | Expenditure Services Manager | Interest and income | Interest earned | Monthly | | Progressing satisfactorily. Monthly reports indicate budget variance. Interest earned achieved revised budget. | |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To complete promotion organization tasks within Expenditure Services area | Administrator purchasing financial delegations and purchase cards | Expenditure Services | Expenditure Services Manager | Financial Manager | Authorised purchasing, update and monitoring of purchasing practices | Ongoing | | Compliance levels | Ongoing | Ongoing | Ongoing | Reviews conducted and approved. |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To complete promotion organization tasks within Expenditure Services area | Administrator accounts payable and contract regular | Expenditure Services | Expenditure Services Manager | Financial Manager | Authorised purchasing, update and monitoring of purchasing practices | Ongoing | | Compliance levels | Ongoing | Ongoing | Ongoing | Reviews conducted and approved. |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To complete promotion organization tasks within Expenditure Services area | Provide administrative, budget &amp; financial services support to Barakula Cultural Complex Bicic Ltd | Expenditure Services | Expenditure Services | Financial Management | Support services | Ongoing | | Timeliness and accuracy | Ongoing | Ongoing | Ongoing | Support of budget adoption and annual statement preparation. |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To complete promotion organization tasks within Expenditure Services area | Complete ordering of major capital works and services | Purchasing and Stores | Purchasing Officer | Purchasing &amp; Store Managers | Capital Works contracts | Ongoing | | | Ongoing | Completed. Report to council meeting 9 Oct 09 | Council adopted on 8 June 29 10. | |
| Administration | Organisational and Corporate Governance | 1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies. | To complete promotion organization tasks within Purchasing and Stores area | Investigation and purchase of new fuel software system. | Purchasing and Stores | Purchasing Officer | IT Staff | Installed fuel software system | Ongoing | | | | | Investigations commenced. | Completed. | |</p>
<table>
<thead>
<tr>
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<th>Core Date</th>
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<th>Measures</th>
<th>Performance</th>
<th>Comments</th>
<th>Review Comments</th>
<th>Various</th>
<th>Note</th>
</tr>
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<tbody>
<tr>
<td>Admin.</td>
<td>Organisational Management and Corporate Governance</td>
<td>1.7 Ensure effective Corporate Governance through compliance with legislation and adoption of Risk Management strategies.</td>
<td>To develop record keeping practices in a manner as to satisfy the compliance requirements of the Public Records Act 2002 and improve corporate governance and business performance.</td>
<td>Develop and implement retention and disposal schedule for files based on existing Business Classification Scheme.</td>
<td>Corporate Records Coordinator</td>
<td>Records Staff</td>
<td>30/06/2010</td>
<td>Date of achievement.</td>
<td>Ongoing.</td>
<td>No further action</td>
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<td>To develop record keeping practices in a manner as to satisfy the compliance requirements of the Public Records Act 2002 and improve corporate governance and business performance.</td>
<td>Develop a function based Business Classification Scheme and associated retention and disposal schedule.</td>
<td>Corporate Records Coordinator</td>
<td>Records Staff</td>
<td>30/06/2010</td>
<td>Date of achievement.</td>
<td>Ongoing.</td>
<td>No further action</td>
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<td>Ongoing.</td>
<td>No further action</td>
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<td>No further action</td>
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<td>No further action</td>
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<td>Ongoing.</td>
<td>No further action</td>
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13/10/2010

