



Operational Plan 2017-18

INTRODUCTION

The North Burnett Regional Council 2017-18 Operational Plan is required to be developed in accordance the *Local Government Regulation 2012* and focuses on the actions that Council staff are expected to take throughout the twelve month period in order to implement the longer term goals detailed in the North Burnett Regional Council Corporate Plan for the period 2013-2018.

In accordance with the provisions of Section 175 of the *Local Government Regulation 2012*, an Operational Plan must:

- (a) be consistent with the annual budget; and
- (b) state how the local government will –
 - (i) progress the implementation of the 5-year corporate plan during the period of the annual operational plan; and
 - (ii) manage operational risks; and
- (c) include an annual performance plan for each commercial business unit of the local government

In accordance with section 174(3) of the *Local Government Regulation 2012*, Council will assess its progress towards implementing its annual Operational Plan on a quarterly basis. The long-term Strategies within the Corporate Plan are allocated to one or more Department to progress. Therefore the Operational Plan has displayed the Operational Initiatives and Operational Services according to Departmental responsibility, to provide clarity and accountability, as well as providing operational focus for the Departments within North Burnett Regional Council. All day to day core business activities and services are not necessarily listed in the Operational Plan; instead the Plan focuses on initiatives and services that will be required in the current financial year to achieve long term corporate objectives.

The Corporate Plan provides a blueprint for the future of our communities and establishes priorities and outlines strategies which best reflect the needs of our community for today and into the future.

Council's Chief Executive Officer is responsible for preparing quarterly reports to the Council on the progress of the implementation of the Operational Plan. These reports ensure that Council's elected members and staff are accountable for the progress made in meeting operational plan goals. This plan is closely linked to North Burnett Regional Council 2017/17 budget and Council's available human resources.

The Council's Operational Plan is a statement of specific works to be undertaken and services to be provided in order to progress the Long-Term Strategies set out in the Corporate Plan for the current financial year. This Operational Plan for the Financial Year period July 2017 to June 2018 and prepared in conjunction with the Budget for the 2017 to 2018 Financial Year, both of which are to be effective 1 July 2017 and adopted at the Budget Meeting of 5 July 2017.

THE CORPORATE PLAN FRAMEWORK

The 2017/18 Operational Plan highlights to Council and the community the key initiatives that Council will pursue in 2017/18 towards achievement of the long term objectives as stated in the Corporate Plan.

The Corporate Plan is a document required under the *Local Government Act 2009* and Regulations that outlines the strategic direction of North Burnett Regional Council, over a 5 year period. The Corporate Plan also sets out Council's Vision and Values and will be led by the requirements of sustainability, management of growth and development and legislative standards.

The Corporate Plan refers to the long-term priorities, outcomes and strategies for North Burnett Regional Council Departments as a whole and also refers to performance indicators for measuring progress in achieving the North Burnett Regional Council vision. In formulating the Corporate Plan, Council refers to a number of other community economic, social and environmental indicators and reports, including the aspirations of the community expressed in documents such as North Burnett Regional Council Community Plan.

The Corporate Plan is to be agreed and adopted by Council and is available for the community to examine. The Key Result Areas, Goals and Strategies listed in the Corporate Plan flow down in more detail to the various Operational Initiatives and Operational Outcomes listed in annual Departmental Operational Plans, and will also feed into the long-term Financial Plan and Council's annual budgets.

This operational plan is the first to be developed under the newly adopted 2017/22 Corporate Plan. It demonstrates not only a new format but is reflective of the new direction the Council is taking over the next five years. The plan aims to more clearly show the link between the operational aspects of Council and the Strategic Direction as set in the adopted Corporate Plan.

The Corporate Plan is a major driver of activity across Council.

Version 0.2 –June 2017 – Adopted at the Special Budget Meeting held in Monto on 5 July 2017.

Version 0.3 –March 2018 – Q1 & Q2 Data received by Council at the Policy and Planning Standing Committee Meeting held in Biggenden on 7 March 2018..

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Operational Plan 2017-18

Priority	How	What	Strategy	Officer	Operational Plan – What Output	Operational Plan – How Activity	Key Performance Indicators	Q1 to Q4 Data	Stop light
1: Our Productive Region									
	1. 1 Jobs and career stimulus								
	1.1.1 New business attraction through a region wide ideas package which will also increase capital investment in the region by development of a regional investment information pack								
	Reviewed and implement Council Economic Development Strategy								
	CEO	Development and Implementation of Council Economic Development Strategy	Engage resources to review strategy and implementation recommendations		- Economic Development Strategy Developed - Economic Development Strategy Implemented		- Q1&Q2 - Economic Development Manager employed		
	CEO	Development and implement a regional investment information pack	Engage resources to review strategy and implementation recommendations		- Investment Portfolio researched and developed		- Q1&Q2 - Completed and produced / Amendments ready when second reprint is required		
	1.1.2 Facilitate local business access to specialist advice, information and services								
	CEO	Development of Rural Innovation Strategy	Engage resources to develop strategy and present at Innovation Forum		- Research Conducted - Community Consultation completed - Draft strategy reviewed - Strategy Adopted - Implementation commenced		- Q1&Q2 - Research Commenced / Brook Dixon engaged to develop strategy		
	CEO	Progress North Burnett Minerals Province business support	Engage resources to monitor developments		-to host 2 meetings/year		-Q1&Q2 – last meeting Oct 2017 – working subgroups established to meet biannual		
	CCM	Source opportunities for education and training in skills development	Engage resources to facilitate opportunities		- Partnership opportunities identified and developed to provide learning and educational opportunities		- Q1&Q2 - Grant funding under STEMiAM received for STEM Robotics and Coding training / Partnership developed with KoderKidz / Professional Development		

Priority	How	What	Strategy	Officer	Operational Plan – What Output	Operational Plan – How Activity	Key Performance Indicators	Q1 to Q4 Data	Stop light
							<ul style="list-style-type: none"> - Grant funding sought to provide learning and educational opportunities - Attendance at Regional Skills and Jobs exhibitions 	<p>training in STEM Robotics and Coding delivered to North Burnett IT Teachers and Eidsvold State School Students Grade 4-12 / Partnership developed with Reverse Garbage to teach locals to reuse unwanted products (eg industrial waste) into purposeful, artistic product / Workshops delivered across North Burnett region for adults and children / Tech Savvy Seniors Grant successful - project to be rolled out in 2018 / Library Strategic Grant - purchase of tablets for Libraries - Successful - Job Skills training to be delivered in 2018 - in partnership with Youth Services / North Burnett Agricultural Forum held / Property Computer Mapping workshops held</p> <p>-Q1&Q2 - Attendance at Regional Skills and Jobs exhibitions</p>	
1.1.3 Continue to work through in partnerships to increase employment opportunities for indigenous peoples									
<i>Develop Water Recreational Facility as a key tourism and recreational facility for the region</i>									
	GMSIA	Council maintains and operates its asset			Engage with key stakeholders to develop facilities		<ul style="list-style-type: none"> - Employ Manager of Economic Development - Complete needs analysis for all water recreational facilities - key stakeholders identified - water recreational facilities developed 	<p>- Q1&Q2 - NBRC has employed a Manager of Economic Development to maintain and expand this goal</p> <p>-Q1&Q2 - Work has commenced on Mingo crossing Park expansion which will lead to more employment in both construction activities and caretaking requirements</p>	

Priority	How	What	Strategy	Officer	Operational Plan – What Output	Operational Plan – How Activity	Key Performance Indicators	Q1 to Q4 Data	Stop light
							- increased employment opportunities for indigenous people	Q1&Q2 - Mingo Crossing Master Plan Developments	
	1.1.4 Advocate for North Burnett Regional Council to engage in private works including access as a supplier of choice to State and Federal Governments								
	<i>Collaborate with corporate and key regional and community stakeholders to ensure a unified and strengthened approach to national, state and regional advocacy</i>								
	CEO	Council engages in resource sharing internally and regionally	Identify and implement opportunities for the resource sharing internally and regionally	-	-Q1&Q2 - Joint work with Gladstone Regional Council / Logan City Council / WBBROC and committies / RRTG				
	EDM	Enhancement of community wellness, infrastructure and pursuits	Encourage partnerships within the wider community to identify opportunities	- Partnership opportunities identified and developed - Projects which enhance community wellness, infrastructure and pursuits implemented	- Q1&Q2 - PARTNERSHIPS - RAILWAY STATION CONVERTS - MONTO RV STOP OVER Lessee: Monto Magic Tourism Action Group (MMTAG), Expires: 4th June 2019 Development: Caretakers commenced on the 4th of October 2017 – Induction completed - Number of visitor for Q1: July: 315 – Average per night: 10, Aug: 342 – Average per night: 11, Sept: 123 – Average per night: 4 Total: 780 – Average per night for Q1: 8.5 Number of visitor for Q2: Oct: 92 – Average per night: 3, Nov: 67 – Average per night: 2, Dec: 31 – Average per night: 1 Total: 190 – Average per night for Q2: 2, YTD Averages: Total: 970 – Average per night: 5				

