



Diamantina Shire Council

www.diamantina.qld.gov.au

Operational Plan

2024/2025

Contact Us

17 Herbert Street, Bedourie QLD 4829

(07) 4746 1600

admin@diamantina.qld.gov.au

www.diamantina.qld.gov.au



Acknowledgement of Country

Diamantina Shire Council acknowledges the Wangkamahdla, Pitta Pitta, Mithaka, and Wangkangurru/Yarluyandi people as the Traditional Owners of this land. We pay our respects to their cultures, their ancestors and their Elders, past, present and all future generations.

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Vision 2042

“Diamantina, a friendly, growing and safe Shire of community minded residents. Our outback community will have all-weather access by bitumen road, state of the art health, education and communication services. The infrastructure and transport services are developed to promote sustainable private commercial enterprise and significant levels of private housing ownership while preserving our unique environment.”



Mission

The Diamantina Shire Council's mission is to serve and advocate on behalf of the Shire community. We will provide residents and visitors with continually improving services and infrastructure that enhance the quality of life.

Values

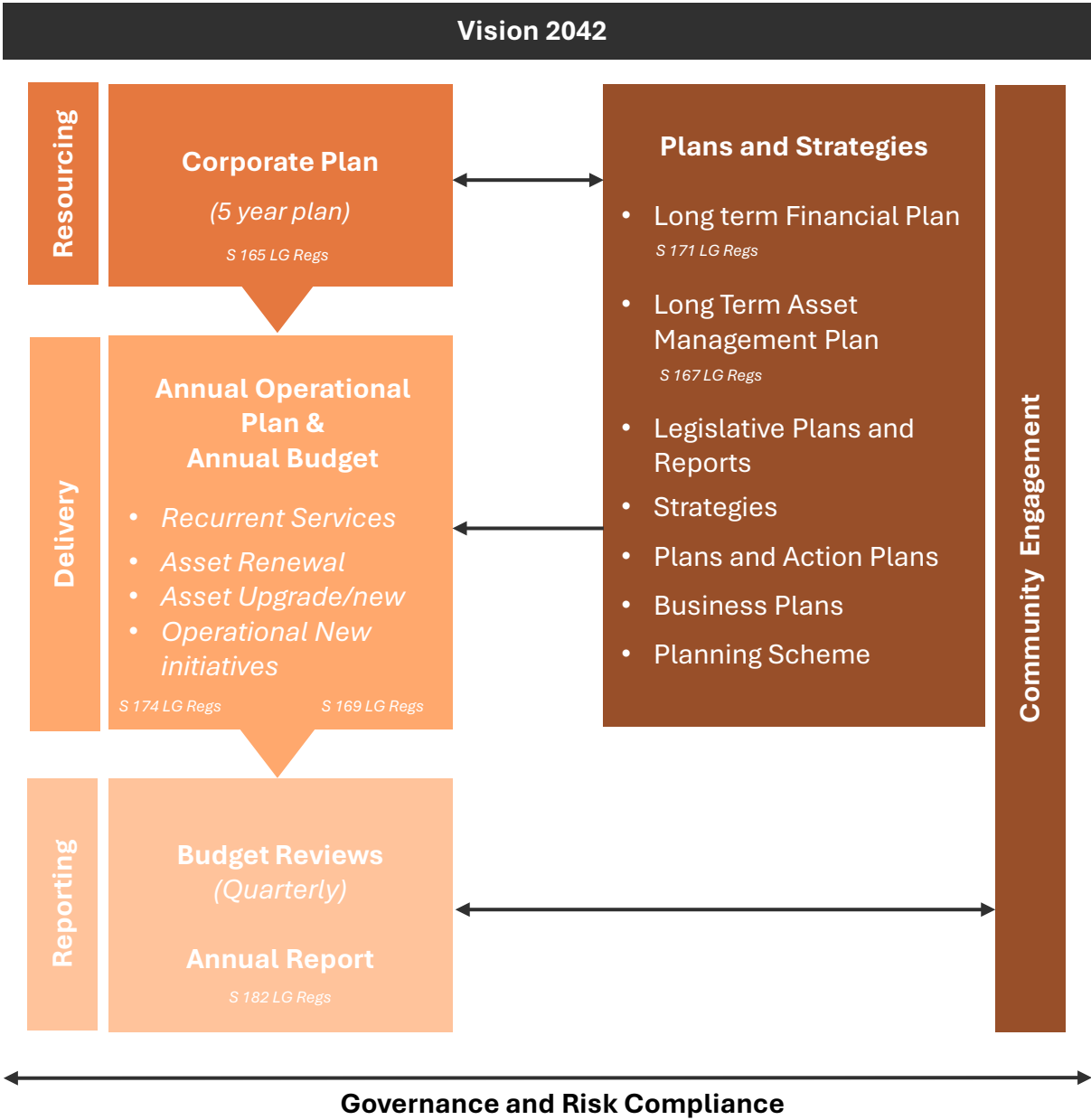
Innovation & Continuous Improvement	<i>Council and staff seek to overcome challenges and take advantage of opportunities through a commitment to innovation.</i>
Teamwork	<i>We recognise the importance of maintaining a creative and responsive work environment in which the community, councillors, management and staff work constructively together in the spirit of teamwork, trust and loyalty.</i>
Accountability	<i>Council has a responsibility to the residents and ratepayers of the Shire to be inclusive and responsive to their views and needs and to communicate effectively.</i>
Quality	<i>Council is committed to ensuring quality output by providing the organisation with resources that facilitate excellence in performance, commitment and service delivery.</i>