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Operational Plan - 2009/10
Program | Corporate Plan Outcome | Corporate Plan Strategy | Activity | Sub-Activity | Service | Responsible Officer / Team | Participating Officer(s) | CorpTax | Targets | Performance Measures | Review 1 Comments | Review 2 Comments
--- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | ---
Administration | Infrastructure | 2.3 To implement a robust Asset Management framework and policy to ensure optimal decision on asset creation, operation, maintenance, rehabilitation/ replacement, disposal and performance based on agreed service levels. | Undertake capital improvements and upgrades to building assets as per budget. | Building Manager/Asset Manager | Corporate Services | DCCS | Theatre Manager | Upgrade buildings | 31/03/2010 | Cost of achievement | Budgeted works progressing. Refer Monthly Capital report. | Mayor on contradiction of completed practical completion inspections 5/6-10. Outstanding include: South Theatre top layer of ply/veneer board surface top $7,000, other roofing system, decorative screen wall $5K. BAH 2nd floor operable windows, relocated.BAH Block 3. | June 2010 |
Administration | Infrastructure | 2.8 To implement a robust Asset Management framework and policy to ensure optimal decision on asset creation, operation, maintenance, rehabilitation/ replacement, disposal and performance based on agreed service levels. | Construction of multi-purpose event centre to be operated by PCYC. Budget $156,500 - $158,600 grant, $48,800 council | Corporate Services | DCCS | Off/Manager | Recommendation on options for restructure or disposal of land and buildings | 31/03/2010 | Date of achievement and use of facility. | Quotations closed for Design in October 2009. Construction commenced: June 2010. | | |
Community and Cultural | Lifestyle | 5.5 Private ongoing support to Council policies in the areas of art and culture, youth, sport, recreation and welfare. | Management of Council's donations program | Corporate Services | DCCS | Donations provided | Ongoing | Donations provided to Council and/or requests made | | | Donations made as per budget or Mayor's discretion. Donations made as per budget or Mayors discretion. | June 2009 recommendations totalling $57,013 to council meeting 14 Jul 10. June 2009 recommendations totalling $33,590 to council meeting 14 Jan 10. |
Community and Cultural | Lifestyle | 5.5 Private ongoing support to Council policies in the areas of art and culture, youth, sport, recreation and welfare. | Management of Council's RADF Scheme | Corporate Services | DCCS | No action. | No action. | No action. | | | | |
Community and Cultural | Lifestyle | 5.5 Private ongoing support to Council policies in the areas of art and culture, youth, sport, recreation and welfare. | Management of Council's policy for Supporting Grants and Interest Free Loans | Corporate Services | DCCS | Admin Support Officer | Reports on RADF grants | June & December | Reports provided | | | |
Community and Cultural | Lifestyle | 5.5 Private ongoing support to Council policies in the areas of art and culture, youth, sport, recreation and welfare. | Preparation of funding applications to external funding programs | Corporate Services | DCCS | Admin Support Officer | Funding applications submitted | Ongoing | No funding applications submitted | | | |
Community and Cultural | Lifestyle | 5.5 Private ongoing support to Council policies in the areas of art and culture, youth, sport, recreation and welfare. | Digitise historical photographs | Library Services | Library Staff | Library Staff | Library Staff | Ongoing | No digitised photographs | Project to commence early December 2010. | | |
Community and Cultural | Lifestyle | 5.5 Private library resources and facilities to support information, recreational, educational and cultural needs of the community. | Installation of PC in the children's area of the Burdekin Library for the inhouse use of educational Collins. | Library Services | Library Services | Children's Library Staff | PC installed | 31/03/2009 | Date of achievement | Will be achieved by council IT staff as part of the current PC replacement plan. | Computer is currently being prepared for IT staff for deployment to Library. |
Community and Cultural | Lifestyle | 5.5 Private library resources and facilities to support information, recreational, educational and cultural needs of the community. | Develop comprehensive 5 year plan for Ayr & HH Libraries incorporating assessment of building, staffing, collection and resources needed to allow the library service to grow and meet the changing needs of the community. | Library Services | Library Services | Library Staff | Drill plan circulated to stakeholders for comment | 31/03/2009 | Adoption of 5 year plan by council | Initial research has been completed and draft is currently being written. Initial research has been completed and draft is currently being written. | |
Community and Cultural | Lifestyle | 5.5 Private library resources and facilities to support information, recreational, educational and cultural needs of the community. | Complete tasks for recreation of Fish Pond area to provide additional functional library space. | Library Services | Library Services | Library Staff | Draft plan circulated | 31/03/2009 | Date of achievement | To be discussed with DCCS and Council as required | |
Community and Cultural | Lifestyle | 5.5 Private library resources and facilities to support information, recreational, educational and cultural needs of the community. | Subject to the results of the MARS Mike Grant in November 30 submit a new grant application for the completion reconstruction of the Mural. | Library Services | Library Services | Library Staff | Grant application submitted | 31/03/2009 | Successful grant | Grant unsuccessful. New Community Heritage Grant application prepared and lodged 14 May with NLA. | |
Community and Cultural | Lifestyle | 5.5 Private library resources and facilities to support information, recreational, educational and cultural needs of the community. | Quarterly displays of "Art of the Burdekin" | Library Services | Library Services | Library Staff | | Ongoing | Feature 1 or more artists, photographers with a display each quarter in the Library. | Art displays are continuing through 2010. | |
Community and Cultural | Lifestyle | 5.5 Private library resources and facilities to support information, recreational, educational and cultural needs of the community. | Refresh the library Opac and public catalogue by adding LibraryThing and Virtual Shelf browser add in. | Library Services | Library Services | Library Staff | | Ongoing | Enhanced experience for library users when using the Opac, Introtact Web 2.0 to borrowers. | No of site visits | No of uniqueness visits to the library website has grown from 1743 in Q3 08-09 to 2598 in 09-10. | |
Community and Cultural | Lifestyle | 5.5 Private library resources and facilities to support information, recreational, educational and cultural needs of the community. | Refresh training for all staff on the Library system | Library Services | Library Services | Library Staff | | Ongoing | Trainer turn around time for processing new books | Training has been booked with Siro Cymatics. | |
Community and Cultural | Lifestyle | 5.5 Private library resources and facilities to support information, recreational, educational and cultural needs of the community. | Preparation of Draft Collection Development Policy for library to assist in achieving a suitable collection for the community. | Library Services | Library Services | Library Staff | Development Policy | Drafted by 31/03/2009 | Date of achievement | Draft collection development policy has been written and is currently being circulated amongst library staff. | Collection development policy has been written and is currently being circulated amongst library staff. | |