Priority	How	What	Strategy	Officer	Operational Plan – What Output	Operational Plan – How Activity	Key Performance Indicators	Q1 to Q4 Data	Stop light
								<p>Total visitor spend captured YTD: \$ 27,810.44 - BIGGENDEN RV STOP OVER Lessee: Biggenden Chamber of Commerce, Expires: 30th June 2019 Number of visitor for Q1: July: 180 – Average per night: 5.8, Aug: 224 – Average per night: 7.2, Sept: 110 – Average per night: 2.6 Total: 514 – Average per night for Q1: 5.6 Number of visitor for Q2: Oct: 82 – Average per night: 2.6, Nov: 52 – Average per night: 1.7 , Dec: 17 – Average per night: 0.5 Total: 151 – Average per night for Q2: 1.6, YTD Average Total: 665 – Average per night: 3.6 Total visitor spend captured YTD: \$18,671.60 - GAYNDAH RAILWAY Lessee: Gayndah Heritage Railway Rail Trial Inc, Expires: 17th August 2020 Development: Gayndah Heritage Railway Rail Trial Inc has secured access to the railway corridor from Gayndah to Mundubbera. - MUNDUBBERA RAILWAY - Operation of facility: Lessee: Mundubbera Enterprise Association Inc, Expires: 31st March 2026 / REGIONAL INFORMATION KIOSKS</p>	Green

Priority	How	What	Strategy	Officer	Operational Plan – What Output	Operational Plan – How Activity	Key Performance Indicators	Q1 to Q4 Data	Stop light
								Coalstoun Lakes Tourist Information Kiosk installed at Coalstoun Lakes Memorial Hall	
			CEO	Enhancement of regional services and infrastructure	Advocate to all tiers of government and relevant industry organisations			-Q1&Q2 - Meetings and programmes progressed with Member for Flynn; Member for Callide; attended and met with Ministers for Deputation in September at the Queensland Community Cabinet in Maryborough - Queensland Depts of DILGP; DSD; Communities; QFES. Commonwealth Dept. of Infrastructure, Regional Development and Cities. Partnered with LGAQ. Advocated with SunWater; Gladstone Ports Corporation; Telstra; BMRG; Regional Development Australia. Met with Isis Sugar.	

	1.2 Safe, well maintained and effective local road networks							
	1.2.1 Implement asset and maintenance strategy including an intervention level documentation for Council road network							
	Asset Management Plan (AMP (Roads, Bridges)), strategically targeting Intervention Levels, School Bus and Larger truck routes, is reviewed and implemented to demonstrate effective service delivery							
	GMSIA	1 - Organisational structure provides quality management and reporting	General Manager's office resourced.		-New Structure operational -Commence work planning both medium and short term -Complete road revaluation		-Q1&Q2 - New structure approved to manager level by Council -Inspections for road eval RFQ completed -Reval RFQ released -Initial road works program for 2017/18 completed	
	GMW	2 - Works program and reporting annually	Engineering Office resourced		-Produce Works Programs -Complete Annual Report		-Q1&Q2 - Plans provided to Council through monthly reports	

		reviewed for consistency with AMP (Road, Bridges)			-Plans are produced in accordance with Annual Budget not AMP	Green
	GMSIA	3 - Timely competition of flood event works	Works program for flood events adequately resourced	-Engage experience PM team to oversee the project -Works continue within NDRAA guidelines	-Q1&Q2 - PM Contractor engaged -2017 A event REPA approvals received -2017A event betterment applications submitted -2017B event CDO & emergent work claims submitted -2017B event damage pick-up commenced -2016 event damage repair completed and claimed	Green
	GMSIA	4 - Road Depreciation is fully funded, permitting Capital Expenditure for road and bridge upgrades	Council targets reduced operational expenditure and increased operational revenue to move into operating surpluses	-Depreciation expense identified -Operating surplus budgeted for	Q1&Q2 - Depreciation expense identified in budget -Operating budget adopted with deficit / Depreciation not fully funded in 2017/18	Orange

1.2.2 Implement asset and maintenance strategy including an intervention level documentation for Council bridges structures

Works Program reviewed to ensure effective service delivery is achieving AMP (Roads, Bridges) standards

	GMW	1 - AMP (Roads, Bridges) delivers Rural Roads maintenance	Resource annual works program	-Kilometers of roads maintained / % of budget used	-Q1&Q2 – 514.6 / 52%	Green
	GMW	2 - AMP (Roads, Bridges) delivers Bridges maintenance	Resource annual works program	-Number of bridges maintained /Number of bridges inspected / % of budget used	-Q1&Q2 – 6 / 2 / 31%	Orange
	GMW	4 - AMP (Roads, Bridges) delivers strategically for school bus and larger truck routes.	Resource annual works program	-Kilometers of school bus routes -% of NHVR applications processed	-Q1&Q2 – inspected and programmed necessary works to all gravel school bus routes prior to 2018 school year -Q1&Q2 – %100 processed	Green

	GMW	5 - AMP (Roads, Bridges) delivers reseals funding	Resource annual works program	-Reseal program generated -Reseal program completed	-Q1&Q2 – Program generated -Q1&Q2 – Work in progress	Green
	GMSIA	6 - Develop 10 Year asset management plans	Asset Management Plans Developed for Parks & Gardens; Water; Building & Facilities; Roads	-Develop AMP's	-Q1&Q2 – Draft AMP Roads and Bridges presented	Orange
	1. 3 Safe, well maintained and effective state road networks					
	1.3.1 Prioritise upgrades to the State road network to improve safety and connectivity					
	GMW	Annual completion of MRD Construction program	Resource annual works program	-Lobby for RPC work with DTMR	-Q1&Q2 - No success at officer level -Currently no RPC Budget 2017/18	Red
	GMW	Annual completion of MRD Maintenance program	Resource annual works program	-Monitor and review current contract -Lobby for new contract conditions for 2018/19	-Q1&Q2 - -RMPC Contract running to plan / Shortfall in current contract identified with DTMR	Orange
	1.3.2 Advocate on behalf of our region on advisory bodies and forums					
	Advocate and lobby for the maintenance and upgrading of key strategic Main Roads and Bridges (such as Boyne River) within Council area and of regional significance					
	CEO	Regular meetings, representations and data collection on MRD Network.	Continue to collate information and present a business case		-Q1&Q2 - No permanent TMR Regional Director appointed.	Red
	1.3.3 Cooperation with State and Commonwealth Governments to enhance the transport network					
	Advocate and lobby for the maintenance and upgrading of key strategic transportation linkages					
	CEO	Regular meetings, representations and data collection on MRD Network.	Continue to collate information and present a business case	- North Burnett Transport Service delivered efficiently and effectively -Lobby with Govt departments	- Q1&Q2 / North Burnett Transport Service continues to deliver services 5 days per week to variety of locations / Patronage on North Burnett Transport Service continues to be high -Q1&Q2 – Liaise with Govt Depts	Green

1. 4 Events					
		1.4.1 Proactively and engage with community and other partners to promote activities and events that support community well being and economic outcomes			
		<i>Support community events programs</i>			
	GMCC	Tackling adversity		<ul style="list-style-type: none"> - Partnership opportunities identified and developed to reduce adversity - NB Community Services Advisory Committee & NB Families, Youth & Children Working group continue to meet and identify shortfalls in community resilience 	<ul style="list-style-type: none"> - Q1&Q2 - Collaboration Platform Phase 1 completed - planning and consultation phase - Partnerships formed with Biggenden, Gayndah, Mt Perry and Monto Men's Shed groups - Partnership formed with Astronomical - with shows provided to 5 of 6 North Burnett Communities - In-trust Super Cup partnership developed and Cup event supported with in-kind support - Partnership developed with Primary Health Network (PHN) to secure Mental Health Support for North Burnett residents -Q1&Q2 - Grant application submitted to FRRR Tackling Tough Times Together to enable a community model to be established allowing lived experience mentors and professionals to be trained so that they can deliver training and support to community leaders in various Sporting Clubs, community groups, teacher aides who are likely to be exposed to community members who require assistance and referral to professional services. -Q1&Q2 - Eat Street Markets held in Gayndah,

				<ul style="list-style-type: none"> - Community Events supported by Council - Community Events conducted by Council 	<p>Mundubbera & Monto in partnership with community events and groups [TH]</p> <ul style="list-style-type: none"> - North Burnett Heartland Festival supported with cash and in-kind support - North Burnett Christmas events and lights competition supported with cash and in-kind support - Monto Dairy Carnival Festival supported with in-kind support - Festival of Small Halls supported with in-kind support 	
1.5 Implementation of Tourism Strategy						
	1.5.1 Plan, design and develop a sustainable tourism strategy that services and encourages economic growth with the region					
	<i>Review and Implementation of Tourism Strategy</i>					
	EDM	Adoption of Tourism strategy and implementation of plan	Engage resources to review and implement strategies	<ul style="list-style-type: none"> - Tourism Strategy Developed and presented to Council - Tourism Strategy Adopted and Implemented 	- Q1&Q2 - Economic Development Manager employed	
	1.5.2 Review and implement the RM Williams Australia Bush Learning Centre Management plan					
	<i>Maintain and enhance the RM Williams Australian Bush Learning Centre as a key regional tourism and educational facility</i>					
	EDM	Facility is well patronised and supported by community	Engage resources to operate facility	<ul style="list-style-type: none"> - Enhancement Project developed and completed - Visitor numbers increased annually by 7% - Collaborate/Consult with Community/Artisans/Workshop Providers/Tour Operators/Tour Groups 	<ul style="list-style-type: none"> - Q1&Q2 - Number of visitors first Q1&Q2: July 999 - August 577; Sept 825; Oct 338; Nov 428; Dec 270; - Centre held 7 -new development community meetings to complete the Bush Kitchen, Playground area; - 3 x Gallery exhibits; - conducted 6 - Tours groups; 8 - community club meetings; 11 -Max employment client services; 5 - Training services; 	

