



Operational Plan

2022-23

Our Mission:

The Diamantina Shire Council's mission is to serve and advocate on behalf of the Shire community and provide residents and visitors with continually improving services and infrastructure, which are socially, economically and environmentally sustainable, in order to further enhance the quality of life.

Our Environment

| Long-Term Goal | Outcome | Strategy | Measure | Operational Target | Responsible Officer |
|---|--|---|---|--------------------|---------------------|
| Is protected from degradation by practices which ensure environmental sustainability. | Council practices ensure the rehabilitation of disused roads and gravel pits. | Establish a program to rehabilitate old roadworks and gravel pits. | Program developed | 1 | IM |
| | Effective waste management practices. | Review Council waste management practices at Birdsville landfill. | Birdsville landfill operations reviewed | Complete | IM |
| | | Consider options for increasing recycling of eligible products. | Options paper considered | Complete | IM |
| Benefits from the utilisation of renewable energy sources. | Energy producers partner with Council and/or community to maximise the use of renewable energy production. | Lobby relevant agencies to install battery storage within the micro-grid of each town. | Batteries installed at Ergon sites in Bedourie and Birdsville | 2 | CEO |
| | Continued uptake of renewable energy and energy efficient products. | Rectify remaining issues with inverters in Bedourie | All roof top solar systems working | 100% | IM |
| Is relatively free from pest weeds and animals. | Pest weed and animal numbers are reduced. | Review pest management plans for currency. | Percentage of statutory plans that are up to date. | 100% | IM |
| | 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 and programs. | Number of regional meetings attended. | 4 per year | CEO |
| Is free from roadside waste | All roadside waste is removed in the Shire. | Develop a Council policy for the management of roadside waste. | Progress with policy development | Policy adopted | IM |

Our Community

| Long-Term Goal | Outcome | Strategy | Measure | Operational Target | Responsible Officer |
|--|--|--|--|--------------------|---------------------|
| Recognises the value of preserving the unique culture of the area. | 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. | 1 | CEO/IM |
| | | Progress the development, adoption and implementation of Council's Reflect Reconciliation Action plan. | Plan implemented | Complete | CEO |
| | 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. | 100% | CEO |
| | Preservation of historical sites and artefacts. | Fully develop the Birdsville courthouse site | Attraction open | Complete | CSM |
| | | Research and develop a tourism attraction at the Birdsville Geothermal Plant | Attraction open | Complete | CSM |
| | | Research and develop a tourism attraction at the Pise Hut Bedourie | Attraction open | Complete | CSM |
| | | Seek funding for rehabilitation of Two Boys Dreaming Walking trail and Deon's Lookout | Funding obtained | Complete | CSM |
| | | Record Oral history of Birdsville and Bedourie | History recorded | Complete | CSM |
| Engage consultant to investigate various heritage sites across the shire so that various information boards, tourism apps etc can be developed | Consultant engaged | Complete | CEO | | |
| Has a cost of living that is managed within Council's capacity. | 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. | 2 per year | CEO |
| Has attractive, green and clean towns of which residents are proud. | Streetscapes maintained and parks developed in line with service catalogues. | Deliver activities in line with agreed service standards. | % compliance with service standards. | 90% | IM |
| | | Install automatic irrigation in existing green spaces | Works completed as budget allows | 100% | IM |
| Has access to the full range of affordable transport Services. | A reliable, safe and regular air service at reasonable prices. | Lobby REX to maintain 'Resident fares' for shire residents. | Lobbying activities completed | 2/year | CEO |
| | | Lobby the Queensland government to increase seat capacity on air services to Bedourie and Birdsville. | Number of lobbying activities. | 1 per year | Mayor |