Library | | 5.5 Library (< 1,000) | Library services to all areas of library. This includes external signage directing users to the Library in both Ayr and Home Hill. Better signage will make the library more easily accessible externally and provide a more enjoyable experience for our library users. | Library Services | Library Services | Library Staff | Library Services | Ongoing | Library and signage at Ayr and Home Hill are currently being discussed with external signage providers. | Library and signage at Ayr and Home Hill are currently being discussed with external signage providers. | |
Community and Cultural | Lifestyle | 5.5 Private library resources and facilities to support information, recreational, educational and cultural needs of the community. | Library services to all areas of library. This includes external signage directing users to the Library in both Ayr and Home Hill. Better signage will make the library more easily accessible externally and provide a more enjoyable experience for our library users. | Library Services | Library Services | Library Staff | Library Services | Ongoing | Library and signage at Ayr and Home Hill are being designed and interpreted by digital signage provider. | Library and signage at Ayr and Home Hill are currently being designed and interpreted by digital signage provider. | |
Community and Cultural | Lifestyle | 5.5 Private library resources and facilities to support information, recreational, educational and cultural needs of the community. | Comply with current legal requirements and standards in accordance with the library's Collection development policy. | Library Services | Library Services | Library Staff | Library Services | Ongoing | Library and signage at Ayr and Home Hill are currently being discussed with potential digital signage providers. | Library and signage at Ayr and Home Hill are currently being discussed with potential digital signage providers. | |
Library | | 5.5 Library (< 1,000) | Library services to all areas of library. This includes external signage directing users to the Library in both Ayr and Home Hill. Better signage will make the library more easily accessible externally and provide a more enjoyable experience for our library users. | Library Services | Library Services | Library Staff | Library Services | Ongoing | Library and signage at Ayr and Home Hill are currently being discussed with external signage providers. | Library and signage at Ayr and Home Hill are currently being discussed with external signage providers. | |
Library | | 5.5 Library (< 1,000) | Library services to all areas of library. This includes external signage directing users to the Library in both Ayr and Home Hill. Better signage will make the library more easily accessible externally and provide a more enjoyable experience for our library users. | Library Services | Library Services | Library Staff | Library Services | Ongoing | Library and signage at Ayr and Home Hill are being designed and interpreted by digital signage provider. | Library and signage at Ayr and Home Hill are being designed and interpreted by digital signage provider. | |
<p>| Program                                      | Corporate Plan Outcomes | Corporate Plan Strategies | Activity                                      | Sub-Activity | Service                    | Responsible Officer / Team | Participating Officer(s) | Corporate                  | Targets                       | Performance Measures                      | Review 1 Comments | Review 2 Comments |
|----------------------------------------------|--------------------------|---------------------------|----------------------------------------------|--------------|---------------------------|-----------------------------|---------------------------|---------------------------|-------------------------------------------|---------------------------|---------------------------|
| Community and Cultural                        | Community Development: 4 - Build and strengthen our community identity and acknowledge the diversity in our communities. | Finalise future direction for Ayr and Home Hill Showgrounds | Corporate Services | DG/CC                   | Admin Support Officer       | Course of action for future 31/12/2009 | Ayr and Home Hill Showgrounds | Australia Day, People to People, Burdekin Bridge Celebrations, Misc. Receptions | Ongoing                      | No of receptions &amp; events held: Customer feedback | People to People Adjustable Civic Welcomes: 13th June to 30th July; 33 civic welcomes; Tidy Towns Awards: 4th August; Seniors Luncheon: 18th August; LGMA Make a Wish Foundation Flight: 11th September. | People to People Adjustable Civic Welcomes: 13th June to 20th July; 33 civic welcomes; Tidy Towns Awards: 4th August; Seniors Luncheon: 18th August; LGMA Make a Wish Foundation Flight: 11th September. | Civic Welcoming: ‘ wondered’ issues with Ayr Showgrounds. Outcomes should provide a precedent for HH Showgrounds. | Civic Welcoming: ‘ wondered’ issues with Ayr Showgrounds. Outcomes should provide a precedent for HH Showgrounds. |
| Community and Cultural                        | Community Development: 4 - Build and strengthen our community identity and acknowledge the diversity in our communities. | Arrange appropriate Civic Receptions and Celebrations | Administration &amp; Economic and Community Development | Admin Co-ordinator &amp; E.O.Devo Officer | Admin staff        | Australia Day, People to People, Burdekin Bridge Celebrations, Misc. Receptions | Ongoing                      | Nic of receptions &amp; events held: Customer feedback | People to People Adjustable Civic Welcomes: 13th June to 30th July; 33 civic welcomes; Tidy Towns Awards: 4th August; Seniors Luncheon: 18th August; LGMA Make a Wish Foundation Flight: 11th September. | People to People Adjustable Civic Welcomes: 13th June to 20th July; 33 civic welcomes; Tidy Towns Awards: 4th August; Seniors Luncheon: 18th August; LGMA Make a Wish Foundation Flight: 11th September. | Civic Welcoming: ‘ wondered’ issues with Ayr Showgrounds. Outcomes should provide a precedent for HH Showgrounds. | Civic Welcoming: ‘ wondered’ issues with Ayr Showgrounds. Outcomes should provide a precedent for HH Showgrounds. |
| Community and Cultural                        | Community Development: 4 - Build and strengthen our community identity and acknowledge the diversity in our communities. | Infrastructure | Overseas Project - transportation &amp; restoration of Burdekin tractor under QLO’s 15th Legacy Infrastructure Program (Hugh meeting (10-4-07). Budget $70,000 + carriage. | Corporate Services | Admin Support Officer       | Restored Burdekin Tractor on display | Ongoing                      | Date of achievement &amp; public feedback | Burdekin Tractor to be unveiled on 6 December 2009. | Burdekin Tractor unveiled on 6 December 2009 at Heritage Precinct, Brandon. | Burdekin Tractor unveiled on 6 December 2009 at Heritage Precinct, Brandon. | Burdekin Tractor unveiled on 6 December 2009 at Heritage Precinct, Brandon. |
| Community and Cultural                        | Community Development: 4 - Build and strengthen our community identity and acknowledge the diversity in our communities. | Community and Cultural Community Development | Manage donations and inkind support to BCA and BCN. | Corporate Services | Admin Support Officer | Donation provided | Ongoing                      | Donations to be provided in Dec quarter | Donations to be provided in Dec quarter | Donations to be provided in Dec quarter | Donations to be provided in Dec quarter | Donations to be provided in Dec quarter |
| Community and Cultural                        | Community Development: 4 - Build and strengthen our community identity and acknowledge the diversity in our communities. | Community and Cultural Community Development | Provide ongoing support for particular community welfare organisations within the Shire including the Burdekin Community Association and Burdekin Neighbourhood Centre. | Information Technology | Manager ICS | IT staff | Provision of IT support | Ongoing | IT support provided | New agreement to be prepared | IT support provided | New agreement to be prepared | IT support provided | New agreement to be prepared |
