

## 2019-2020 Operational Plan

Environment		
Benefits from the utilisation of renewable energy sources.		
Outcome	Strategies	Measure
Energy producers partner with Council and/or community to maximise the use of renewable energy production.	Lobby relevant agencies to take advantage of renewable energy opportunities in the Shire.	Number of lobbying activities.
Greater uptake of renewable energy and energy efficient products.	Actively encourage and promote renewable energy.	Production capacity of green energy operations.
Is protected from degradation by practices which ensure environmental sustainability.		
Outcome	Strategies	Measure
Harm to the environment is kept to a minimum where possible, given Council's available resources.	Council meets its environmental obligations under the Environmental Protection Act (EPA).	Number of issues raised following EPA inspections.
Effective waste management practices meeting EPA conditions.	Review Council waste management practices and consider recycling options.	Review completed.
Is recognised as contaminate free.		
Outcome	Strategies	Measure
The Shire's image as being clean and green is enhanced.	Encourage practices which lead towards the Shire being recognised as having an 'Organic' status.	'Organic' practices introduced into Council's operations where feasible.
Is relatively free from pest weeds and animals.		
Outcome	Strategies	Measure
Pest weed and animal numbers are reduced.	Maintain currency of pest management plans and implement as required.	Percentage of statutory plans that are up to date.
Council cooperates at a regional level to prevent pest weed and animal spread into the shire.	Engage with regional bodies and participate in the development of regional environmental management plans.	Number of regional meetings attended.
	Consider options to improve washdown facilities in the shire.	Plans adopted and funding applications submitted.
Includes a healthy Great Artesian Basin.		
Outcome	Strategies	Measure
Membership of relevant lobby groups is maintained.	Maintain membership of the Great Artesian Basin Committee.	GABC membership status.
Australian and Queensland Governments continue to fund the GABSI bore capping program.	Lobby the Australian Government to re-establish the bore capping scheme.	Number of lobbying activities.

## 2019-2020 Operational Plan

Community		
Recognises the value of preserving the unique culture of the area.		
Outcome	Strategies	Measure
Effective management of cultural heritage and native title.	Meet obligations under Indigenous Land Use Agreements (ILUA's) and Cultural Heritage Act and Heritage Act.	Obligations met.
	Progress the finalisation of ILUA's as appropriate.	Number of ILUA's not completed within two years of commencement.
Financially viable and strongly supported traditional social events.	Maintain support in accordance with Council's grants to community organisations policy.	Percentage of grants made in line with Council policy.
Preservation of historical sites and artefacts.	Establish and fund a plan for the future identification and preservation of aboriginal and European historical sites and artefacts.	Progress with the development of plans for the preservation of historical sites and artefacts in consultation with relevant parties.
Has a cost of living comparable to South East Queensland.		
Outcome	Strategies	Measure
The cost of living in the Shire is reduced	In consultation with businesses, identify ways to reduce the cost of living for residents.	Number of cost of living improvement opportunities identified and implemented.
Has attractive, green and clean towns of which residents are proud.		
Outcome	Strategies	Measure
Recognition through the tidy town's awards.	Maintain membership of Keep Australia Beautiful Council (KABC) and nominate annually.	Number of awards.
Streetscapes maintained and parks developed as funds allow.	Maintain town streetscapes.	Town streetscapes maintained.
	Parks maintained and developed as funds allow.	Parks maintained.
Has access to the full range of affordable transport Services.		
Outcome	Strategies	Measure
A reliable, regular air service at prices comparable to Brisbane to Mt Isa costs.	Lobby REX to provide 'Resident fares' for shire residents.	Resident fares' available.
	Lobby the Queensland government to maintain subsidised air services to Bedourie and Birdsville.	Number of lobbying activities
	Maintain a high standard of airport facilities in Bedourie and Birdsville.	Airstrips are compliant with Regulated Passenger Transport (RPT) standards.
A reliable weekly freight service at prices comparable to Brisbane to Mt Isa freight costs.	Utilise freight suppliers which provide good value for Council and community freight.	Cost and reliability of freight services.
Has significant private home ownership with all residents appropriately housed.		
Outcome	Strategies	Measure
Private home ownership continues to increase.	Offer suitable housing stock for sale.	Percentage of dwelling units in private ownership.
	Offer residential land for sale.	Land sales.
Where volunteering in the community is a given and community spirit is visible.		
Outcome	Strategies	Measure
Active and well-resourced community groups.	Maintain support in accordance with Council's grants to community organisations policy.	Number of community events.
	Continue to assist community groups to access grant funding.	Number of successful grant applications.
	Council supports SES and Rural Fire Brigade units in both towns.	Groups supported.
The Shire's youth are actively involved in the community.	Continue to support the Youth Council.	Number of youth involved in the youth council and its activities.
	Continue to facilitate skills development activities for youth.	Number of targeted youth development activities.
Engage a Community Development Officer	Community Programs coordinated in both towns.	Role developed.
Is safe and crime-free.		
Outcome	Strategies	Measure
The community remains safe and crime free.	Continue to support police and emergency services in the Shire.	Active SES members in each town.
	Maintain engagement with regional police services to ensure that police stations are staffed at all times, community needs are understood and policing is effective.	Number of engagement/lobbying activities.
	Maintain disaster management plans.	Disaster management plan status.
Cares for its residents of all ages.		
Outcome	Strategies	Measure