Diamantina Shire Council's number one priority is the **safety** and wellbeing of its staff and the community it serves and therefore **safety** is foremost in everything we do

Our Strategy

Strategic Planning Framework

Council’s Strategic Planning Framework is the overarching framework used to assist Council and the community to plan for the future. It is a continuous, systematic process, which includes how Council engages with the community to identify intended future outcomes and monitor and report on the progress of outcomes.



Strategic Themes

Council has **five strategic themes**, each supported by a number of **long-term goals**.

Each theme represents a major functional area of Council and is the basis upon which the operational plan and budget are prepared:



1. Our Environment

- Is protected from degradation by practices which ensure environmental sustainability.
- Is recognised as contaminate free.
- Benefits from the utilisation of renewable energy sources.
- Is relatively free from pest weeds and animals.
- Includes a healthy Great Artesian Basin.
- Is free from roadside waste.



2. Our Community

- Recognises the value of preserving the unique culture of the area.
- Has a cost of living that is managed within Council's capacity.
- Has attractive, green and clean towns of which residents are proud.
- Has access to the full range of affordable transport Services.
- Has significant private home ownership with all residents appropriately housed.
- Where volunteering in the community is a given and community spirit is visible.
- Is safe and crime-free.
- Cares for its residents of all ages.
- Has access to fully operational medical and pharmacy facilities run by a quality service provider offering affordable access to onsite general practitioners and other health professionals.
- Has quality sporting facilities with high participation rates.
- Has quality internet access to all towns and properties in the Shire and mobile phone coverage is maximised.
- Is enhanced by participation in arts and cultural activities.

Strategic Themes



3. Our Economy

- Is underpinned by the beef cattle industry and the expanding organic markets.
- Flourishes from a growing tourism industry and continuation of major events.
- Benefits from a growing population with full employment.
- Is led by Council and the business community, together growing and diversifying business and industry opportunities.
- Will be much stronger when there is sealed road access to Birdsville and more resilient and safe road access



4. Our Organisation

- Is a sustainable and effective organisation.
- Is engaged with its residents.
- Is a leader in the region which supports regional co-operation, resource sharing and partnerships.
- Is recognised as the sole road construction provider in the Shire.



5. Our Infrastructure

- Is constructed and maintained in a sustainable manner which meets community needs.
- Guarantees quality potable urban water supply and waste water treatment.



1. Our Environment

1. Is protected from degradation by practices which ensure environmental sustainability.

Outcome	Action	Measure (Target)	Role
Council practices ensure the rehabilitation of disused roads and gravel pits.	1.1.1 Establish a program to rehabilitate old roadworks and gravel pits (Q4)	Program developed	DIS

2. Benefits from the utilisation of renewable energy sources.

Energy producers partner with Council and/or community to maximise the use of renewable energy production.	1.2.1 Lobby relevant agencies to install battery storage within the micro-grid of each town. (Q4)	Batteries installed at Ergon sites in Bedourie and Birdsville (2)	CEO
Continued uptake of renewable energy and energy efficient products.	1.2.2 Rectify remaining issues with inverters in Bedourie (Q2)	All roof top solar systems working (100%)	DIS

3. Is relatively free from pest weeds and animals.

Council cooperates at a regional level to prevent pest weed and animal spread into the shire.	1.3.1 Engage with regional bodies and participate in the development of regional environmental management plans and programs. (Q4)	Number of regional meetings attended (4 per year)	CEO
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4. Is free from roadside waste