| Operations                                     | Infrastructure | To provide and maintain appropriate infrastructure to service the Shire’s existing and future service levels. | Annual Works Program Roads as adapted to be 100% delivered within the financial year. | Works | MO | DEO &amp; Works Overseer | Complete capital works to improve transport infrastructure | 30/06/2010 | Date of Achievement | On target | Completed 100% of budget allocation. Four jobs not totally completed. | Completed 100% of budget allocation. Four jobs not totally completed. | Completed 100% of budget allocation. Four jobs not totally completed. |
| Operations                                     | Infrastructure | To provide and maintain appropriate infrastructure to service the Shire’s existing and future service levels. | Produce Five Year Works Improvement Program for years 2009-2014 | Works | DEO | MO &amp; D &amp; S | Council adopts the Works implementation program including a commitment to the first two years | 15/03/2010 | Date of Adoption | Review early 2010 | Completed by end of financial year. | Completed by end of financial year. | Completed by end of financial year. |
| Operations                                     | Infrastructure | To provide and maintain appropriate infrastructure to service the Shire’s existing and future service levels. | Produce Annual Works Program and review monthly with Management | Works | DEO | MO, MTS, MPP, MDS, DCM, Works Overseer, Co-ordinator Parks &amp; Gardens, Park Supervisor Water &amp; Wastewater | Up to date works program Monthly allowing greater efficiency in allocation of resources and improved staff accountability | Number of updates (not less than 5) | 2 reviews undertaken | 8 reviews undertaken | 8 reviews undertaken | 8 reviews undertaken | 8 reviews undertaken |
| Operations                                     | Infrastructure | To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/replacement, disposal and performance based on agreed service levels. | Monitor Adapted Maintenance &amp; Service Level Manuals - Part of Asset Management Process | Works | MO | DEO, MTS, DOM, Local Manual - Works Overseer | Review Processes and Materials | 20/1/2010 | Date of Achievement | Ongoing | Target achieved. | Target achieved. | Target achieved. |
| Operations                                     | Infrastructure | To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/replacement, disposal and performance based on agreed service levels. | Undergrade grading of graveled roads to account for 1/2 grading per road, per year programmed | Works | WO | Works Foreman | Provide property maintained graveled road network in store | Ongoing | % of network area treated per year | 90% completed | Target achieved. | Target achieved. | Target achieved. |
| Operations                                     | Infrastructure | To provide ongoing support for particular community welfare organisations within the Shire including the Burdekin Community Association and Burdekin Neighbourhood Centre. | Maintain accountability and responsibility | Works | MO | DEO, Works Overseer | Greater efficiency and improved staff accountability and responsibility | 30/06/2010 | Date of Achievement | Ongoing | Ongoing | Ongoing | Ongoing | Ongoing |
| Operations                                     | Infrastructure | To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/replacement, disposal and performance based on agreed service levels. | Attend to maintenance matters raised on customer request register by required timeframe | Works | MO | Works Overseer &amp; Works Foremen | Provide property maintained transport infrastructure at a sustainable level of service | Ongoing | % of requests completed within timeframe | 81% completed within timeframe | 81% completed within timeframe | 81% completed within timeframe | 81% completed within timeframe | 81% completed within timeframe |
| Operations                                     | Infrastructure | To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/replacement, disposal and performance based on agreed service levels. | Review customer request system, including monitoring &amp; reviewing of intervention levels and reporting mechanisms to manage system - Part of Asset Management Process | Works | MO | DEO &amp; Works Overseer | Improved management and greater efficiency in customer relations | 30/06/2010 | Date of Achievement | Ongoing | Ongoing | Ongoing | Ongoing | Ongoing |
| Operations                                     | Infrastructure | To provide and maintain appropriate infrastructure to service the Shire’s existing and future service levels. | Works Program Drainage as adopted to be delivered within the financial year (except for schemes opening two or more financial years) | Works | MO | DEO &amp; Works Overseer | Complete capital works to improve drainage infrastructure | 30/06/2010 | Date of Achievement | Program commenced | Completed 15% of budget allocation. Ongoing design challenges and approaches delayed the one major project (Pyrrha Dam) | Completed 15% of budget allocation. Ongoing design challenges and approaches delayed the one major project (Pyrrha Dam) | Completed 15% of budget allocation. Ongoing design challenges and approaches delayed the one major project (Pyrrha Dam) |
| Operations                                     | Infrastructure | To provide and maintain appropriate infrastructure to service the Shire’s existing and future service levels. | Implement Regional Program as per budget | Works | WO | DOM &amp; Works Foremen | Complete renewal program to provide ongoing pavement protection | 30/06/2010 | Date of Achievement | Ongoing | Urban substantially complete, road programmed | Target achieved. | Target achieved. | Target achieved. |
| Operations                                     | Infrastructure | To provide and maintain appropriate infrastructure to service the Shire’s existing and future service levels. | Undertake inspection of aerodromes and airport infrastructure at a sustainable level of service | Works | WO | Works Foreman | Provide property maintained aerodrome and airport infrastructure at a sustainable level of service | 30/06/2010 | Date of Achievement | Ongoing | Target achieved. | Target achieved. | Target achieved. | Target achieved. |</p>
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<th>Targets</th>
<th>Performance Measures</th>
<th>Review 1 Comments</th>
<th>Review 2 Comments</th>
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<tr>
<td>Operations: Organizational Management and Corporate Governance</td>
<td>Advancing the values of the Shire through representation and effective working relationships with federal, state and local governments and other regional bodies</td>
<td>Deliver Annual Report</td>
<td>Work</td>
<td>Work</td>
<td>DEC/M/O</td>
<td>DEC/EM/O</td>
<td>DEC/EM/O</td>
<td>Ongoing</td>
<td>30/06/2010</td>
<td>Cash from Achievement</td>
<td>Ongoing</td>
<td>Target achieved.</td>
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<tr>
<td>Operations: Infrastructure</td>
<td>Maintain Certificate of Registration as a Quality Assured Supplier and R3 prequalification status under the Major Works Prequalification System in respect of road works for the Department of Main Roads</td>
<td>Maintaining QA Certification for Works Department</td>
<td>Work</td>
<td>Work</td>
<td>Work</td>
<td>Work</td>
<td>Work</td>
<td>Continued improvement in work processes and service delivery</td>
<td>30/06/2010</td>
<td>Date of Achievement</td>
<td>Ongoing</td>
<td>Target achieved.</td>
</tr>
<tr>
<td>Operations: Organizational Management and Corporate Governance</td>
<td>Foster an organizational culture that is challenging, rewarding and values committed to innovative, quality outcomes, teamwork, quality customer service and continuous improvement</td>