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| | | Maintain a high standard of airport facilities in Bedourie and Birdsville. | Airstrips are compliant with CASA Tier 3 Regulated Passenger Transport (RPT) standards. | 2 | IM |
| Has significant private home ownership with all residents appropriately housed. | Private home ownership continues to increase. | Offer residential land for sale. | Land sales. | 4 per year | GCM |
| | Private home ownership continues to increase. | Promote the Council housing construction subsidy scheme in the community. | Number of options taken up during the life of the corporate plan. | 6 | CEO |
| Where volunteering in the community is a given and community spirit is visible. | Active and well-resourced community groups. | Maintain support in accordance with Council's grants to community organisations policy. | Number of community events. | 10 per year | CSM |
| | | Continue to assist community groups to access grant funding. | Number of successful grant applications. | 5 per year | FM |
| Is safe and crime-free. | The community remains safe and crime free. | Continue to support police and emergency services in the Shire. | Active SES members in each town. | 10 | CEO |
| | | 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. | 1 per year | Mayor |
| | | Maintain local disaster management plans. | Disaster management plan status. | Current | CEO |
| Cares for its residents of all ages. | Services are provided for our aged, youth, children and families as appropriate. | Establish town infrastructure that is disability access compliant. | Assess suitability of public buildings and footpath crossings. | Complete | IM |
| | | Facilitate the provision of play group services as per funding agreement | Status of play group services. | Maintained | CSM |
| 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. | Lobby Queensland Health to provide half yearly dental visits to shire. | Number of lobbying activities. | 1 per year | Mayor |
| | The Central West Hospital and Health Board owns and operates medical facilities in Birdsville and Bedourie. | Negotiate the transfer of the Bedourie an Birdsville Health clinics to CCWHHS | Properties transferred | Complete | CEO |
| Has quality sporting facilities with high participation rates. | Well maintained sporting facilities which meet community needs with additional facilities as appropriate for the communities. | Develop master plans for 3 racetracks and Birdsville Bronco Yards | Masterplans completed | 100% | IM |
| Has quality internet access to all towns and properties in the Shire and mobile phone coverage is maximised. | The Birdsville, Bedourie and Betoota race courses have mobile phone coverage. | Investigate options to improve mobile phone coverage at Shire race courses. | Telstra engaged to maximise coverage. | Complete | CEO |
| Is enhanced by participation in arts and cultural activities. | Community groups are supported in their arts and cultural pursuits. | Support arts and culture through the grants of community organisations policy. | Percentage of grants made in line with Council policy. | 100% | CSM |

| Our Economy... | | | | | |
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| Long-Term Goal | Outcome | Strategy | Measure | Operational Target | Responsible Officer |
| Is underpinned by the beef cattle industry and the expanding organic markets. | Improve animal welfare outcomes. | Lobby to extend sealed road network to improve animal welfare. | Number of lobbying activities undertaken. | 2 per year | Mayor |
| Flourishes from a growing tourism industry and continuation of major events. | 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. | 5% each year | CSM |
| | The Birdsville Tourist Park and Birdsville Lodge and Bedourie caravan park contribute significantly to the Shire economy. | Divest Council's interest in the accommodation sites. | % of Sites divested | 100% | CEO |
| | Birdsville Courthouse, geothermal precinct and Bedourie Pise' House are established as must see tourist attractions. | Complete restoration works and open to the public as tourist sites, following consultation with community. | Progress with restoration. | Complete | CSM |
| | A regional outback tourism centre is established in Birdsville. | Approach the OQTA to located staff in Birdsville | Number of lobbying activities undertaken. | 2 per year | CEO |
| | Cultural, Historical, Indigenous Tourism products developed | Engage resources to develop self-guided app for self-drive routes | Routes established | 2 per year | CSM |
| | Council's tourism strategy delivers positive outcomes for the community. | Review and update the tourism strategy. | Progress with strategy review. | Complete | CSM |
| Benefits from a growing population with full employment. | The employment rate maintained at more than 95%. | Make Council training activities available to community members if appropriate. | Community attendance at training sessions | 20 | GCM |
| Is led by Council and the business community, together growing and | Additional utilisation of vacant land in Bedourie, Betoota and Birdsville. | Identify and actively market available industrial and residential land stocks. | Council land sales. | Annual Auction | GCM |

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| diversifying business and industry opportunities. | The Shire planning scheme facilitates the development of environmentally sustainable towns in the Shire. | Review the Shire planning scheme in cooperation with the Department. | Progress with scheme review. | Complete | CEO |
| 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. | Lobby the Queensland and Australian Governments to fund the pave and bitumen seal of the remaining 18km of the Eyre Developmental Road by 2026. | Lobbying activities. | 2 per year | Mayor |
| | Roads are safer to travel on, particularly during major events. | 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. | Lobbying activities. | 2 per year | Mayor |
| | Roads are more flood resilient (closing later, opening earlier) and enabling freight and travellers to move more readily. | 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. | Lobbying activities. | 2 per year | Mayor |