					<ul style="list-style-type: none"> - supported the Biggest morning tea with MCDA; - hosted the QLD whip cracking championships - hosted Gidarjil Corporation Language Centre; - RMWABLC 7th Birthday/Anniversary celebrations held with community and volunteers 	
1.5.3 Undertake Council owned caravan parks with appropriate business and entrepreneurial acumen						
<i>Maintain and enhance caravan park facilities, camping and rest areas to promote visitation and recreational opportunities</i>						
	EDM	Council maintains and operates its assets	Engage resources to maintain and operate facilities	<ul style="list-style-type: none"> - Eidsvold Caravan Park - Contract - Mountain View Caravan Park - Contract - Mundubbera Seasonal Workers Campsite - Mt Perry Caravan Park - Lease - Cania Big 4 – Lease 	<ul style="list-style-type: none"> - Q1&Q2 - EIDSVOLD CARAVAN PARK Operation of facility: Eidsvold Caravan Park successfully completed Hazard inspection 14 Nov 2017, Successful Annual Review completed 14th of November 2017. Rental increase notification provided to long-term residents on the 17th of November 2017. Increase will commence on the 19th of January 2018 and will result in long-term resident's payments being in line with Councils current fees and charges. Number of visitor for Q1: July: 435 – Average per night: 14, Aug: 324 – Average per night: 10.5, Sept: 445 – Average per night: 14.8 Total: 1204 – Average per night for Q1: 13.1 Number of visitor for Q2: Oct: 163 – Average per night: 5.3, Nov: 146 – Average per night: 4.9, Dec: 182 – Average per night: 5.9 Total: 491 – Average per night for Q2: 5.3. YTD 	

				Average Total: 1695 – Average per night: 4.6 MOUNTAIN VIEW CARAVAN PARK Operation of facility: Contractor successfully completed annual review. Land leased from Show Grounds has been developed for Caravan Park overflow. Rental increase notification provided to long-term residents on the 17th of November 2017. Increase will commence on the 19th of January 2018 and will result in long-term resident's payments being in line with Councils current fees and charges. Hazard inspection completed 27th November 2017 Development: Negotiations with QBuild to obtain State owned sites on outside of park - ongoing. Number of visitor for Q1: July: 1469 – Average per night: 47.4, Aug: 1276 – Average per night: 41.2, Sept: 1000 – Average per night: 33.3, Total: 3745 – Average per night for Q1: 40.7 Number of visitor for Q2: Oct: 841 – Average per night: 27, Nov: 706 – Average per night: 23.5, Dec: 545 – Average per night: 17.5 Total: 2092 – Average per night for Q2: 22.7. YTD Average Total: 5837 – Average per night: 16	
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					MUNDUBBERA SEASONAL WORKERS CAMPSITE Operation of facility: The Mundubbera Seasonal Workers Campsite is currently not operational as Council declined the caretaker tender as presented and review the use of the site in February 2018.	
1. 6 Diversification of the economy through research of potential new industries						
1.6.1 Promote and advocate for the region and our diverse range of industries, to attract people to live, invest and visit the region						
Advocate and lobby with interest groups						
	EDM	Advocate and lobby with interest groups	Advocate and lobby with interest groups	- Partnership with key stakeholders to promote and advocate for our regions industries	- Q1&Q2 - North Burnett Regions trade display and attendance at the 2017 Trop Ag Conference with BIEDO, BCCA and local industry / North Burnett Ag Forum held / Property Computer Mapping workshops held	
1.6.2 Develop and maintain strong local to global connections						
Maintain connections with Government Department, business and interest groups						
	CEO	Advocate and lobby with interest groups	Advocate and lobby with interest groups		-Q1&Q2 - Meetings and programmes progressed with Member for Flynn; Member for Callide; attended and met with Ministers for Deputation in September at the Queensland Community Cabinet in Maryborough - Queensland Depts of DILGP; DSD; Communities; QFES. Commonwealth Dept. of Infrastructure, Regional Development and Cities. Partnered with LGAQ. Advocated with SunWater; Gladstone Ports Corporation; Telstra; BMRG; Regional Development Australia. Met with Isis Sugar.	

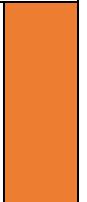
	1.6.3 Identify opportunities for the future use of Narayen and manage for the best outcome for community and industry					
	<i>Continue to explore opportunities</i>					
	CEO	Narayen Station provides regional economic benefits	Develop a strategic vision for Narayen and engage resources as appropriate to achieve strategy		-Q1&Q2 - Meeting held July 2017 – next meeting to be held Feb 2018	
	1.6.4 Advocate and partner with the Wide Bay Resource Group to promote sustainable economic opportunities for the region					
	<i>Continue to explore opportunities</i>					
	CEO	Advocate and lobby with interest groups	Advocate and lobby with interest groups		-Q1&Q2 - Meetings and programmes progressed with Member for Flynn; Member for Callide; attended and met with Ministers for Deputation in September at the Queensland Community Cabinet in Maryborough - Queensland Depts of DILGP; DSD; Communities; QFES. Commonwealth Dept. of Infrastructure, Regional Development and Cities. Partnered with LGAQ. Advocated with SunWater; Gladstone Ports Corporation; Telstra; BMRG; Regional Development Australia. Met with Isis Sugar.	
	1.7 Planning to facilitate industrial, commercial and residential growth					
	1.7.1 Review land supply and uses are required to meet community and business needs					
	<i>NBRC Planning Scheme adopted and implemented providing effective and efficient planning services</i>					
	DSM	Provide Management (Operational and Strategic) support to Development Services activities.	Adequate resources to complete annual works program	-Maintain Enquiries Register -Support Manager of Economic Development	-Q1&Q2 – Relevant planning data regarding NBRC area provided to Council through various reports	
	DSM	Reporting provided on Planning Scheme activity and compliance	Adequate resources to complete annual works requirements	-Analyse trends and report to Council	-Q1&Q2 – Monthly reports completed	

	1.7.2 Undertake programmes to promote liveability (including urban design and affordable housing)					
	<i>Planning Scheme supports Economic Development through land development opportunities and infilling of vacant urban land</i>					
	CEO	Council owns land	Council continues to lobby to acquire land	-Research into acquiring light industrial land in Mundubbera 2018	-Q1&Q2 – evaluations to be obtained and liaison with relevant State Govt Dept's	Green
	EDM	Annually review / update Economic Development Plan to support future planning	Adequate resources to complete annual review	-Draft Plan presented -Plan adopted by Council	-Q1&Q2 – Economic Development Manager Employed / Nil / Nil	Orange
	1.8 Improving transport routes for product and produce					
	1.8.1 Work with the industry. Facilitate discussions with the heavy vehicle sector to map current and future networks and needs					
	<i>Facilitate discussions with the heavy vehicle sector to map current and future networks and needs</i>					
	ASM	Advocate and lobby with interest groups	Advocate and lobby with interest groups		-Q1&Q2 – Previous B- Double route maps collated and progressing mapping of routes into IntraMaps as layers	Orange
	1.8.2 Work with NHVR on improving effectiveness of the HVR system.					
	<i>Maintain connections with Government Department, business and interest groups</i>					
	GMSIA	Advocate and lobby with interest groups	Advocate and lobby with interest groups		-Q1&Q2 – Working with LGAQ and NHVR – Awaiting advice on First and Last Mile project	Orange
	1.9 Aviation					
	1.9.1 Safe and well maintained aviation facilities for all six communities					
	<i>Maintain aviation infrastructure in accordance with CASA requirements and Council aviation services requirements refer 5.9 Economic opportunity through aviation</i>					
	EDM	Creation of a business attraction strategy utilising our aviation facilities	Engage resources to facilitate opportunities	- Aviation Business opportunities identified and promoted - Aviation Businesses established	- Q1&Q2 - Lease conditions for interested business based in Biggenden approved by Council - Negotiations in progress to finalise lease	Orange
	EDM	Develop as part of tourism strategy fly in tourism opportunities	Engage resources to facilitate opportunities		-Q1&Q2 – Developed a list and database of airport users / Worked with a business in regards to utilization of Biggenden airstrip - lease drafted and endorsed and	Orange