<td>Improved efficiency and continued improvement in work processes and service delivery</td>
<td>Ongoing review of staff in Operational Area to achieve and maintain efficiency and service</td>
<td>30/06/2010</td>
<td>Date of Achievement</td>
<td>Ongoing</td>
<td>Target achieved.</td>
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<tr>
<td>Operations: Infrastructure</td>
<td>Continue augmenting existing Water and Wastewater Schemes to maintain existing standards and cater for future growth</td>
<td>Capital Works - Water Supply Upgrade</td>
<td>Water Supply and Sewerage</td>
<td>$600,000</td>
<td>Date of Ongoing</td>
<td>Ongoing</td>
<td>Target achieved.</td>
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<tr>
<td>Operations: Infrastructure</td>
<td>To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/placement, disposal and performance based on agreed service levels.</td>
<td>Replacement / refurbishment of water infrastructure as necessary</td>
<td>Water Supply and Sewerage</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>Ongoing</td>
<td>30/06/2010</td>
<td>Date of achievement</td>
<td>Ongoing</td>
<td>Target achieved.</td>
</tr>
<tr>
<td>Operations: Infrastructure</td>
<td>To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/placement, disposal and performance based on agreed service levels.</td>
<td>Replacement / refurbishment of sewerage infrastructure</td>
<td>Water Supply and Sewerage</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>Ongoing</td>
<td>30/06/2010</td>
<td>Date of achievement</td>
<td>Ongoing</td>
<td>Target achieved.</td>
</tr>
<tr>
<td>Operations: Infrastructure</td>
<td>To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/placement, disposal and performance based on agreed service levels.</td>
<td>Water Quality to be monitored and benchmarked against relevant National Standards for drinking water</td>
<td>Water Supply and Sewerage</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>Ongoing</td>
<td>30/06/2010</td>
<td>Quarterly reports on testing program to be completed</td>
<td>All reports complete. Standards being met.</td>
<td></td>
</tr>
<tr>
<td>Operations: Environmental</td>
<td>Promote sustainable land and water management practices</td>
<td>Submit annual report to Environmental Protection Agency for the operation and environmental compliance of sewerage systems</td>
<td>Water Supply and Sewerage</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>Ongoing</td>
<td>30/11/2009</td>
<td>Report commenced</td>
<td>Ongoing</td>
<td>Target achieved.</td>
</tr>
<tr>
<td>Operations: Infrastructure</td>
<td>To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/placement, disposal and performance based on agreed service levels.</td>
<td>Underwater maintenance of Shire Parks and Gardens</td>
<td>Parks and Recreation</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>Ongoing</td>
<td>30/06/2010</td>
<td>Service manual not commenced. Service standards (not documented) have not changed from previous years.</td>
<td>Workshop held to draft to develop service manuals.</td>
<td></td>
</tr>
<tr>
<td>Operations: Infrastructure</td>
<td>To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/placement, disposal and performance based on agreed service levels.</td>
<td>Develop Maintenance &amp; Service Level Plans - Part of Asset Management Process</td>
<td>Parks and Recreation</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>Ongoing</td>
<td>30/06/2010</td>
<td>Service manual not commenced. Service standards (not documented) have not changed from previous years.</td>
<td>Workshop held to draft to develop service manuals.</td>
<td></td>
</tr>
<tr>
<td>Operations: Infrastructure</td>
<td>To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/placement, disposal and performance based on agreed service levels.</td>
<td>Complete program</td>
<td>Parks and Recreation</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>Ongoing</td>
<td>30/06/2010</td>
<td>Service manual not commenced. Service standards (not documented) have not changed from previous years.</td>
<td>Workshop held to draft to develop service manuals.</td>
<td></td>
</tr>
<tr>
<td>Operations: Infrastructure</td>
<td>To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/placement, disposal and performance based on agreed service levels.</td>
<td>Complete program</td>
<td>Parks and Recreation</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>Ongoing</td>
<td>30/06/2010</td>
<td>Service manual not commenced. Service standards (not documented) have not changed from previous years.</td>
<td>Workshop held to draft to develop service manuals.</td>
<td></td>
</tr>
<tr>
<td>Operations: Infrastructure</td>
<td>To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/placement, disposal and performance based on agreed service levels.</td>
<td>Complete program</td>
<td>Parks and Recreation</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>Ongoing</td>
<td>30/06/2010</td>
<td>Service manual not commenced. Service standards (not documented) have not changed from previous years.</td>
<td>Workshop held to draft to develop service manuals.</td>
<td></td>
</tr>
<tr>
<td>Operations: Infrastructure</td>
<td>To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/placement, disposal and performance based on agreed service levels.</td>
<td>Complete program</td>
<td>Parks and Recreation</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>MO</td>
<td>Ongoing</td>
<td>30/06/2010</td>
<td>Service manual not commenced. Service standards (not documented) have not changed from previous years.</td>
<td>Workshop held to draft to develop service manuals.</td>
<td></td>
</tr>
<tr>
<td>Program</td>
<td>Corporate Plan Outcomes</td>
<td>Corporate Plan Strategies</td>
<td>Activity</td>
<td>Sub-Activity</td>
<td>Section</td>
<td>Responsible Officer / Team</td>
<td>Participating Officer(s)</td>
<td>Corpsite</td>
<td>Target</td>
<td>Performance Measures</td>
<td>Comments</td>
<td>Review 1 Comments</td>
</tr>
<tr>
<td>---------</td>
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<td>-----------------</td>
</tr>
<tr>
<td>Operations</td>
<td>Infrastructure</td>
<td>To provide and maintain appropriate infrastructure to service the Shire's existing and future service levels</td>
<td>Maranoa Shire takes facilities to high standard of cleanliness</td>
<td>Public Conveniences</td>
<td>Coordinator Parks &amp; Gardens</td>
<td>Paddy Foreman</td>
<td>Provide a service that meets community needs</td>
<td>Compliance with agreed service standards</td>
<td>30/06/2010</td>
<td>Date of achievement</td>
<td>Service manual not commenced. Service standards (not documented) have not changed from previous years.</td>
<td>Service manual not commenced. Service standards (not documented) have not changed from previous years.</td>
</tr>
<tr>
<td>Operations</td>
<td>Infrastructure</td>
<td>To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/replacement, disposal and performance based on agreed service levels</td>
<td>Develop Maintenance &amp; Service Level Processes</td>
<td>Public Conveniences</td>
<td>MO Coordinator Parks &amp; Gardens</td>
<td>Paddy Foreman</td>
<td>Agreed Processes and Manual</td>
<td></td>
<td>30/06/2010</td>
<td>Date of achievement</td>
<td>Service manual not commenced. Service standards (not documented) have not changed from previous years.</td>
<td>Service manual not commenced.</td>
</tr>
<tr>
<td>Technical Services</td>
<td>Infrastructure</td>
<td>To provide and maintain appropriate infrastructure to service the Shire's existing and future service levels</td>
<td>Produce revised program for current year</td>
<td>Planning</td>
<td>DDM</td>
<td>Senior Technical Officer</td>
<td>Monitor and achieve a sustainable asset cycle</td>
<td></td>
<td>29/08/2009</td>
<td>Date of achievement</td>
<td>Achieved - 24/07/09 Achieved - 24/07/09</td>
<td>Achieved - 24/07/09 Achieved - 24/07/09</td>
</tr>
<tr>
<td>Technical Services</td>
<td>Infrastructure</td>