All roadside waste is removed in the Shire.	1.4.1 Develop a program to clean up hard waste from town properties. (Q2)	Program complete.	COO DIS
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Role Key

CEO	Chief Executive Officer
COO	Chief Operating Officer
EM	Executive Manager
DIS	Director Infrastructure Services
DCS	Director Corporate Services

2. Our Community

1. Recognises the value of preserving the unique culture of the area			
Outcome	Action	Measure (Target)	Role
Effective management of cultural heritage and native title.	2.1.1 Meet obligations under Indigenous Land Use Agreements (ILUA's) and Cultural Heritage Act and Heritage Act. (Q4)	Obligations met	CEO
	2.1.2 Administer Cultural Awareness training to all staff through the Shire's Traditional Owner groups. (Q4)	Training completed	DCS
Financially viable and strongly supported traditional social events	2.1.3 Maintain support in accordance with Council's grants to community organisations policy. (Q4)	Percentage of grants made in line with Council policy. (100%)	DCS
	2.1.4 Enhance the organisation, support and management of the Shire's key events. (Q1)	Plan developed and implementation started	EM
Preservation of historical sites and artefacts.	2.1.5 Complete development of the Birdsville courthouse site (Q3)	Attractions open	DIS
	2.1.6 Research and develop a tourism attraction at the Pise' Hut Bedourie (Q2)	History recorded	COO
	2.1.7 Upgrade Cemeteries in Bedourie and Birdsville. (Q4)	Project complete	
2. Has a cost of living that is managed within Council's capacity.			
The cost of living in the Shire is reduced.	2.2.1 In consultation with businesses, identify ways to reduce the cost of living for residents. (Q4)	Number of cost of living improvement opportunities identified and implemented. (2 per year)	COO

2. Our Community

3. Has attractive, green and clean towns			
Outcome	Action	Measure (Target)	Role
Streetscapes maintained and parks developed in line with service catalogues.	2.3.1 Deliver streetscape and parks activities in line with agreed service standards. (Q4)	% compliance with service standards. (90%)	DIS
4. Has access to a range of affordable transport services			
A reliable, safe and regular air service at reasonable prices.	2.4.1 Lobby REX to maintain 'Resident fares' for shire residents. (Q1)	Lobbying activities completed (2 per year)	CEO COO
	2.4.2 Lobby the Queensland government to increase seat capacity on air services to Bedourie and Birdsville. (Q1)	Number of lobbying activities. (1 per year)	
5. Has significant private home ownership with all residents appropriately housed			
Private home ownership continues to increase	2.5.1 Offer residential land for sale. (Q1)	Land Sales	DCS
	2.5.2 Promote the Council housing construction subsidy scheme in the community. (Q2)	Number of options taken up during the life of the corporate plan. (2)	
6. Where volunteering in the community is a given and community spirit is visible			
Active and well-resourced community groups.	2.6.1 Maintain support in accordance with Council's grants to community organisations policy. (Q4)	Number of community events. (10 per year)	DCS

2. Our Community

7. Cares for its residents of all ages.			
Outcome	Action	Measure (Target)	Role
Services are provided for our aged, youth, children and families as appropriate.	2.7.1 Facilitate the provision of play group services as per funding agreement. (Q4)	Status of play group services. (Maintained)	COO
	2.7.2 Develop Child Care Strategy and action plan to provide the service for the communities. (Q3)	Child Care plan developed and actions implemented	
	2.7.3 Investigate options to fund and build a Library at Bedourie. (Q2)	Concept plans developed.	
8. Has access to fully operational medical and pharmacy facilities run by a quality service provider offering affordable access to onsite general practitioners and other health professionals.			
A community that is fully aware of and responsive to primary health care needs	2.8.1 Lobby Queensland Health to provide half yearly dental visits to shire. (Q4)	Number of lobbying activities. (1 per year)	CEO
9. Has quality sporting facilities with high participation rates.			
Well maintained sporting facilities which meet community needs with additional facilities as appropriate for the communities.	2.9.1 Develop master plans for 3 racetracks and Birdsville Bronco Yards (Q4)	Masterplans completed (3)	DIS
	2.9.2 Investigate options to distribute bursary funding to qualified residents. (Q4)	Applications approved (1)	COO DCS
10. Has quality internet access to all town and properties in the Shire and mobile coverage is maximised.			
The Birdsville, Bedourie and Betoota racecourses have consistent mobile phone coverage.	2.10.1 Investigate options to improve mobile phone coverage at Shire racecourses. (Q1)	Telstra engaged to maximise coverage	CEO
11. Is enhanced by participation in arts and cultural activities.			
Community groups are supported in their arts and cultural pursuits.	2.11.1 Support arts and culture through the grants of community organisations policy. (Q2)	Percentage of grants made in line with Council policy. (100%)	COO