Our Organisation

| Long-Term Goal | Outcome | Strategy | Measure | Operational Target | Responsible Officer |
|--|---|---|--|-----------------------------|---------------------|
| Is a sustainable and effective organisation. | A quality, effective and motivated workforce. | Ensure staff receive adequate training to enable them to do their job and advance their career. | Training Programs delivered. | Complete | GCM |
| | | Conduct regular performance appraisals for all staff. | Percentage of staff with up to date performance review. | 100% | GCM |
| | Best practice Corporate Governance. | Maintain practices in line with the Work Health & Safety Legislation. | Number of WHS incidents. | <50 per year | CEO |
| | | Maintain Council Quality Assurance System. | Ongoing compliance with QA system. | 100% | SQO |
| | | Maintain a corporate structure that reflects and meets the needs of the Corporate Plan. | Progress with post corporate plan organisational review. | Complete | CEO |
| | | Maintain high standards of ethical conduct. | Frequency of ethical conduct and policy training. | Annual | GCM |
| | | Support the separation of roles between Council and Management. | Number of Councillor development opportunities. | 4 per year | GCM |
| | | Maintain and review the Risk Policy, framework and register. | Risk Register reviewed | Complete | GCM |
| | 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. | Annual | GCM |
| | Long term financial sustainability. | Maintain up to date and compliant financial management and reporting systems. | Number of matters raised in external audit. | <3 | CEO |
| | 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. | Maintained in line with CPI | CEO |
| | | Ensure effective and sustainable administrative systems are in place to meet operational and legislative requirements. | Progress with operations review and annual internal audit. | Complete | CEO |
| | | Ensure enquiries and customer requests are satisfactorily dealt with in a timely, appropriate manner. | Percentage of customer requests dealt with outside of targets. | Nil | CEO |
| Is engaged with its residents. | Effective community engagement. | Conduct half yearly community engagement activities with each Community. | Progress with community engagement strategy development. | Complete | CEO |
| | | Develop and improve communications tools including desert yarns, website, community noticeboard, rates newsletter, annual report etc. | Progress with annual review and update of communication tools effectiveness. | Complete | CEO |
| | | Hold at least two Council meetings in Birdsville each year. | Number of meeting held. | 2 | CEO |
| Is a leader in the region which supports regional co-operation, resource sharing and partnerships. | 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. | 5 per year | CEO |
| | | Participate in regional purchasing arrangements where appropriate. | Number of regional purchasing initiatives Council has participated in. | 3 | CEO |
| | | Participate in regional bodies such as RAPAD, OQTA, ORRG, CWRPMG. | Number of resource sharing activities on a regional basis. | 6 | Mayor |
| Is recognised as the sole road construction provider in the Shire. | Maintain a profitable plant operation. | Review plant hire rates and performance periodically. | Status of annual plant review. | Current | CEO |
| | Council owns and operates a quality plant fleet. | Carryout plant changeover in accordance with plant replacement program. | Percentage compliance with plant replacement program. | 100% | IM |
| | Councils 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. | 2 per year | Mayor |

Our Infrastructure...

| Long-Term Goal | Outcome | Strategy | Measure | Operational Target | Responsible Officer |
|--|---|--|---|--|---------------------|
| Is constructed and maintained in a sustainable manner which meets community needs. | A well maintained Shire road network which meets the needs of the road users. | Carry out works in line with works program. | Percentage of planned works that are completed each year. | 90% | IM |
| | | Develop and implement a Gates and Grid Policy and procedure | Policy and Procedure document | Adopted | IM |
| | Airports and services that meet tourism and community growth needs. | Operate and maintain in accordance with CASA and Airservices standards | Standards met | 100% | IM |
| | | 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. | 80% |
| | Well maintained community assets with additional facilities as appropriate for the communities. | Review Council service levels for Town Services. | Service level Catalogue of Town Services. | Complete | CEO |
| | | Complete concept plans for a new depot at Bedourie industrial estate. | Concept plan adopted | Complete | CEO |
| | | Complete concept plans for new Birdsville hall. | Concept plan adopted | Complete | CEO |
| | | Complete Concept plans for new Bedourie administration centre. | Concept plan adopted | Complete | CEO |
| | | Undertake engagement with the community to inform investigations and planning for old Diamantina River causeway replacement. | Progress with engagement and planning. | Complete | IM |
| | | Establish plans for a footpath network in Birdsville including pedestrian access to the racecourse. | Footpath network Plan | Complete | IM |
| Guarantees quality potable urban water supply and waste water treatment. | 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. | 100% | IM |
| | 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). | Nil | IM |