					approved by Council Dec'17 – follow up to be actioned with business	
1.10 Embracing new technologies						
1.10.1 Monto bio hub						
Maintain connections with Government Department, business and interest groups						
	CEO	Advocate and lobby with interest groups and seek partnerships	Advocate and lobby with interest groups and develop strategic partnerships	-Liaise with relevant dept's groups to progress	-Q1&Q2 – Progressing MIPP with DILGP – Planning Meeting held with Dept to call tenders for provider	
2: Our Happy, Healthy and Safe Region						
2.1 Secure contemporary telecommunications and information technology platforms for our community.						
2.1.1 Adequate telecommunication coverage to ensure public safety and attraction of new businesses and industries.						
Advocate to provide Internet and Mobile Phone service providers to expand mobile phone and broadband internet access.						
	GMCC	Develop a Telecommunication Plan	Engage resources to develop plan	-Develop Plan	-Q1&Q2 – NBRC Mobile Coverage Report prepared and presented to Council – Presented to P&P Meeting 01-09-17	
	GMCC	Enhancement of regional telecommunication services and infrastructure	Advocate to all tiers of government and relevant industry organisations / Blackspot applications submitted	-Liaise with relevant stakeholders	-Q1&Q2 – Liaise with Dept. of Infrastructure, Regional Development and Cities / WBBROC	
2.1.2 Build a digitally connected business community						
Television coverage in poor reception areas covered by Councils retransmission sites is maintained to a satisfactory standard						
	GMSIA	Enhancement of television services and infrastructure	Advocate to all tiers of government and relevant industry organisations / Ongoing maintenance of self broadcast sites to improve reliability	-Mayor and CEO consulting with Federal Broadcasting bodies and State Government -Customer complaints regarding reliability	-Q1&Q2 – Ongoing -Q1&Q2 - 27	
	Radio coverage in poor reception areas are hosted by Councils retransmission sites is maintained to a satisfactory standard					
	GMSIA	Enhancement of radio services and infrastructure	Advocate to all tiers of government and relevant industry organisations / Ongoing support of self	-Mayor and CEO consulting with Federal Broadcasting bodies and State Government	-Q1&Q2 – Nil	

			broadcast sites to improve reliability	-Customer complaints regarding reliability	-Q1&Q2 - Nil	
2.2 Community health and wellbeing services that meet community priorities.						
	2.2.1 Effective health and well being services delivered through the region					
<i>Maintain connections with Government Department, business and interest groups</i>						
	CCM	Advocate and lobby with interest groups	Advocate and lobby with interest groups	- North Burnett Community Services Advisory Committee (NBCSAC) maintained - North Burnett Community Services Strategy developed by NBCSAC - NBCSAC Commissioning Framework developed	- Q1&Q2 - Quarterly NBCSAC meetings held - Deputation from Queensland Government Department of Communities, Child Safety and Disability Services received - Deputation PHN received	
	2.2.2 Advocate for provision of agency health and welfare services in non-traditional settings					
	<i>Advocate to maintain and improve the range of quality health services and facilities.</i>					
	CCM	Lobby for the enhancement of regional health services and infrastructure	Advocate to all tiers of government and relevant industry organisations	- Council representation with State and Federal Government to advocate for adequate Mental Health provision in the North Burnett	- Q1&Q2 - representation made to PHN / Representation made by Artius regarding new Counselling model / Written request made to State Minister	
	2.2.3 Council future facilities required for an aging population					
	<i>Review the opportunities to expand existing age care services and advocate for improved services as identified</i>					
	CCM	Community accepted aged care services	Engage resources to review and deliver aged care services	- NBCSAC Working Group - Caring for the Aged and Disabled continues to work on priority areas - Recommendations from Aged Care Audit progressed	- NBCSA Working Group - Caring for the Aged and Disabled continues to progress priority areas - Representation from NDIS made to NBCSAC	
	2.2.4 Optimise service delivery by all levels of government and agencies					
	<i>Maintain connections with Government Department, business and interest groups</i>					
	CEO	Advocate and lobby with interest groups	Advocate and lobby with interest groups	-Regular contact meetings / teleconferences	-Q1&Q2 - Meetings and programmes progressed with Member for Flynn; Member for Callide; attended and met with Ministers for Deputation in September at the Queensland Community Cabinet in Maryborough - Queensland Depts of DILGP; DSD; Communities; QFES.	

					Commonwealth Dept. of Infrastructure, Regional Development and Cities. Partnered with LGAQ. Advocated with SunWater; Gladstone Ports Corporation; Telstra; BMRG; Regional Development Australia. Met with Isis Sugar.		
	2.3 Housing						
	2.3.1 Review of Council operated social housing						
		<i>Ensure that suitable housing is available for all community members</i>					
	CCM	Social housing meets community needs	- Manage social housing - Exit strategy for hand over of social housing to Department	- Occupancy rate averages to 93% over 12 months - Scheduled inspections conducted - Negotiations with Department of Housing and Public Works completed - Social Housing exited	- Q1&Q2 - All social housing in Biggenden and Mt Perry remains at capacity. Vacancies in Biggenden are immediately filled due to demand. Eidsvold has 2 units which are long term vacancies. 29/31 residences are occupied. - Q1&Q2 - All requested documentation for exit provided to Department of Housing and Public Works		
	2.3.2 Review of Council owned staff housing						
		<i>Ensure that suitable housing is available for staff</i>					
	GMCCS	Council housing meets staff needs	Manage council housing	-Council housing being maintained in accordance to maintenance plans and budgets	-Q1&Q2 - Updated Asset Management Plans required		
	2.4 Increase public transportation options						
	2.4.1 Operate and enhance North Burnett Transport Service						
	<i>Transport service meets Council and community expectations</i>						
	CCM	An efficient and effective Community Bus service	Engage resources to provide the service	- Maintaining the Service - Continuing growth increase	- Q1&Q2 - Maintain service in accordance of the contract and seek option for renewal. - Number of Complaints and Service Breaches during this period - 0 zero / 1613 Passengers travelled on the service for the period 1st July 17 to 31st December 2017,		

					over a total of 219 available service days. - Over the period 1st July 2017 to 31st December 2017 our service averaged 44.44% capacity per trip.	
	2.4.2 Safe and well maintained aviation facilities for all six communities					
	<i>Maintain aviation infrastructure in accordance with CASA requirements and Council aviation services requirements</i>					
	GMW	Maintain and improve all facilities	-Engage resources to complete works program in accordance with adopted budget -Airport reporting officer requirements meet needs of users	-Engage resources to complete works program in accordance with adopted budget -Airport reporting officer requirements meet needs of users	-Q1&Q2 - Establish programs and works required / Complete programs on required frequency -Q1&Q2 - Reports as per Airport Manual completed	
	2.4.3 Maintain and improve public transport routes / availability					
	<i>Advocate and lobby for key strategic rail infrastructure and services to Queensland Government</i>					
	CEO	Lobby for the enhancement of regional rail services and infrastructure	Advocate to all tiers of government and relevant industry organisations	-Liaise with relevant groups and organisations to progress service	-Q1&Q2 – Stakeholder Meeting for the Burnett-Boyne Inland Rail Trail Group held 08-12-17 with 45 in attendance. Ongoing engagement with Dept of TMR & QR / Continue to work cooperatively with Gayndah Heritage Rail Trail – attended official opening of facilities	
	<i>Advocate improving the range of quality public transport services and facilities.</i>					
	CEO	Lobby for the enhancement of regional transportation services and infrastructure	Advocate to all tiers of government and relevant industry organisations	- Engagement of Community to identify community need - Securing Funding	-Q1&Q2 - Achieved - Three community members attended and also one staff member from an organisation. There was also two staff from Patient Travel attending but pulled out at last minute due to sickness. Interest in attending was higher than previous years - Funding secured and new shelter to be installed prior to June 18.	
	2.5 Lobby for adequate policing and emergency services					

	2.5.1 Advocate to maintain and improve the provision of policing and emergency services for the region				
	<i>Advocate to maintain and improve the range of quality police services and facilities.</i>				
	CEO	Lobby for the enhancement of regional public safety services and infrastructure	Advocate to all tiers of government and relevant industry organisations		-Q1&Q2 – Meetings held with Bundaberg and Maryborough police districts

3: Our United Region						
3.1 A region for all ages						
3.1.1 We will build a community for all ages						
<i>Advocate improving the range of quality educational opportunities and facilities.</i>						
	CCM	Lobby for the enhancement of regional education services and infrastructure	Advocate to all tiers of government and relevant industry organisations	-Contact with local schools, stakeholders and funding entities	-Q1&Q2 – Ongoing consultation and support for current educational facilities and services / Youth Leadership Forum presented to Council's General Meeting on 21-10-17 with a deputation to Councillors with Burnett State College and Mundubbera State School students in attendance.	
3.1.2 Child care facilities meet community needs						
<i>Review the opportunities to expand existing childcare services and advocate for improved services as identified</i>						
	CCM	Provide quality child care services	Engage resources to provide service	- Recommendations in the Child Care Audit implemented - Partnerships developed to assist with lobbying efforts	- Q1&Q2 - Discussions held with local service providers regarding business opportunities - Access to free internet and internet assistance for the registration process, provided and advertising through Library network - Support provided to local Kindergarten to expand facility to increase intake capacity	
3.1.3 Age friendly communities						
<i>Advocate improving the range of services and facilities available</i>						

