

Diamantina Shire Council Operational Plan 2020-21

Our Environment....				
Benefits from the utilisation of renewable energy sources.				
Outcome	Strategies	Activities	Measure	Operational Target
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	Partner with Ergon Energy to deliver micro grids to Birdsville and Bedourie	Council Solar Panel project is delivered and compatible with Ergon's micro grid plans.	Council's solar panel project is complete and compatible with Ergon's micro grid for Bedourie and Birdsville
Greater uptake of renewable energy and energy efficient products.	Actively encourage and promote renewable energy usage.	Deliver Council Solar Panel project delivering solar power to all council houses and facilities and enabling privately owned businesses and residences to participate.	Project Delivered and 50% of privately owned properties have participated.	80% reduction in nett energy usage at council facilities from 2021/22
Is protected from degradation by practices which ensure environmental sustainability.				
Outcome	Strategies	Activities	Measure	Operational Target
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) and licence condition.	Manage Council's operations in accordance with ERA licence conditions.	Number of issues raised following EPA inspections.	Nil
Effective waste management practices meeting EPA conditions.	Review Council waste management practices and consider community recycling options whilst seeking ongoing government support.	Investigate recycling options for all waste streams.	Investigation complete	Review completed.
	Seek equitable, cost effective access to the Qld Container recycling Scheme	Lobby Qld Government for funding to allow participation in the Container recycling Scheme.	Lobbying Activities undertaken.	2 lobbying activities
Is recognised as contaminate free.				
Outcome	Strategies	Activities	Measure	Operational Target
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 practicable	Number of Organic practices introduced into Council's operations.	3 per year
Is relatively free from pest weeds and animals.				
Outcome	Strategies	Activities	Measure	Measure
Pest weed and animal numbers are reduced.	Maintain currency of pest management plans and implement as required.	Finalise the Weeds Project funded through the Australian government	Project completed	100% acquitted
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.	Participate in CWRPMG in progressing regional pest management planning	Plans progressed	4 meetings attended

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Includes a healthy Great Artesian Basin.				
Outcome	Strategies	Activities	Measure	Operational Target
Membership of relevant lobby groups is maintained.	Maintain membership of the Great Artesian Basin Committee.	Maintain membership	GABC membership Status	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.	Undertake lobbying activities.	Number of lobbying activities.	1 per year

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Our Community...				
Recognises the value of preserving the unique culture of the area.				
Outcome	Strategies	Activities	Measure	Operational Target
Effective management of cultural heritage and native title.	Meet obligations under Indigenous Land Use Agreements (ILUA's) and Cultural Heritage Act and Heritage Act.	Review obligations under current ILUA's.	Obligations met.	100%
	Progress the finalisation of ILUA's as appropriate.	Use best endeavours to finalise ILUA negotiations.	ILUA completed with Wangkamahdla people.	ILUA complete
Financially viable and strongly supported traditional social events.	Maintain support in accordance with Council's grants to community organisations policy.	Funding under the Drought Communities Program supporting community groups allocated	Funding allocated	100%
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.	Develop plans of the 'Two Boys Dreaming' site in consultation with the community enabling funding to be sought for its reconstruction of walkways.	Plans completed	100%
		Progress the development of a 'Town Walk' at Birdsville incorporating the memories of locals at the various sites	Consultant engaged and completed 'data collection' and concept and design work undertaken of route.	100%
Has a cost of living comparable to South East Queensland.				
Outcome	Strategies	Activities	Measure	Operational Target
The cost of living in the Shire is reduced	In consultation with businesses, identify ways to reduce the cost of living for residents.	Meetings held in each town to considered options.	Number of cost of living improvement opportunities identified and implemented.	4 per year
Has attractive, green and clean towns of which residents are proud.				
Outcome	Strategies	Activities	Measure	Operational Target
Recognition through the tidy town's awards.	Maintain membership of Keep Australia Beautiful Council (KABC) and nominate annually.	Maintain membership	Membership maintained	100%
Streetscapes maintained and parks developed as funds allow.	Maintain town streetscapes and improve through where possible through government funding.	Bedourie Anzac Park and other green spaces upgraded through installation of popup sprinklers	Works completed	100%
		Birdsville Anzac Park (Part) upgraded based on Masterplan utilising external funding	Works completed	100%
	Parks maintained and developed as funds allow.	Parks maintained as resources allow.	Town streetscapes maintained.	Ongoing