<td>To provide and maintain appropriate infrastructure to service the Shire's existing and future service levels</td>
<td>Plans for budget jobs to be delivered within a three week timeframe prior to the commencement of works</td>
<td>Planning</td>
<td>DDM</td>
<td>Design Office, Works Oversight &amp; Senior Technical Officer</td>
<td>Deliver high quality plant and equipment</td>
<td>70% compliance</td>
<td>Level of achievement</td>
<td>Currently being achieved</td>
<td>Target not achieved. 23% compliance.</td>
<td></td>
</tr>
<tr>
<td>Technical Services</td>
<td>Community Development</td>
<td>Improve our community's resistance to disaster impacts by undertaking a disaster risk management process including developing a strategic policy framework for disaster management incorporating disaster mitigation, prevention, preparation, response and recovery elements in Shire policy and the development of the Government Disaster Management Group framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/replacement, disposal and performance based on agreed service levels.</td>
<td>Participate in the Local Disaster Management Group (LDMG) and carry out emergency planning and works</td>
<td>Planning</td>
<td>DEO</td>
<td>MTG, DDM, Works Oversight, Co-ordinator Parks &amp; Gardens, Field Supervisor Water &amp; Wastewater</td>
<td>Being prepared for and responding to disasters</td>
<td></td>
<td></td>
<td></td>
<td>Target not achieved.</td>
<td></td>
</tr>
<tr>
<td>Technical Services</td>
<td>Infrastructure</td>
<td>To provide and maintain appropriate infrastructure to service the Shire's existing and future service levels</td>
<td>Produce Annual Works Program and review monthly with Management</td>
<td>Planning</td>
<td>DEO</td>
<td>MTG, MDO, DDM</td>
<td>Achieve consistency in development applications and forward planning of developments</td>
<td></td>
<td>24/12/2010</td>
<td>Date of achievement</td>
<td>Ongoing in conjunction with other managers and consultant</td>
<td>Target not achieved. 3 reviews undertaken.</td>
</tr>
<tr>
<td>Technical Services</td>
<td>Infrastructure</td>
<td>Maintain a modern, effective, flexible and efficient plant fleet that matches organisational needs</td>
<td>Update plant renewal schedule for 2009 - 2010</td>
<td>Plant</td>
<td>MTS</td>
<td>Technical Assistant</td>
<td>Monitor and achieve a sustainable plant replacement cycle</td>
<td></td>
<td>17/12/2008</td>
<td>Date of achievement</td>
<td>Ongoing</td>
<td>Target Achieved.</td>
</tr>
<tr>
<td>Technical Services</td>
<td>Infrastructure</td>
<td>Maintain a modern, effective, flexible and efficient plant fleet that matches organisational needs</td>
<td>Implement plant replacement program as part of efficient plant fleet that matches organisational needs</td>
<td>Plant</td>
<td>MTS</td>
<td>Workshop Supervisor</td>
<td>Optimal replacement of plant in current year</td>
<td></td>
<td>30/06/2010</td>
<td>Date of achievement</td>
<td>On target and budget to meet date of achievement</td>
<td>On target and budget to meet date of achievement</td>
</tr>
<tr>
<td>Technical Services</td>
<td>Infrastructure</td>
<td>To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/replacement, disposal and performance based on agreed service levels.</td>
<td>To establish Priority Infrastructure Plan and Infrastructure Changes Schedule</td>
<td>Planning</td>
<td>DEO</td>
<td>MTG, MDO, MFP &amp; DDM</td>
<td>Achieve consistency in development applications and forward planning of developments</td>
<td></td>
<td></td>
<td></td>
<td>Target not achieved. Carried over to 10/11 plan.</td>
<td></td>
</tr>
<tr>
<td>Technical Services</td>
<td>Infrastructure</td>
<td>To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/replacement, disposal and performance based on agreed service levels.</td>
<td>To continue development of asset management system for infrastructure</td>
<td>Planning</td>
<td>DOM</td>
<td>Senior Technical Officer &amp; Asset Officer</td>
<td>Continued improvement in service delivery and asset management</td>
<td></td>
<td>30/07/2010</td>
<td>Date of achievement</td>
<td>Ongoing - rolling review program being developed.</td>
<td>Ongoing - rolling review program being developed.</td>
</tr>
<tr>
<td>Technical Services</td>
<td>Infrastructure</td>
<td>To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/replacement, disposal and performance based on agreed service levels.</td>
<td>To continue development of asset management system for infrastructure</td>
<td>Planning</td>
<td>DOM</td>
<td>Senior Technical Officer</td>
<td>Continued improvement in service delivery and asset management</td>
<td></td>
<td>30/07/2010</td>
<td>Date of achievement</td>
<td>Ongoing - rolling review program being developed.</td>
<td>Ongoing - rolling review program being developed.</td>
</tr>
<tr>
<td>Technical Services</td>
<td>Infrastructure</td>
<td>To provide and maintain appropriate infrastructure to service the Shire's existing and future service levels</td>
<td>Complete supervision of design and construction contract for schemes funded by the regional flood mitigation program and natural disaster mitigation program &amp; drainage programs</td>
<td>Assets and Design</td>
<td>DDM, Senior Technical Officer, Asset Officer &amp; Finance Department</td>
<td>Plant MTS Workshop Supervisor &amp; Office Staff</td>
<td>Improved flood mitigation for Ayr and Hermes and other urban areas</td>
<td></td>
<td>30/04/2010</td>
<td>Date of achievement</td>
<td>Targets called &amp; closed for managing construction process. Wynnoo dam closed gates ordered.</td>
<td>GHD consulting engineers appointed for managing construction process. Wynnoo dam control gates ordered.</td>
</tr>
<tr>
<td>Technical Services</td>
<td>Infrastructure</td>
<td>To implement a robust Asset Management framework and policy to ensure optimal decisions on asset creation, operation, maintenance, rehabilitation/replacement, disposal and performance based on agreed service levels.</td>
<td>Maintain Road Register</td>
<td>Assets and Design</td>
<td>MTS</td>
<td>Senior Technical Officer</td>
<td>Report for adoption by Council</td>
<td></td>
<td>12/12/2006</td>
<td>Date of achievement</td>
<td>Ongoing</td>
<td>Target not achieved. Road register is current, but was not adopted by Council by target date.</td>
</tr>
<tr>
<td>Technical Services</td>
<td>Infrastructure</td>
<td>To continue developing existing Water and Wastewater schemes to maintain existing standards and cater for future growth</td>
<td>Prepare a Drought Management Plan and submit for relevant approvals</td>
<td>Water Supply and Sewage</td>
<td>MTS</td>
<td>Field Supervisor - Water &amp; Wastewater</td>
<td>Continuous improvement in service delivery and asset management</td>
<td></td>
<td>30/11/2009</td>
<td>Date of achievement</td>
<td>Ongoing - Training in Asset condition with manual and condition assessment commenced.</td>
<td>Review of SAPM on hold until new guidelines issued by DEIRM.</td>
</tr>
<tr>
<td>Technical Services</td>
<td>Infrastructure</td>
<td>To continue developing existing Water and Wastewater schemes to maintain existing standards and cater for future growth</td>
<td>Prepare a Drought Management Plan and submit for relevant approvals</td>
<td>Water Supply and Sewage</td>
<td>MTS</td>
<td>Asset Officer</td>
<td>Report for adoption by Council</td>
<td></td>
<td>17/12/2009</td>
<td>Date of Achievement</td>
<td>Draft report prepared.</td>
<td>Target achieved.</td>
</tr>
<tr>
<td>Technical Services</td>
<td>Infrastructure</td>
<td>To continue developing existing Water and Wastewater schemes to maintain existing standards and cater for future growth</td>
<td>Prepare a Drought Management Plan and submit for relevant approvals</td>
<td>Water Supply and Sewage</td>
<td>MTS</td>
<td>Design Office Staff</td>
<td>Report for adoption by Council</td>
<td></td>
<td>30/04/2010</td>
<td>Date of Achievement</td>
<td>Not yet commenced.</td>
<td>Wide Bay Water appointed to prepare plan. Information for plan being gathered.</td>
</tr>
</tbody>
</table>
### Technical Services Infrastructure