	CCM	Lobby for the enhancement of regional education services and infrastructure	Advocate to all tiers of government and relevant industry organisations	-Contact and relationship building with service providers	Q1&Q2 – [TH] <ul style="list-style-type: none"> - Grant funding under STEMiAM received for STEM Robotics and Coding training - Partnership developed with KoderKidz - Professional Development training in STEM Robotics and Coding delivered to North Burnett IT Teachers and Eidsvold State School Students Grade 4-12 - Partnership developed with Reverse Garbage to teach locals to reuse unwanted products (eg industrial waste) into purposeful, artistic product - Workshops delivered across North Burnett region for adults and children - Tech Savvy Seniors Grant successful - project to be rolled out in 2018 - Library Strategic Grant - purchase of tablets for Libraries - Successful - Job Skills training to be delivered in 2018 - in partnership with Youth Services - North Burnett Agricultural Forum held - Property Computer Mapping workshops held 	
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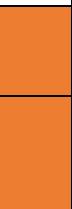
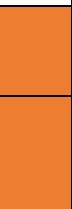
3.1.4 Community services meets community needs

	Review the opportunities to expand existing community services and advocate for improved services as identified					
	GMCC	Community housing operated in accordance with social housing policies	Engage resources to manage community houses	- Occupancy rate averages to <80% <ul style="list-style-type: none"> - Scheduled inspections conducted 	- Q1&Q2 - Occupancy rate averaged to 93% <ul style="list-style-type: none"> - Social housing in Biggenden and Mt Perry remains at capacity. 	

				<ul style="list-style-type: none"> - Social Service Providers engaged to support tenants 	<ul style="list-style-type: none"> - Vacancies in Biggenden are immediately filled due to demand. - Eidsvold has 2 units which are long term vacancies. - 29/31 residences across region are occupied. 	
	CCM	Support for community organisations	Engage resources to implement Council adopted policy framework	<ul style="list-style-type: none"> - Partnerships facilitated between organisations and resource providers - Community Groups eg- Charity Cattle Drive promotion; Eidsvold Garden Club 	<ul style="list-style-type: none"> - Q1&Q2 - Community organisations which provide a social service to the community invited to the North Burnett Community Services Advisory Committee to build partnership and resource sharing opportunities - Assistance provided to community organisations for grant writing - Charity Cattle Drive continues to be supported - Eidsvold Garden Club continues to be supported 	
3.1.5 We will develop a child and youth friendly environment						
<i>Development and Implement of a Regional Youth Plan</i>						
	CCM	Adoption of Youth Plan and implementation	Engage resources to review and implement youth plan	<ul style="list-style-type: none"> - Youth Advisory Group established - Youth Plan developed and adopted by Council 	<ul style="list-style-type: none"> - Q1&Q2 - A Youth Advisory Group was proposed and adopted by resolution of Council as a result of outcomes reached at a Youth leadership forum held in July 2017. Formal deputation by Youth Council representing all schools in the region on 11-10-17. 	
	3.1.6 Child and youth friendly community through structures that support the planning and development of child and youth strategies, policies and programs					
<i>Advocate improving the range of services and facilities available</i>						
	CCM	Lobby for the enhancement of regional education services and infrastructure	Advocate to all tiers of government and relevant industry organisations		<ul style="list-style-type: none"> -Q1&Q2 - Meetings and programmes progressed with Member for Flynn; Member for Callide; attended and met with Ministers for Deputation in September at the 	

					Queensland Community Cabinet in Maryborough - Queensland Depts of DILGP; DSDMIP; Communities; QFES. Commonwealth Dept. of Infrastructure, Regional Development and Cities. Partnered with LGAQ.	
	3.2 A region for all abilities					
	3.2.1 Improved accessibility in council infrastructure					
		<i>Works Program reviewed to ensure effective service delivery is achieving AMP (Town Streets, Footpaths, Storm Water) standards</i>				
	GMSIA	AMP (Town Streets, Footpaths, Storm Water) delivers Town Streets, footpath and storm water maintenance	Resource annual works program	-As AMP's are reviewed the 2016 access audit report outcomes are incorporated in new plans	- Q1&Q2 - Community Development Team provided consultation services to Works Department for main street works (Monto & Mt Perry) programs - assessing and identifying community accessibility needs	
	3.2.2 Maintain and improve the footpath network in our communities					
		<i>Asset Management Plan (AMP (Town Streets, Footpaths, Storm Water)), strategically targeting streetscapes, is reviewed and implemented to demonstrate effective service delivery</i>				
	GMW	Funding identified for footpath network upgrades	Resource annual works program	-Create annual footpath improvement program -Complete annual program in accordance with annual budget	-Q1&Q2 - Footpath condition assessment completed -Current annual work program commenced and running to budget	
	3.3 A region for all interests					
	3.3.1 Develop and implement a Sport and Recreation Plan					
	<i>Development and implement Sport and Recreational Plan (S&R Plan)</i>					
	CCM	S&R Plan delivers timely maintenance and improvements for sporting fields and showgrounds	Resource annual works program	- Sport and Recreation Infrastructure Plan developed - Sport and Recreation Infrastructure Implementation Plan developed	- Q1&Q2 - Funding application successful from National Parks, Sports and Racing combining NBRC, SBRC and CHBG Councils S&R planning developed from Phase1 - 20th June 2017 to Phase 19 September 2018, - Audits and Community Consultation with Sporting	

					Groups - Survey - Community Members conducted over a 5 month period between SBRC, CSC, NBRC - Consultations held with Ross Planning Consultant and S&R officer in attendance at all meetings	
	CCM	S&R Plan delivers timely maintenance and improvements for Swimming Pools	Resource annual works program	- Quarterly feedback sessions conducted with pool lessees	- Q1&Q2 - Nil to date	
	CCM	S&R Plan provides direction and delivers timely capital program	Resource costing, prioritising and delivery of annual capital program	-Compliance and commercial requirements	- Q1&Q2 - Capital Items have been met with Eidsvold Gym and Mundubbera Gym now meeting the commercial requirements for fitness centres with new equipment arriving Dec 2017 and Jan 2018	
3.3.2 Encourage and support community sport and recreational groups						
<i>Maintain and enhance sport and recreational facilities in each communities in partnership with not for profit groups</i>						
	CCM	Implementation of sport and recreation programme	Engage resources to maintain and enhance facilities and services	- Commonwealth Games - Game on Queensland funding expended as per approved contract	- Funding received from the office of the Commonwealth games to deliver programs to the schools within the North Burnett [LB] - S&R Officer is continuing to work with community sporting groups with applications for funding to meet standards and build to a regional level - Most facilities have been assessed around the region to allow Gym and Fitness developmanet and programming to be placed - Healthy North Burnet Programme re-invention planning began September 2017 with a more Regional	

					focus with a cover all (recreation and sports) programming	
	3.4 Art and Culture					
	3.4.1 Continue to be an active partner in the Regional Arts Development Fund programme					
	<i>Continue partnership with Queensland State Government with the regional arts development fund</i>					
	CCM	Implementation of RADF programme	Number of projects and local artists supported	<ul style="list-style-type: none"> - 100% of applications received assessed within a two week timeframe - 100% of approved applications processed within a 3 week timeframe - 100% of Outcome reports received within guideline timeframes and/or alterations approved 	<ul style="list-style-type: none"> -Q1&Q2 - Arts Queensland have advised Councils of funding cycle changes - now September to end August. RADF structure changed to reflect Department Changes [TH] - All funding for the 2016-2017 allocated/expended in accordance with contract timeframes - 15 RADF applications approved totaling to \$65,000 of RADF grant funding contributed to Arts and Cultural Programs and Projects led by community - Total value of projects supported by North Burnett RADF Funding \$221,748 - smARTING OUR ENVIRONMENT Arts project completed - with partnership with Reverse Garbage and NBRC's Environmental Health Section 	
	3.4.2 Review and implement Arts and Cultural Strategy					
	<i>Review and implementation of North Burnett Arts & Cultural Strategy</i>					
	CCM	A functional Arts & Cultural Strategy	Engage resources to develop and implement strategy	Arts and Council Strategy developed and adopted by Council.	-Q1&Q2 - Nil	
	CCM	A functioning Multicultural Strategy	Engage resources to develop Multicultural Strategy	Multicultural Strategy developed and adopted by Council.	- Q1&Q2 - Social Cohesion Advisory Committee continues to meet regularly and identify priority issues	