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Has access to the full range of affordable transport Services.				
Outcome	Strategies	Activities	Measure	Operational Target
A reliable, regular air service at prices comparable to Brisbane to Mt Isa costs.	Lobby REX to maintain 'Resident fares' for shire residents.	Lobby to maintain resident fares	Number of lobbying activities.	1/year
	Lobby the Queensland government to maintain the current subsidised air services to Bedourie and Birdsville as a minimum.	Lobby to maintain resident RPT service standards	Number of lobbying activities.	1/year
	Maintain a high standard of airport facilities in Bedourie and Birdsville.	Airports are maintained to CASA standards	Airstrips are compliant with CASA standards for Regulated Passenger Transport (RPT).	100%
Reliable freight service at prices comparable to Brisbane to Mt Isa freight costs.	Utilise freight suppliers which provide good value for Council and community freight.	Ensure freight is procured to support freight companies providing a good value to the community.	Cost and reliability of freight services.	Ongoing
Has significant private home ownership with all residents appropriately housed.				
Outcome	Strategies	Activities	Measure	Operational Target
Private home ownership continues to increase.	Offer suitable housing stock for sale.	Prepare a Housing Disposal Plan enabling housing stock to be offered for sale	Percentage of dwelling units in private ownership.	Additional 10% in private ownership in each town per year
	Offer residential land for sale.	Land advertised for Sale	Number of Land sales.	2 per year in each town
Where volunteering in the community is a given and community spirit is visible.				
Outcome	Strategies	Activities	Measure	Operational Target
Active and well-resourced community groups.	Maintain support in accordance with Council's grants to community organisations policy.	Support Community groups in accordance with Community Grants Policy.	Number of community events supported	20 per year
	Continue to assist community groups to access grant funding.	Assist community groups applying for external funding	Number of successful grant applications.	2/year
Is safe and crime-free.				
Outcome	Strategies	Activities	Measure	Operational Target
The community remains safe and crime free.	Continue to support emergency services in the Shire.	Provide support to SES and RFS as resources allow.	Active SES and RFS members in each town.	4 x Active groups
	Maintain engagement with regional police services to ensure that police stations are staffed at all times, community needs are understood and policing is effective.	Engage with Mt Isa District Office to ensure local stations are manned at all times and QGAP service maintained.	Number of engagement/lobbying activities.	1/year
	Maintain disaster management plans.	Undertake Annual Review of Disaster Management Plan.	Disaster management plan status.	Annually Reviewed