**Ongoing Number of reviews of network analysis**

<table>
<thead>
<tr>
<th>Corporate Plan Strategies</th>
<th>Activity</th>
<th>Sub-Activity</th>
<th>Corporate Plan Outcomes</th>
<th>Responsible Officer(s)</th>
<th>Particpating Officer(s)</th>
<th>Corporate Achievements</th>
<th>Targets</th>
<th>Performance Measures</th>
<th>Review 1 Comments</th>
<th>Review 2 Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>To provide and maintain appropriate infrastructure to service the Shire's existing and future service levels</td>
<td>Review the Trade Policy and submit for relevant approval</td>
<td>Water Supply and Sewerage</td>
<td>MT</td>
<td>Design Office Staff</td>
<td>Report for adoption by Council</td>
<td>30/06/2010</td>
<td>Cost of Adherence: Not yet commenced. New policy prepared in draft. To be submitted to Council.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>To provide and maintain appropriate infrastructure to service the Shire's existing and future service levels</td>
<td>Monitor network demand and update network analyses on the water reticulation system to enable planning for future augmentation and development requirements</td>
<td>Water Supply and Sewerage</td>
<td>DGM</td>
<td>Senior Technical Officer</td>
<td>Ensure systems provide acceptable service delivery for both current and future use</td>
<td>Ongoing</td>
<td>Number of reviews of network analyses</td>
<td>Consultant engaged for Ayr, Home Hill and Moss Hill Roads. Results being third party verified.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Technical Services Environmental

**Promote sustainable land and water management practices**

<table>
<thead>
<tr>
<th>Corporate Plan Strategies</th>
<th>Activity</th>
<th>Sub-Activity</th>
<th>Corporate Plan Outcomes</th>
<th>Responsible Officer(s)</th>
<th>Particpating Officer(s)</th>
<th>Corporate Achievements</th>
<th>Targets</th>
<th>Performance Measures</th>
<th>Review 1 Comments</th>
<th>Review 2 Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>To provide and maintain appropriate infrastructure to service the Shire's existing and future service levels</td>
<td>Review water pricing policy with recommendations for further refinement as necessary</td>
<td>Water Supply and Sewerage</td>
<td>MT</td>
<td>Design Office Staff</td>
<td>Ensure biodiversity protection is maintained for both current and future use</td>
<td>Ongoing</td>
<td>Development of a water pricing policy</td>
<td>Consultant engaged for Ayr, Home Hill and Moss Hill Roads. Results being third party verified.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Technical Services Organisational and Corporate Governance