	CCM	A vibrant arts community in each community and a regional network of galleries	Engage resources to maintain and enhance facilities and services	- Three Moon Historical and Cultural Complex meetings held - Regional Galleries supported by Council	- Q1&Q2 - 3MHCC Meetings Q 1 & 2: 3rd July 2017, 7th August 2017, 11th October 2017, 5th December 2017 - Council support (cash and in-kind) provided to Mt Perry, Monto, Mundubbera and Gayndah Galleries	
	3.4.3 Encourage and support community sport and recreational groups					
	<i>Lobby to enhance infrastructure, facilities and interpretive information at key environmental assets such as Cania George and Mt Walsh National Parks</i>					
	GMCC	Lobby Government	Liaise with relevant departments to maximised returns for community	- NBRC Representation on WBBROC Sport and Recreation Group	- Q1&Q2 - S&R Officer meeting s held with Gayndah/Monto/Mundubbera Combined sporting Groups - Plans in place for combined sports groups in Biggenden will begin in Feb 2018 [TH] - Council continues to provide representation at the WBBROC Sport and Recreation Group	
	3.5 One team					
	3.5.1 Promote a values based culture that appreciates and empowers its workforce.					
	<i>Develop a cohesive Council through cultural change and individual ownership of corporate values supported by consistent and responsible leadership</i>					
	CEO	Organise and promote a #oneteam strategy	Engage resources to engage and adopt #oneteam strategy		-Q1&Q2 - Organisation review initiated / Terms of reference developed and adopted with steering committee constituted / Approx. 75% of all staff interviewed individually and or in work groups / Organisational structure adopted by Council / Dept. of Local Government Officer seconded to Council to assist with process / One Team Logo submissions received, voted upon by staff and adopted	

	3.5.2 Develop and implement the “One Team” strategy					
	<i>Strengthen our Communities for a healthier, happier future</i>					
	GMCC	Development of sustainable programs incorporating community benefits and assistance	Engage resources to deliver programs	Regional Shows 2018	-Q1&Q2 - Mayor decided instead of Council stand at 2018 regional shows, Council workers are to work alongside the community at regional shows in various capacities (eg canteen, gate, cleaning etc). This incentive is to break down any perceived barriers between Council workers and their community.	
	CEO	Launch of the 20 years of service honor board	20 Year honor board project finalized and launched	- Honour Boards designed and delivered - Honour Boards updated annually	- Q1&Q2 - Honour Boards design and quotations obtained from suppliers	
3.6 United communities						
	3.6.1 Develop and implement a social cohesion/multicultural strategy					
	<i>Maintain Local Cultural Heritage Register and expand as other places of significance are identified.</i>					
	DSM	Local cultural heritage register is reviewed.	Adequate resources to review plan	-Proposed Stage 2 (additions to existing register) to be considered for inclusion in 2018/19 budget	-Q1&Q2 – Adopted plan being utilized as a planning instrument	
	3.6.2 Work in partnership with Indigenous communities					
	<i>Work in partnership with all indigenous communities</i>					
	CEO	Engage with PCCC to achieve ILUA outcomes	Engage resources to support ILUA action items		-Q1&Q2 - Regular meetings held with PCCC representatives – GRC & BRC	
	CEO	Ban Ban Springs Environmental Management Plan Community Reference Group	Engage resources to support Community Reference Group action items	- NAIDOC Celebrations supported in Council facilities (eg libraries) each year	-Q1&Q2 – Regular meetings held with the Ban Ban Springs Management Plan Community Reference Group Oct 2017 -Q1&Q2 - -RMWABLC Gallery displayed for a 3 month period to showcase the theme. Aboriginal Artist Hazel Cowburn invited to utilise the gallery space and collaborated with Belinda Mason 'Serving Country'	

					well supported by the community of Eidsvold and visitors to the Centre. [TH] - Range of ATSI educational resources purchased for use in North Burnett Libraries	
	3.6.3 Volunteer are supported and encouraged					
	Creating a partnership between volunteers and Council for the betterment of the community					
	CCM	Volunteer policy reviewed to ensure positive partnerships	Opportunities identified and volunteers actively encouraged within the community	- Number of Volunteers actively engaged	- Q1&Q2 - Seven (7) RMWABC Volunteers inducted and actively engaged at the centre / Review of Corporate Volunteer Policy Required	
	3.6.4 Community grants program which encourages community organisations and develops community capacity					
	Grant Programme is to enable clubs, organisations, groups and families to provide and access servers, events and opportunities					
	GMCC	Implement community grants in accordance with adopted policy and budget allocations	Engage resources to support Community activities and opportunities	- Community Grants Policy administered as per Policy guidelines	-Q1&Q2 - Applications for Community Grants totalled 12 / -10 were approved totalling \$17,863 / -Applications for Cultural and Sports Performance Grants totalled 6 -5 were approved totalling \$1,750	
	3.6.5 Seasonal workers strategy which address social issues and supports and encourages cultural diversity					
	Develop and Implement strategy for Back Packer Management					
	CCM	Community Social Cohesion Committees operated for Monto, Mundubbera and Gayndah	Engage resources to support social cohesion committees	- Quarterly Steering Committee Meetings	- Q1&Q2 - Mundubbera 12th of September 2017 - Gayndah 3rd of October 2017 - Monto – postponed - Combined Mundubbera/Monto/Gayndah meeting held on the 4th December 2017 via skype	
	3.6.6 Library services developed as community hubs and provide one-stop-shop for all council services					
	Build and enhance on the role of services, including libraries, to develop as community hubs through resource sharing and integration of services					
	CCM	Libraries provide services that	Provide resources and match hours to meet community needs	- Total items loaned - Total stock counts	Q1: NBRC Libraries loaned 9080 items, stocked 17, 429 items, had 2791 members,	

		increases visitor numbers		- Total membership counts - Number of library-run programs and events delivered - Number of attendees at library-run programs and events	and hosted 523 attendees at 113 programs and events. Q2: NBRC Libraries loaned 9761 items, stocked 17,570 items, had 2894 members, and hosted 701 attendees at 95 programs and events. Q1 & Q2: Saturday openings trial undertaken in Biggenden, Eidsvold and Mt Perry Libraries - Evaluation of this trial to be conducted and presented to Council in January 2018	
	3.6.7 Support and promote our villages and small communities					
	Strategy for the rejuvenation of the rural countryside based on local preferences					
	CEO	Conduct listening tours in community in a relaxed atmosphere	Engage resources to support listening tours	- Commonwealth Games- Game on Queensland funding	- Q1&Q2 - funding received from the office of the Commonwealth Games to provide sporting opportunities that will be operated out of the smaller community halls within our region.	
	3.7 Global and Regional Relationships					
	3.7.1 Support and involvement in sister city arrangements and association and develop cultural and economic opportunities through Sister Cities programme					
	Maintain and expand links between communities in the North Burnett and Sister Cities					
	CEO	Lobby for the enhancement of local, regional, national and international relations – maintain membership of Sister Cities Association	Advocate to all tiers of government and relevant industry organisations & Sister Cities Association		-Q1&Q2 – Zonhoven meetings held Aug, Oct & Nov / A/noon tea with Marshall Family (Zonhoven delegation) / W4Q works @Zonhoven Park 2xShadeShelter & 2xFlagpole / Discussions with RSL Gayndah re Remembrance Day celebrations	
	3.7.2 Partnerships at local, regional, state and national levels maintained and improved.					
	Maintain connections with Government Department, business and interest groups					

	CEO	Advocate and lobby with interest groups and seek partnerships	Advocate and lobby with interest groups and develop strategic partnerships		-Q1&Q2 - Interaction with Sister City Association of Australia, CLAIR & JLGC	
	3.8 Attractive Streetscapes and Surrounding Areas					
	3.8.1 Develop and implement a regional style guide for Council brands and publications					
	<i>Development of a style guide, branding and implementation strategy.</i>					
	CEO	Develop and implement a regional signage strategy and corporate style guide	Engage resources to develop strategies and style guide	Corporate Style Guide developed and implemented	-Q1&Q2 - Corporate Style draft presented / Corporate Style draft adopted	
	3.8.2 Regional signage and branding for each community celebrating community desires and incorporate regional branding					
	<i>Development of a regional signage and branding strategy</i>					
	GMSIA	Develop and implement a regional signage and branding strategy	Engage resources to develop strategies	-Employ Economic Development Manager -Individual Community Consultations -Agreed generic sign type with individual branding for each town	- Q1&Q2 - Manager employed / Community consultation commenced (Mt Perry)	
	3.8.3 Consistent regional and localised Streetscape & Signage					
	<i>Development of a Regional Streetscape Policy, Regional Streetscape Strategy and Regional Streetscape Signage Strategy</i>					
	GMSIA	Adoption of Streetscape strategies and implementation plan	Engage resources to develop strategies	-Submit draft strategy referencing current town plan and Business Streetscape Policy -Adopt strategy	-Q1&Q2 - Nil	
	GMW	Vibrant community spaces to enhance and promote business attraction	Creation of attractive Central Business District Spaces, including green areas	-Create work program from adopted budget	-Q1&Q2 – Monto streetscape progressing	
	3.8.4 Prepare and implement township streetscape plans					
	<i>Creation of attractive Central Business District Spaces, including green areas and vibrant community spaces to enhance and promote business attraction</i>					
	GMW	Vibrant community spaces to enhance and promote business attraction	Creation of attractive Central Business District Spaces, including green areas	-Create work program from adopted budget	-Q1&Q2 – Included in regional streetscaping projects	
4: Our Vibrant and Natural Beautiful Region						