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Cares for its residents of all ages.				
Outcome	Strategies	Activities	Measure	Operational Target
Services are provided for our aged, youth and children as appropriate	Determine the needs for older residents to remain within their town and advocate where possible.	Advocate for additional services to allow aged residents to remain within the shire.	Needs determined and relevant actions taken.	Ongoing
	Facilitate the provision of play group services to Bedourie and Birdsville.	Plagroups Services provides in accordance with Funding requirements.	Status of play group services.	2 Ongoing 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	Activities	Measure	Operational Target
A community that is fully aware of and responsive to primary health care needs.	Implement health issues awareness activities in the workforce.	Invite Allied Health Professionals to meet with staff during work hours on topics which will improve staff wellbeing.	Number of activities undertaken.	4/year
	Lobby Queensland Health to provide half yearly dental visits.	Undertake appropriate lobbying activity.	Number of lobbying activities.	1/year
	Encourage Council's health provider to coordinate visits by specialist health services e.g. cardio, ENT etc	Undertake appropriate lobbying activity.	Number of instances of health professionals visits to the shire.	1/year
Maintain a partnership with Central West Hospital and Health Board to provide a quality health service.	Maintain the partnership and ensure facilities are maintained.	Partner with CWHHS to maintain and improve health outcomes for residents.	Agreements maintained.	Ongoing
	Transition from MOU to other permanent arrangements with CWHHS for Health Clinics and housing in Bedourie and Birdsville.	Negotiate the disposal/lease of the Bedourie & Birdsville clinics to CWHHS.	Transferred completed	2
Quality health infrastructure that meets community needs.	Support the construction of appropriate mortuary and storage facilities at the Birdsville and Bedourie health clinics.	Lobby CWHHS for the construction of suitable mortuary facilities in both towns.	Lobbying activities undertaken.	1/year
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.	Lobby QAS to continue to attend Community events	Number of lobbying activities.	1/year
Has access to a reliable and affordable renewable electricity supply.				
Outcome	Strategies	Activities	Measure	Operational Target
Affordable power supplies are available.	Engage with Government and relevant bodies to promote provision of renewable power supplies.	Complete the Solar Panel Project a funded by BOR and work with Ergon to complement their micro grid feasibility study.	Council solar panel project is completed	30/06/2021
Renewable energy production is increased.	Council install solar power systems on community buildings and council housing	Meeting the terms of the funding agreement with BOR	Solar systems installed.	Project funding acquitted

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Has quality sporting facilities with high participation rates.				
Outcome	Strategies	Activities	Measure	Operational Target
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.	Prepare options reports for Council consideration.	Options report provided to Council for consideration.	1
	Sporting ovals in Bedourie and Bedourie are upgraded through improved irrigations and surface.	Complete the upgrade of both town ovals	Ovals upgraded	Project is completed
Has better telecommunication and internet access than South East Queensland.				
Outcome	Strategies	Activities	Measure	Operational Target
Phone and internet services are reliable and effective.	Ensure mobile phone coverage is maximised.	Collate mobile data strength across the shire and engage with Telstra to maximise the coverage of the mobile network	Telstra engaged to maximise coverage.	Annually

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Our Economy...				
Is underpinned by the beef cattle industry and the expanding organic market.				
Outcome	Strategies	Activities	Measure	Operational Target
Support sustainability of the cattle industry.	Maintain pest free status of river systems in the Shire.	Finalise the Weed Eradication project requirements.	Funding acquitted	30-Jun-21
Improve animal welfare outcomes.	Lobby to extend sealed road network to improve animal welfare.	Complete lobbying activities with Qld Government and Australian Government representatives using the Business Case as the basis.	Number of lobbying activities undertaken.	4/year
Flourishes from a growing tourism industry and continuation of major events.				
Outcome	Strategies	Activities	Measure	Operational Target
More tourists visit year on year.	Develop a range of strategies to rebuild the tourist numbers given the impacts of COVID-19.	In consultation with business group, compile a strategy to rebuild the profile of the Diamantina Shire as the must see outback destination.	Strategy developed	30-Nov
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	Review the business plans given Council is now operating the facilities and implement 'low hanging fruit'.	Percentage of Business Plan priorities implemented, reviewed or discontinued.	20%
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	Establish an effective group of businesses to cooperatively work together.	Group formed and effective in its role.	Quarterly meetings
Birdsville Courthouse and Bedourie Pise' House established as must see tourist attractions	Complete restoration work and installation of hologram technology at Birdsville Courthouse and open to visitors as per business Plan.	Finalise fit out and operational needs to open Birdsville courthouse attraction.	Successful opening	30-Sep
	Develop a plan for tours through the Pise' House	Develop a plan for tours through the Pise' House	Facility is open and keeping tourist in town another day.	1-Apr-21
Benefits from a growing population with full employment.				
Outcome	Strategies	Activities	Measure	Operational Target
The population of the shire continues to increase.	Implement Corporate Plan strategies.	Implement Operational Plan activities	Number of corporate plan targets that are met.	80%
The employment rate maintained at more than 95%.	Make Council training activities available to community members if appropriate.	Relevant training opportunities are offered to residents.	No. of training opportunities offered	5/year
	Facilitate the establishment of family day care opportunities in Bedourie and Birdsville where demand requires.	Monitor the demand for Family Day Care Services	Number of family day care providers.	2 if required