**Deliver Annual ROWP**

<table>
<thead>
<tr>
<th>Corporate Plan Strategies</th>
<th>Activity</th>
<th>Sub-Activity</th>
<th>Corporate Plan Outcomes</th>
<th>Responsible Officer(s)</th>
<th>Particpating Officer(s)</th>
<th>Corporate Achievements</th>
<th>Targets</th>
<th>Performance Measures</th>
<th>Review 1 Comments</th>
<th>Review 2 Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>To foster and maintain relationships with federal, state and local governments and other regional bodies</td>
<td>Work to ensure the revitalisation of the Shire through representation and effective working relationships with federal, state and local governments and other regional bodies</td>
<td>Work</td>
<td>DECVTSAG</td>
<td>Senior Works Adviser Officer &amp; Vice President, Maintenance &amp; Contracts</td>
<td>Ongoing</td>
<td>Development of a plan for annual reviews and updates of the ROWP</td>
<td>30/06/2010</td>
<td>Date of Achievement</td>
<td>Contract well advanced and on target</td>
<td>Target achieved.</td>
</tr>
</tbody>
</table>
**Environmental Services**

**Environment**
- Develop and implement natural resource management projects in conjunction with the community and other partners to improve the natural environment in the Shire, particularly aquatic weed control, beach protection and land protection. Underwrite projects and provide project support to improve and sustain the environment.
- Natural Resource Management
- MEH
- SPIO
- LPO
- Improved environmental outcomes from use of Environmental Levy
- Natural hazard issues responded to
- Number of projects supported and undertaken
- Current project with community groups (Aria and Wurumba Beach Protection, Lurneaturra, delta tree guide, wetland projects, Prickly Acacia Project, Beach Ranger Project, Feral Pig and Dingos Project, Low Carbon Diet project, Wurumba Weed Management Project, BSFMAC Water Quality Monitoring with School)

**Landholders contacted regarding renewals**
- Current project with community groups (Aria and Wurumba Beach Protection, Lurneaturra, delta tree guide, wetland projects, Prickly Acacia Project, Beach Ranger Project, Feral Pig and Dingos Project, Low Carbon Diet project, Wurumba Weed Management Project, BSFMAC Water Quality Monitoring with School)

**Land Protection**
- MEH
- LPO
- Improved land management practices
- Reduced pest plant and animal infestations in the Shire
- No of current pest management plans
- Landholders contacted regarding renewal of pest management plans
- SPIO
- MEH
- Improved land management plans
- Landholders contacted regarding renewal of pest management plans
- SPIO
- MEH
- Improved land management practices
- Reduced pest plant and animal infestations in the Shire
- No of current pest management plans
- Landholders contacted regarding renewal of pest management plans

---

**Development**

**Land Use Planning**
- To promote a dynamic approach to integrated planning and management of development and growth that reflects community aspirations and enhances our lifestyle, diverse heritage and environment. Continue to develop systems and support programs that improve Council’s environmental performance and provide sustainable outcomes. Provide efficient and effective customer services for the various programs delivered by the Department (Planning, Building, Plumbing).

**Development**
- MPO
- Development Administration
- MEH
- LPO
- Improved land management practices
- Reduced pest plant and animal infestations in the Shire
- No of current pest management plans
- Landholders contacted regarding renewal of pest management plans
- SPIO
- MEH
- Improved land management plans
- Landholders contacted regarding renewal of pest management plans
- SPIO
- MEH
- Improved land management practices
- Reduced pest plant and animal infestations in the Shire
- No of current pest management plans
- Landholders contacted regarding renewal of pest management plans

---

**Development**

**Land Use Planning**
- To promote a dynamic approach to integrated planning and management of development and growth that reflects community aspirations and enhances our lifestyle, diverse heritage and environment. Ensure Council’s statutory planning instruments accommodate the changing needs of the community. Review planning scheme and monitor the effectiveness of the scheme including codes.

**Development**
- MPO
- PA
- Planning scheme and other relevant planning instruments.
- 90% of requests that meet community needs
- 90% of requests that meet community needs
- Plan reviewed and actions implemented.
- Plan reviewed by January 2010
- PIP group identified and resources for review including new Regional Pest Management Plan collated.

---

**Development**

**Land Use Planning**
- To promote a dynamic approach to integrated planning and management of development and growth that reflects community aspirations and enhances our lifestyle, diverse heritage and environment. Develop and implement natural resource management projects in conjunction with the community and other partners to improve the natural environment in the Shire, particularly aquatic weed control, beach protection and land protection.

**Development**
- Development DEO
-重要讲话 Planning
- MTO
- MDE
- MEH
- Achieve consistency in development applications and forward planning of developments
- Community engagement of PIP 30/3/10
- Adoption of PIP 30/5/10
- Level of Achievement
- PIP progression: Will meet all requirements in latest Government template. Note that State has changed template since process commenced.
- PIP progression: Will meet all requirements in latest Government template. Target not achievable because government changed goals.
- Building Certification service both within the Bundanoon Shire and externally to the Shire in accordance with statutory requirements
- Building
- MTO
- MDE
- Building maintenance program which identifies scheduled maintenance needs and works undertaken
- Building
- MTO
- MDE
- Building maintenance program which identifies scheduled maintenance needs and works undertaken
- Building
- MTO
- MDE
- Building maintenance program which identifies scheduled maintenance needs and works undertaken
- Building
- MTO
- MDE
- Building maintenance program which identifies scheduled maintenance needs and works undertaken
- Building
- MTO
- MDE
- Building maintenance program which identifies scheduled maintenance needs and works undertaken
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- MTO
- MDE
- Building maintenance program which identifies scheduled maintenance needs and works undertaken
- Building
- MTO
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