	4.1 Beautiful parks and gardens					
	4.1.1 We will provide attractive and well maintained parks and open spaces					
	Asset Management Plan (AMP (Parks, Gardens, Public Conveniences) & Council policy reviewed and implemented to demonstrate effective service delivery and achievement of appropriate Australian and International Standards					
	GMSIA	Parks, Gardens, streets, public conveniences and facilities meet Australian and International Standards	Resource annual capital works program	-Draft AMP presented to Council -AMP Adopted by Council	- Q1 - Draft plan completed Councillor feedback requested - Q2 - Review of draft continuing	
	4.1.2 Provide sporting, recreational, parks, playgrounds, aquatic facilities that meet the needs of our community					
	Asset Management Plan (AMP (Parks, Gardens, Public Conveniences) & Council policy reviewed and implemented to demonstrate effective service delivery and achievement of appropriate Australian and International Standards					
	GMW	Well maintained Council Facilities	Resource annual works program	-Develop program to deliver outcomes of new AMP	- Q1&Q2 - Current program based on previous years	
	4.1.3 Maintain parks and open spaces					
	Asset Management Plan (AMP (Parks, Gardens, Public Conveniences) & Council policy reviewed and implemented to demonstrate effective service delivery and achievement of appropriate Australian and International Standards					
	GMW	Well maintained Public Conveniences	Resource annual works program	-Develop program to deliver outcomes of new AMP	- Q1&Q2 - Current program based on previous years	
	GMW	Well maintained Council Parks, gardens and streets	Resource annual works program	-Develop program to deliver outcomes of new AMP	-Q1&Q2 - Current program based on previous years	
	4.2 Celebrating our waterways					
	4.2.1 Implement River Asset Management Plan for River Assets					
	River Asset Management Plan developed and service delivery is achieving AMP standards					
	GMSIA	AMP (River Assets) To be addressed in Parks & open Spaces AMP	Develop AMP	-Develop a River Walk Plan	-Q1&Q2 – Planning for river walkways commenced	
	4.2.2 Promote major tourism assets include water storage sites					
	Develop Water Recreational Facility as a key tourism and recreational facility for the region					
	EDM	Council maintains and operates its asset	Engage with key stakeholders to develop facilities	- Mingo Crossing Caravan Park & Recreational Area Developed - Paradise Dam Caravan Park & Recreational Area Developed	- Q1&Q2 – Mingo Crossing Mingo Crossing Master Plan (extension) - Building our	

				- Cania Dam Developments	<p>Region funding obtained. McMurtries engaged as external project managers for Mingo Crossing Development plans. Tenders finalised at commencement of 2018. Development Application Approved. Mingo Crossing successfully completed annual review. Replacement mower completed. Caretakers have successfully applied for a food licence. The little café has been successful and full credit to Dave and Fran for their initiative and drive to make this facility a fantastic experience.</p> <p>Number of visitor for Q1: July: 465 – Average p/n:15, Aug:884–Average p/n:28.5, Sept: 716 – Average p/n: 23.9 Total: 2065 – Average p/n for Q1: 22.5</p> <p>Number of visitor for Q2: Oct: 357 – Average p/n: 11.5, Nov: 401 – Average p/n: 13.3, Dec: 394 – Average p/n: 12.7 Total: 1152 – Average p/n for Q2: 12.6</p> <p>YTD Average Total: 3217 – Average p/n: 8.8</p> <p>- Paradise Dam</p> <p>Powered sites installed to top camp area. Identifiable increase in revenue since introduction of powered sites. Successful Annual Review completed 29th November 2017.</p> <p>Number of visitor for Q1: July: 92 – Average p/n: 3.0, Aug: 146 – Average p/n:4.7, Sept: 149 – Average p/n:5.0 Total: 387 – Average p/n for Q1: 4.2</p>	
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					Number of visitor for Q2: Oct: 61 – Average p/n: 2.0, Nov: 64 – Average p/n: 2.1, Dec: 113 – Average p/n: 3.6 Total: 238 – Average p/n for Q2: 2.6 YTD Average Total: 625 – Average p/n: 3.4	
	4.3 Town Streetscapes					
	4.3.1 Prepare and implement township streetscape plans					
<i>Development of a Regional Streetscape Policy, Regional Streetscape Strategy and Regional Streetscape Signage Strategy</i>						
	GMSIA	Adoption of Streetscape strategies and implementation plan	Engage resources to develop strategies	-Submit draft strategy referencing current town plan and Business Streetscape Policy -Adopt strategy	-Q1&Q2 – Capital Works being conducted on town streetscapes eg. Monto & Mt Perry Strategy yet to be adopted	
	4.4 Regional Planning Amenity and Aesthetics Policy					
	4.4.1 Review land supply and uses as required to meet community and business needs					
<i>Appropriate community, industrial, commercial and residential land is available to meet community needs</i>						
	DSM	Implement and amend as identified NBRC Planning Scheme and provide effective and efficient planning services	Engage resources to develop strategies	-engage suitably qualified resources	-Q1&Q2 – MCE engaged / There is more than adequate land available / zoned for the expansion of the respective community / business needs with the exception of Biggenden	
	GMCCS	Investigate the feasibility and business case of developing more industrial land establishing industrial estates in communities	Engage resources to develop strategies	Investigations continuing with Mundubbera (and other towns) heavy and light industrial land – reports to Council for further direction (Jan/Feb 2018)	-Q1&Q2 – activity to occur in second half of year	
	4.4.2 Amenity and Aesthetics Policy					
	<i>Implementation of Amenity and Aesthetics Policy to minimise adverse social and visual impacts on the regions natural and built environments</i>					
	DSM	Implementation of the adopted Amenity and Aesthetics Policy	Engage resources to implement		-Q1&Q2 – Policy to be reviewed 2018/19	

	4.5 Protection of cultural heritage					
	4.5.1 Manage and promote natural resources, including culturally significant sites in a responsible and sustainable manner.					
	Undertake NRM projects and strategic planning for sensitive sites within the region					
	ESM	Flying Fox Management	Liaise with relevant departments to address community concerns	-Respond to requests for vegetation clearing from NRM group - Flying Fox Responsible Person Training completed. No. applications to DEHP	-Q1&Q2 – No requests -Q1&Q2 - Training by Ecosure to staff completed. / One (1) application for roost management completed in Munduberra	
	ESM	Strategic planning and projects are undertaken with other groups	Liaise with other NRM groups e.g. BMRG BCCA and Landcare	-Respond to requests for vegetation clearing from NRM group - Gurgeena Environmental Offset Site Management in accordance with legislative requirements	-Q1&Q2 – No requests -Q1&Q2 - Maintenance contract in place and monitored.	
	4.6 Natural resource protection					
	4.6.1 Develop and implement a natural resource management plan and programme in line with Council adopted policy and statutory requirements					
	A regional wash down bay facility that is supported by strategically placed smaller wash down facilities					
	GMSIA	Protecting areas of high ecological significance area managed effectively	Engage resources to develop strategies	-Areas identified -Management Strategy developed	-Q1&Q2 – Identified in MCE Report -Q1&Q2 – Management Strategy being developed	
	GMW	Manage wash down facilities	Adequately resource facility	-Monitor washdown bays on a regular basis	-Q1&Q2 - Washdown facilities cleaned and maintained as per monitoring program	
	GMSIA	Washdown Bay - Biggenden	Adequately resource facility	-Complete site selection and progress washdown bay design to procurement status	-Q1&Q2 – Sites identified – workshop to be arranged	
5: The business of Council.						
	5. 1 Customer focused					
	5.1.1 Excellence in customer service to our community.					
	Review and implement Council's Community Engagement Strategy					
	CCM	Customer Service Charter Adopted with agreed service standards	Engage resources to review and adopt customer service charter and service levels	Customer Service Charter adopted	- Q1&Q2 - Customer Service Charter adopted at the July General Meeting.	