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Is led by Council and the business community, together growing and diversifying business and industry opportunities.				
Outcome	Strategies	Activities	Measure	Operational Target
The Economic Development Strategy priorities are progressed.	Prioritise and progress the Economic Development Strategy priorities.	Complete priority strategy	Percentage of the economic development plan actions implemented, reviewed or discontinued.	10%
Additional utilisation of vacant land in Bedourie and Birdsville	Identify and actively market available industrial and residential land stocks.	Market Industrial and residential land for sale.	Council land sales.	Annual market campaign
Town Planning scheme which will meet community needs and growth into the future.	Review the Shire planning scheme in cooperation with the Department and adopt a new Planning Scheme.	Finalise the review of the planning scheme and adopt	Scheme is adopted	Dec-21
	Development Applications are assessed in accordance with the scheme and legislation.	Development Applications are assessed in accordance with the legislation	Applications assessed.	100%
Will be much stronger when there is sealed road access to Birdsville.				
Outcome	Strategies	Activities	Measure	Operational Target
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.	Complete lobbying activities with Qld Government and Australian Government representatives using the Business Case as the basis.	Number of Lobbying activities	4/year



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Our Organisation...				
Is a sustainable and effective organisation				
Outcome	Strategies	Activities	Measure	Operational Target
A quality, effective and motivated workforce.	Ensuring staff receive adequate training to enable them to do their job and advance their career.	Appropriate training is provided to staff ensure they can effectively do their job.	Training Programs delivered.	1.5% of wages spent on training
	Conduct regular performance appraisals for all staff.	Conduct annual performance reviews for all staff	Percentage of staff with up to date performance review.	>90%
Best practice Corporate Governance	Ensure a safety culture exists within Council and work practices are in line with the Work Health & Safety Legislation.	Maximise the use of Altus Risk Module and other systems to demonstrate Council's Safety system is robust.	Number of Hazards rectified	>80%
	Maintain an effective Quality Assurance System for Roadworks.	Maintain audit program for Quality system	Ongoing compliance with QA system.	100%
	Maintain a corporate structure that reflects and meets the needs of the Corporate Plan.	Review the human resource needs of the shire.	Progress with post corporate plan organisational review.	Ongoing
	Maintain high standards of ethical conduct and governance.	Complete ethical conduct training for staff.	Frequency of ethical conduct and policy training.	1/year
	Provide Councillors with training opportunities.	Relevant training opportunities are offered to Councillors	Number of Councillor development opportunities.	4/year
	Maintain a Risk Management Plan.	Risk Policy and Risk Register reviewed annually.	Policy Reviewed	Annually
Effective knowledge management systems and policies in place.	Maintain an effective records management policy and procedure.	Regularly review the Records Management Policy and associated processes.	Frequency of review of records management system and policy.	Annually
Long term financial sustainability.	Maintain up to date and compliant financial management and reporting systems.	Maximise the use of Synergysoft modules	Number of matters raised in external audit.	<2 new matters, <2 continuing matters
	Ensure that grant and subsidy income is maximised.	Apply for all relevant grant and subsidy programs for projects.	Percentage of grant applications that are successful.	80%
	Maximise internal/external revenue sources.	Use all avenues to maintain externally funded roadworks between \$8-10M.	External Revenue Sources average over 3 years	\$10million
Quality administration and service which meets customer needs.	Ensure effective administrative systems are in place to meet operational and legislative requirements.	Adequate resources are provided to ensure effective administration or Councils roles and responsibilities.	Percentage of 'Good Governance Checklist' met	100%
	Ensure enquiries and customer requests are satisfactorily dealt with in a timely, appropriate manner.	Implement Customer Service Request Module within Synergysoft.	Percentage of customer requests dealt with outside of targets.	<10%