## 2019-2020 Operational Plan

Services are provided for our aged, youth and children as appropriate	Determine the needs for older residents to remain within their town.	Needs determined and relevant actions taken.
	Facilitate the provision of play group services.	Status of play group services.
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.		
Outcome	Strategies	Measure
A community that is fully aware of and responsive to primary health care needs.	Implement health issues awareness activities in the workforce.	Community Satisfaction with Health Service (Community Survey).
	Lobby Queensland Health to provide half yearly dental visits.	Number of lobbying activities.
	Encourage Council's health provider to coordinate visits by specialist health services e.g. cardio, ENT etc	Number of instances of health professionals visits to the shire.
Maintain a partnership with Central West Hospital and Health Board to provide a quality health service.	Maintain the partnership and ensure facilities are maintained.	Agreements maintained.
	Ensure service levels are maintained.	Frequency of service level review.
Quality health infrastructure that meets community needs.	Support the construction of appropriate mortuary and storage facilities at the Birdsville and Bedourie health clinics.	Facilities constructed.
Ambulance Services throughout the Shire and at community events are retained.	Continue to ensure that the Queensland Ambulance Service (QAS) provide ambulance services to community events.	Number of lobbying activities.
Has access to a reliable and affordable renewable electricity supply.		
Outcome	Strategies	Measure
Affordable power supplies are available.	Engage with Government and relevant bodies to promote provision of renewable power supplies.	Number of lobbying/engagement activities.
Renewable energy production is increased.	Council install solar power systems on community buildings and council housing in addition to insulation.	Solar systems and insulation installed.
Has quality sporting facilities with high participation rates.		
Outcome	Strategies	Measure
Well maintained sporting facilities which meet community needs with additional facilities as appropriate for the communities.	Investigate the options to provide improved access and heating to the school swimming pool in Birdsville.	Progress with the options investigation and action report.
	Sporting clubs develop plans for the development of their sites.	Percentage of clubs that have submitted their club development plans.
Has better telecommunication and internet access than South East Queensland.		
Outcome	Strategies	Measure
Phone and internet services are reliable and effective.	Ensure mobile phone coverage is maximised.	Telstra engaged to maximise coverage.

## 2019-2020 Operational Plan

Economy		
Is underpinned by the beef cattle industry and the expanding organic market.		
Outcome	Strategies	Measure
Support sustainability of the cattle industry.	Maintain pest free status of river systems in the Shire.	Level of sustained funding for river system pest control through Desert Channels.
Improve animal welfare outcomes.	Lobby to extend sealed road network to improve animal welfare.	Number of lobbying activities undertaken.
Flourishes from a growing tourism industry and continuation of major events.		
Outcome	Strategies	Measure
More tourists visit year on year.	A range of strategies are developed to extend the tourist season and fill in the peaks within the season in consultation with the community.	Visitor numbers increase outside of peak event periods.
The Birdsville Tourist Park and Birdsville Lodge contribute significantly to the Birdsville economy.	Consider and implement priorities in the Birdsville Tourist Park & Birdsville Lodge Business Plan 2019-23	Percentage of Business Plan priorities implemented, reviewed or discontinued.
A cooperative group of businesses and individuals are united in promoting the Shire as a destination.	Implement the relevant recommendations in the Economic Development Strategy	Group formed and effective in its role.
Birdsville Courthouse and Bedourie Pise' House established as must see tourist attractions	Complete restoration works and open to the public, following consultation with community.	Facility is open and keeping tourist in town another day.
Benefits from a growing population with full employment.		
Outcome	Strategies	Measure
The population of the shire continues to increase.	Implement Corporate Plan strategies.	Number of corporate plan targets that are met.
The employment rate maintained at more than 95%.	Make Council training activities available to community members if appropriate.	Employment rate.
	Facilitate the establishment of family day care opportunities in Bedourie and Birdsville.	Number of family day care providers.
Is led by Council and the business community, together growing and diversifying business and industry opportunities.		
Outcome	Strategies	Measure
The Economic Development Strategy priorities are progressed.	Prioritise and progress the Economic Development Strategy priorities.	Percentage of the economic development plan actions implemented, reviewed or discontinued.
Additional utilisation of vacant land in Bedourie and Birdsville	Identify and actively market available industrial and residential land stocks.	Council land sales.
Town Planning scheme which will meet community needs and growth into the future.	Review the Shire planning scheme in cooperation with the Department.	Scheme is reviewed.
	Applications are assessed in accordance with the scheme and legislation.	Applications assessed.
Will be much stronger when there is sealed road access to Birdsville.		
Outcome	Strategies	Measure
All Main Roads in Shire are bitumen sealed.	Lobby the Queensland and Australian Governments for funds to bitumen seal the Eyre Developmental Road by 2026 and other priority sections of the Birdsville Developmental Road and Diamantina Developmental Road.	Funds committed.