2. Our Community

12. Is safe and crime-free.

Outcome	Action	Measure (Target)	Role
The community remains safe and crime free.	2.12.1 Maintain engagement with regional police services to ensure that police stations are staffed at all times, community needs are understood and policing is effective. (Q4)	Number of engagement/ lobbying activities (1 per year)	CEO
	2.12.2 Review and maintain local disaster management plans. (Q4)	Disaster management plan status. (Current)	COO

3. Our Economy

1. Is underpinned by the beef cattle industry and the expanding organic market.			
Outcome	Action	Measure (Target)	Role
Improve animal welfare outcomes.	3.1.1 Lobby to extend sealed road network to improve animal welfare. (Q4)	Number of lobbying activities undertaken. (2 per year)	CEO
2. Flourishes from a growing tourism industry and continuation of major events.			
More tourists visit year on year.	3.2.1 Legacy tourism projects identified with progress toward completion. (Q4)	Project plans developed (4)	COO EM
The Birdsville Tourist Park, Birdsville Lodge and Bedourie Caravan Park contribute significantly to the Shire economy.	3.2.2 Divest Council's interest in the accommodation sites. (Q1)	Sites divested (100%)	DCS
Birdsville Courthouse and Bedourie Pise' House are established as tourist attractions.	3.2.3 (2.1.5) Complete restoration works and open to the public as tourist sites. (Q3)	Progress with restoration. (Complete)	DIS EM
Council's tourism strategy delivers positive outcomes for the community.	3.2.4 Review and update the Tourism Strategy. (Q3)	Progress with strategy review. (Complete)	COO
3. Benefits from a growing population with full employment.			
The employment rate maintained at more than 95%.	3.3.1 Make Council training activities available to community members if appropriate. (Q4)	Community attendance at training sessions (20)	DCS COO

3. Our Economy

4. Is led by Council and the business community, together growing and diversifying business and industry opportunities.

Outcome	Action	Measure (Target)	Role
Additional utilisation of vacant land in Bedourie, Betoota and Birdsville.	3.4.1 Identify and actively market available industrial and residential land stocks. (Q1)	Council land sales (Annual auction)	DCS
The Shire planning scheme facilitates the development of environmentally sustainable towns in the Shire.	3.4.2 Review the Shire planning scheme in cooperation with the Department. (Q2)	Progress with scheme review (Complete)	COO

5. Will be much stronger when there is sealed road access to Birdsville and more resilient and safe road access.

The Bedourie - Birdsville road is fully sealed and a long term commitment to complete the sealing of the Birdsville - Windorah and Bedourie - Windorah roads is secured.	3.5.1 Lobby the Queensland and Australian Governments to fund the pave and bitumen seal of the remaining 18km of the Eyre Developmental Road. (Q4)	Lobbying activities (2 per year)	CEO COO
Roads are safer to travel on, particularly during major events.	3.5.2 Lobby the Queensland and Australian Governments to fund the construction of sealed overtaking opportunities on the Birdsville Developmental Road at least every 25km and Diamantina Developmental Road every 50km. (Q4)	Lobbying activities (2 per year)	CEO COO
Roads are more flood resilient (closing later, opening earlier) and enabling freight and travellers to move more readily.	3.5.3 Lobby the Queensland and Australian Governments for funds to improving flood immunity to the Diamantina Developmental Road at Farrars Creek channels and Eyre Developmental Road at Diamantina River channels. (Q4)	Lobbying activities (2 per year)	CEO COO

4. Our Organisation

1. Is sustainable and effective organisation			
Outcome	Action	Measure (Target)	Role
A quality, effective and motivated workforce	4.1.1 Conduct recruitment drive to fill staff vacancies. (Q1)	% staff vacancies (10%)	DCS
	4.1.2 Conduct Staff Survey and develop action plan based on results. (Q2)	Survey complete and plan developed. (100%)	COO
Best practice Corporate Governance	4.1.3 Establishment of an Audit and Risk Committee. (Q1)	Committee meetings held. (4)	DCS
	4.1.4 Conduct a Governance step change to enable effective governance across Council. (Q4)	Progress with step change (Complete)	
	4.1.5 Review and maintain a corporate structure that reflects and meets the needs of the Corporate Plan. (Q1)	Progress with organisational review (Complete)	
	4.1.6 Review and maintain the Risk Management Plan. (Q3)	Progress with risk management program development and implementation. (Complete)	
Effective knowledge management systems and policies in place.	4.1.7 Map the organisations business processes to identify inefficiencies and provide basis for Council's policies and procedures. (Q3)	Business Processes mapped (100%)	COO