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<b>Is engaged with its residents.</b>				
Outcome	Strategies	Activities	Measure	Operational Target
Effective community engagement.	Develop and implement a community engagement framework.	Develop and implement a community engagement framework.	Progress with community engagement strategy development.	30/06/2021
	Develop and improve communications tools including website, community noticeboard, rates newsletter, annual report etc.	Finalise all website upgrades and improvements to Council websites	Website Updated	31/12/2020

<b>Is a leader in the region which supports regional co-operation, resource sharing and partnerships.</b>				
Outcome	Strategies	Activities	Measure	Operational Target
Council participates in projects which advance regional co-operation and resource sharing	Cooperate with neighbouring Shires in resource sharing activities where mutually beneficial.	Where possible, share resources with adjoining councils.	Number of resource sharing activities with neighbouring Shires.	6/year
	Participate in regional purchasing arrangements where appropriate.	Where relevant participate in regional procurement programs.	Number of regional purchasing initiatives Council has participated in.	4/year
	Participate in regional bodies such as RAPAD, OQTA, ORRTG, CWRPMG, Western Alliance	Participate in all scheduled meetings	Meetings attended	12/year

<b>Is recognised as the sole road construction provider in the shire</b>				
Outcome	Strategies	Activities	Measure	Operational Target
Maintain a profitable plant operation.	Review plant hire rates and performance periodically.	Engage consultant to review plant hire rates.	Plant hire rate review completed	Annually
Council owns and operates a quality plant fleet.	Carryout plant changeover in accordance with plant replacement program.	Adopted Plant Replacement Program carried out.	Percentage compliance with plant replacement program.	95%
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 to others.	Engage with various levels of Queensland Government to ensure that	Number of lobbying activities undertaken.	2/year

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Our Infrastructure...				
Is constructed and maintained in a sustainable manner which meets community needs.				
Outcome	Strategies	Activities	Measure	Operational Target
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.	DTMR Works are completed on time and within budget	Percentage of planned works that are completed each year.	100%
		QRA restoration work completed on time and within budget	Percentage of planned works that are completed each year.	90%
		Council Works completed on time and within budget	Percentage of planned works that are completed each year.	90%
	Implement the Road Asset Management Plan.	Road Asset Management Plan implemented and Improvement Program completed	Percentage of asset management plan actions implemented within agreed time frames.	100%
Airports and services that meet community and CASA requirements.	Maintain Bedourie and Birdsville airports to the required standard to allow RPT services to continue.	Defects and improvements identified in audits completed where resources allow.	CASA standards met.	95%
Well maintained community assets with additional facilities as appropriate for the communities.	Implement assets management plans for buildings and other assets.	Buildings and Other Assets Management Plan implemented and Improvement Program completed	Percentage of asset management plan actions implemented within agreed time frames.	100%
	Review Council service levels and benchmark against industry standards.	Service Level Review completed for Birdsville Tourist Park, Birdsville Lodge and Bedourie Tourist Park.	Progress staged service level reviews.	Service Levels review completed for 3 services.
	Develop concept plans for the replacement of the Birdsville Hall and the Bedourie Administration Centre and Visitor Centre.	Engage and consultant to develop concept plans for the replacement of the Birdsville Hall and the Bedourie Administration Centre.	Concept plans developed for each facility.	Two.
	Seek funding assistance for and undertake the development of new facilities in line with the prioritised program as finance allows.	Apply for funding for the renewal or construction of new facilities as per forward program of works.	Percentage of grants that are aligned with Council strategy.	100%
Guarantees quality potable urban water supply and waste water treatment.				
Outcome	Strategies	Activities	Measure	Operational Target
Secure potable water sources are maintained for Bedourie and Birdsville.	Operate and maintain water infrastructure in accordance with asset management plans.	Complete air scouring of water mains.	Percentage of improvement actions in the Drinking Water Quality Management Plan (DWQM) carried out.	100%
A secure and effective waste water treatment system is maintained in each town.	Operate and maintain waste water infrastructure in accordance with asset management plans.	Operate and maintain CED schemes in accordance with Asset Management Plan.	Number of breaches of the Environmentally Relevant Activity permit (ERA).	Nil