## 2019-2020 Operational Plan

Organisation		
<b>Is a sustainable and effective organisation</b>		
Outcome	Strategies	Measure
A quality, effective and motivated workforce.	Ensuring staff receive adequate training to enable them to do their job and advance their career.	Training Programs delivered.
	Conduct regular performance appraisals for all staff.	Percentage of staff with up to date performance review.
Best practice Corporate Governance	Maintain practices in line with the Work Health & Safety Legislation.	Number of WHS incidents
	Maintain Council Quality Assurance System.	Ongoing compliance with QA system.
	Maintain a corporate structure that reflects and meets the needs of the Corporate Plan.	Progress with post corporate plan organisational review.
	Maintain high standards of ethical conduct.	Frequency of ethical conduct and policy training.
	Provide sufficient resources to facilitate effective governance.	Percentage of identified corporate governance strategies that are funded.
	Support the separation of roles between Council and Management.	Number of Councillor development opportunities.
	Develop and maintain a Risk Management Plan.	Progress with risk management program development and implementation.
Effective knowledge management systems and policies in place.	Maintain an effective records management policy and procedure.	Frequency of review of records management system and policy.
Long term financial sustainability.	Maintain up to date and compliant financial management and reporting systems.	Number of matters raised in external audit.
	Fund depreciation in line with Council's revenue policy and provide for asset replacement in line with asset management plans.	Compliance with asset management plan actions.
	Ensure that grant and subsidy income is maximised.	Percentage of grant applications that are successful.
	Maximise internal/external revenue sources.	Annual revenue growth.
Quality administration and service which meets customer needs.	Provide adequate resources to ensure that administration and customer service functions are carried out effectively.	Level of resources applied to administration.
	Ensure effective and sustainable administrative systems are in place to meet operational and legislative requirements.	Progress with operations review and annual internal audit.
	Ensure enquiries and customer requests are satisfactorily dealt with in a timely, appropriate manner.	Percentage of customer requests dealt with outside of targets.
<b>Is engaged with its residents.</b>		
Outcome	Strategies	Measure
Effective community engagement.	Develop and implement a community engagement framework.	Progress with community engagement strategy development.
	Develop and improve communications tools including website, community noticeboard, rates newsletter, annual report etc.	Progress with annual review and update of communication tools effectiveness.
<b>Is a leader in the region which supports regional co-operation, resource sharing and partnerships.</b>		
Outcome	Strategies	Measure
Council participates in projects which advance regional co-operation and resource sharing	Cooperate with neighbouring Shires in resource sharing activities where mutually beneficial.	Number of resource sharing activities with neighbouring Shires.
	Participate in regional purchasing arrangements where appropriate.	Number of regional purchasing initiatives Council has participated in.
	Participate in regional bodies such as RAPAD, OQTA, ORRG, CWRPMG.	Number of resource sharing activities on a regional basis.
<b>Is recognised as the sole road construction provider in the shire</b>		
Outcome	Strategies	Measure
Maintain a profitable plant operation.	Review plant hire rates and performance periodically.	Status of annual plant review.
Council owns and operates a quality plant fleet.	Carryout plant changeover in accordance with plant replacement program.	Percentage compliance with plant replacement program.
Council maintains its sole invitee status for all Department of Main Roads (DMR)	Lobby Queensland Government to ensure main roads works are offered to Council in priority.	Number of lobbying activities undertaken.

## 2019-2020 Operational Plan

Infrastructure		
Is constructed and maintained in a sustainable manner which meets community needs.		
Outcome	Strategies	Measure
A well maintained Shire road network which meets the needs of the road users.	Carry out works in line with works program and Local Rural Road Policy.	Percentage of planned works that are completed each year.
	Develop and implement a Road Asset Management Plan.	Asset Management Plan completed.
Airports and services that meet community and CASA requirements.	Maintain Bedourie and Birdsville airports to the required standard to allow RPT services to continue.	CASA standards met.
Well maintained community assets with additional facilities as appropriate for the communities.	Implement assets management plans for buildings and other assets.	Percentage of asset management plan actions implemented within agreed time frames.
	Review Council service levels and benchmark against industry standards.	Progress staged service level reviews.
	Seek funding assistance for and undertake the development of new facilities in line with the prioritised program as finance allows.	Percentage of grants that are aligned with Council strategy.
Guarantees quality potable urban water supply and waste water treatment.		
Outcome	Strategies	Measure
Secure potable water sources are maintained for Bedourie and Birdsville.	Maintain water infrastructure in accordance with asset management plans.	Percentage of improvement actions in the Drinking Water Quality Management Plan (DWQM) carried out.
A secure and effective waste water treatment system is maintained in each town.	Maintain waste water infrastructure in accordance with asset management plans.	Number of breaches of the Environmentally Relevant Activity permit (ERA).