4. Our Organisation

1. Is sustainable and effective organization (cont...)			
Outcome	Action	Measure (Target)	Role
Long term financial sustainability.	4.1.8 Review and maintain up to date and compliant financial management and reporting systems. (Q2)	Number of matters raised in external audit (<i><2 new matters, <2 continuing matters</i>)	DCS
	4.1.9 Complete Financial Turnaround Strategy to ensure the stability of Council's finances into the future. (Q2)	% of Financial strategy actions complete. (100%)	
	4.1.10 Develop a program to ensure that grant and subsidy income is maximised. (Q4)	Percentage of grant applications that are successful. (70%)	
2. Is engaged with its residents			
Outcome	Action	Measure (Target)	Role
Effective community engagement.	4.2.1 Develop and implement a Community Engagement/ Communications Strategy. (Q2)	Strategy developed. (<i>Complete</i>)	COO
	4.2.2 Develop and improve communications tools including website, community noticeboard, rates newsletter, annual report etc. (Q3)	Progress with annual review and update of communication tools effectiveness. (<i>Complete</i>)	
	4.2.3 Hold at least two Council meetings in Birdsville each year (Q4)	Number of meeting held (2)	

4. Our Organisation

3. Is a leader in the region which supports regional cooperation, resource sharing and partnerships.

Outcome	Action	Measure (Target)	Role
Council participates in projects which advance regional co-operation and resource sharing	4.3.1 Cooperate with neighbouring Shires in resource sharing activities where mutually beneficial. (Q4)	Number of resource sharing activities with neighbouring Shires. (6 per year)	CEO
	4.3.2 Participate in regional purchasing arrangements where appropriate. (Q4)	Number of regional purchasing initiatives Council has participated in (4 per year)	COO
	4.3.3 Participate in regional bodies such as RAPAD, OQTA, ORRG, CWRPMG. (Q4)	Number of resource sharing activities on a regional basis. (12 per year)	

4. Is recognised as the sole road construction provider in the shire.

Maintain a profitable plant operation.	4.4.1 Review and maintain plant hire rates and performance. (Q4)	Status of annual plant review (Current)	DCS
Council owns and operates a quality plant fleet.	4.4.2 Carryout a plant procurement uplift program to ensure plant assets are replaced in line with policies. (Q2)	Percentage compliance with plant replacement program (100%)	DCS EM
Council maintains its sole invitee status for all Department of Main Roads (DMR)	4.4.3 Lobby Queensland Government to ensure main roads works are offered to Council in priority. (Q4)	Number of lobbying activities undertaken (2 per year)	CEO

5. Our Infrastructure

1. Is constructed and maintained in a sustainable manner which meets community needs.			
Outcome	Action	Measure (Target)	Role
A well-maintained Shire road network which meets the needs of the road users.	5.1.1 Carry out works in line with works program. (Q4)	Percentage of planned works that are completed each year (95%)	DIS
	5.1.2 Develop and implement a Gates and Grid Policy (Q1)		DCS
Airports and services that meet tourism and community growth needs.	5.1.3 Operate and maintain in accordance with CASA and Airservices standards (Q4)	Standards met (100%)	DIS
Well maintained community assets with additional facilities as appropriate for the communities.	5.1.4 Review Asset Management Plan. (Q3)	Plan reviewed and action plan developed	DIS
	5.1.5 Review Council service levels for Town Services. (Q4)	Review completed (100%)	EM
	5.1.6 Complete concept plans for new Birdsville hall. (Q2)	Concept plan adopted (Complete)	DCS
	5.1.7 Undertake engagement with the community to inform investigations and planning for old Diamantina River causeway replacement. (Q4)	Progress with engagement and planning (Complete)	COO
	5.1.8 Establish plans for a footpath network in Birdsville including pedestrian access to the racecourse. (Q4)	Footpaths developed (Complete)	
2. Guarantees quality potable urban water supply and wastewater treatment.			
Outcome	Action	Measure (Target)	Role
Secure potable water sources are maintained for Bedourie and Birdsville	5.2.1 Plan, fund and implement the development of the Birdsville Cooling Ponds. (Q2)	Plan developed and funding secured. (100%)	CEO DIS



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