					- Implementation of reporting strategies to commence in 2018.	
	CCM	Strategy reviewed and adopted by Council	Strategy completed with full communication loop, providing open and timely feed back to customers	- Variety of Customer Service Satisfaction Surveys developed and conducted on a quarterly basis - Outcomes of surveys communicated to Council and public	- Q1&Q2 - Survey program developed for implementation in February 2018	
	5.1.2. Actively engage with the community to inform council decision making processes and outcomes of decisions.					
	<i>Employ best design principles to create successful community buildings and environments</i>					
	CEO	Projects are delivered with budget and project scope	Engage effective and efficient construction management techniques		- Q1&Q2 - Monto CBD Community Consults, survey and media updates conducted prior to and during the delivery of the Monto Centre Business District footpath upgrade / Mt Perry main street work consultation with community and local businesses conducted	
	5. 2 Asset Management					
	5.2.1 3/5/10 yr. Asset management plans developed and implemented for all asset groups.					
	<i>Asset management plan (Fleet/Plant) reviewed and implemented to demonstrate effective service delivery</i>					
	GMSIA	An efficient and effective plant operations	Quarterly review of fleet / plant performance	-Current Fleet Asset Register maintained Revenue and expenditure maintained as part of the Asset Register	-Q1&Q2 - Fleet Asset Register up to date Plant performance recorded - Q1&Q2 - Effective maintenance not effective to staffing availability	
	GMW	Carry out private works activities	Resource private works program	-Develop maintenance program for NBRC Fleet -Q1&Q2	-Q1&Q2 – Private works programmed - Need for Fleet Coordinator identified in restructure	
	GMW	Council depots meets the needs of staff	Depot maintenance completed timely	-Develop maintenance program for depots	-Q1&Q2 – Review required for all depot facilities to ensure fit for purpose	
	GMSIA	Fleet/Plant depreciation funds capital works program	Implementation of Capital Works program for Fleet/Plant with 5 and 10 year plans	-Establish long term fleet capital works program	-Q1&Q2 - 15 year plant replacement program produced based on current AMP Replacement schedules	

	5.2.2 Ensure that the assets maintained and constructed are appropriate to the current and future needs of the region.					
		<i>Maintain and review Asset Management Plan (AMP(Buildings & Facilities) for Council to ensure effective maintenance of Community buildings & facilities</i>				
	GMSIA	AMP (Buildings & Facilities) delivers timely maintenance	Resource annual works program	-Tasks completed on time	-Q1&Q2 - Monthly reports presented to Council	
	GMSIA	Housing options facilitates staff employment	Engage resource to manage and review housing options	-Council housing allocated to facilitate to assist Senior Management engagement	-Q1&Q2 - all houses occupied	
	5.3 Urban water supply and Sewerage					
	5.3.1 Adequate, reliable and high quality potable water supplies an effective and improved delivery of urban water supply.					
		<i>Maintain and review TMP, SLMP, DMP, CSS, SAMP & DWQMP for Council to ensure effective delivery of water services</i>				
	GMSIA	Develop and implement a routine maintenance Programme for the maintenance of essential reticulation assets	Engage resources to implement	-Develop a routine maintenance program	-Q1&Q2 - Draft 50% complete	
	GMSIA	Asset Management Plans (AMP (Water)) reviewed and implemented to demonstrate effective service delivery	Engage resources to develop strategies	-Review current AMP	-Q1&Q2 – Review to commence Q4	
	GMSIA	Water depreciation funds capital works program	Resource implementation of Capital Works program for Water Network	-Continue 10 year Capital planning based on asset condition	-Q1&Q2 - Commenced identifying 2027/28 Capital items and review 2018-2027 Capital items	
	GMW	Water Network meets the needs of the community	Resource implementation of routine maintenance program for Water Network	-Implement routine maintenance program -Maintain and/or update DWQMP as required by statute	-Q1&Q2 - Commenced routine maintenance works	
	5.3.2 Effective and efficient delivery of waste water services and improved sewerage network reliability and delivery.					
		<i>Maintain and review TMP, CSS & SAMP for Council to ensure effective delivery of sewerage services</i>				
	GMSIA	Develop and implement a routine maintenance Programme for the maintenance of essential reticulation assets	Engage resources to implement	-Develop a routine maintenance program	-Q1&Q2 - Draft 50% complete	
	GMSIA	Asset Management Plan (Sewerage) reviewed and implemented to demonstrate effective service delivery	Engage resources to develop strategies	-Review current AMP	-Q1&Q2 - Review to commence Q4	

	GMSIA	Sewerage depreciation funds capital works program	Implementation of Capital Works program for Sewerage Network	-Continue 10 year Capital planning based on asset condition	-Q1&Q2 - Commenced identifying 2027/28 Capital items	
	GMW	Sewerage Network meets the needs of the community	Implementation of routine maintenance program for Sewerage Network	-Implement routine maintenance program -Maintain treatment levels to comply with environmental licences	-Q1&Q2 – Commenced routine maintenance works	
	5.3.3 Sufficient water allocation to meet user requirements					
	<i>Maintain dialogue with Sunwater & DNRM to ensure most efficient water allocation for urban and rural requirements</i>					
	GMSIA	Review options for water trading	Engage resources to develop strategies and implement	-Strategy developed -Strategy implemented	-Q1&Q2 - Council resolved to implement strategy -Q1&Q2 - Sales progressed to contract	
	GMSIA	Lobby for rural water allocation	Continue to collate information and present a business case	-Council support for Lobby/Industry groups	-Q1&Q2 - Council attended 4 Industry Group meetings	
	GMSIA	Management of water provides adequate reliability for urban users and sustainable allocations for rural users	Adequately resourcing	-Reduction of excess bulk raw water without affecting reliability -Continue to support / lobby for Industry groups	-Q1&Q2 - Subdivision of licenses to facilitate sale of small portions Relinquished 1 portion and have contract for sale of 2 -Q1&Q2 - Council attended 4 Industry Group meetings	
	5.4 Future financial sustainability					
	5.4.1 Undertake robust and accountable financial, resource and infrastructure planning and management to ensure affordable and sustainable outcomes for our community.					
	1 - Provide responsive and efficient systems to enable the delivery of council services.					
	GMCC	Customer service charter reviewed and implemented	Resource customer service function	-Staffing across all offices	-Q1&Q2 – External survey to occur to test service standards / Regular reporting to Council of Customer Services	
	GMCC	Effective and efficient stores and procurement function	Engage appropriate resourcing	-Progressing staff training a priority	-Q1&Q2 –full review by GM	
	GMSIA	LPO - Mapping Systems (Operating Item) 2nd year and Final	Engage appropriate resourcing	-Budget Item adopted -Mapping System implemented	-Q1&Q2 - Budget item included – application for funding submitted – unsuccessful	
	GMSIA	Whole of life costing is considered for all new capital works	Engage resources to provide appropriate information	-Business cases for proposed Capital works include whole of life costs	-Q1&Q2 – Capital works program planning commenced.	

	<i>Establish and manage long term financial planning to ensure the future sustainability of council.</i>					
	CEO	Strategically upgrade council systems	Engage resources to upgrade systems	10 year financial plan Audit outcomes	-Q1&Q2 - Unqualified audit opinion for 2016-17 – Achieved / 10 Year Financial Plan for 2017-18 is compiled for the 2017-18 budget, however 2018-19 will not be completed until around June 20 2018 / 2 out of 3 indicators green – the budget for 2017-18 has 3 indicators green (Asset Sustainability & Net Liabilities), however this measure cannot be determined outside of the end of year process. 2016-17 Actuals had 2 of the 3 indicators Green (Asset Sustainability & Net Liabilities)	
	<i>Investigate and apply for external funding to enhance Council objectives and activities</i>					
	CEO	Investigate and apply for external funding to enhance Council objectives and activities	Engage resources to progress funding applications	-Funding Applications submitted	- Q1&Q2 - Mingo Crossing Master Plan - Building our Regions -	
	GMW	Quarries	Engage resources to operate activity	-Complete scoping report identifying projects for external funding	-Q1&Q2 - Scoping report 50% complete	
	5.4.2 Operational and Capital Budgets programme delivery on time and within budget					
	<i>Review and implement levels of transparency and accountability</i>					
	GMCC	Effective delivery of finance and procurement services	Engage appropriate resourcing		-Q1&Q2 - Ongoing implementation of adopted framework – staff training March 2018	
	5.5 Waste management					
	5.5.1 North Burnett Regional waste management strategy reviewed and implemented					
	<i>Waste Management Plans (Strategic, Collection, Disposal, Recycling) are reviewed and implemented</i>					
	GMW	2 - Waste Collection Services are efficiently and effective provided	Resource annual works program	Number of complaints missed services <5 per quarter	-Q1 – 1 complaint – resolved -Q2 – 3 complaints – resolved	
	GMW	3 - Waste Disposal Services are efficiently and effective provided	Resource annual works program	Number of customer complaints <5 per quarter	-Q1&Q2 – Nil Complaints	

	GMW	4 - Recycling revenue increases	Resource programs to encourage recycling	Increased tonnage for steel, cardboard and batteries >1%	<ul style="list-style-type: none"> - Steel - -Q1 - Steel \$24685.77 / tonne \$105 - 226.89 tonnes / Q2 Steel - Nil - No steel collected after September - Cardboard - -Q1 – nil / Q2 - \$9406.80 - Transport Costs \$4938.57 - Batteries - Q1 - \$783.99 2.442t / Q2 - \$486.48 1.407t - Recycling revenue will decrease overall due to Eidsvold now have scavenging rights to all recyclables (Steel, cardboard, batteries and plastics) in their new contract. Mundubbera have continued to have scavenging rights to all steel and aircons. - Q1&Q2 - Partnership developed with NBRC Arts and Cultural arm to deliver the smARTING OUR ENVIRONMENT program - engaging Reverse Garbage to deliver a series of Arts Workshops utilising waste product into usable arts product, and using the Arts as a vehicle to educate the community about Reduce, Reuse, Recycle 	
	GMW	5 - Closure plans for waste disposal facilities are implemented	Resource closure plans	Closure plan developed for Ideraway and Byrnestown	-Q1&Q2 – Closure Plans developed	

5.5.2 Active partner with the WBBROC regional waste management strategy

Regional Waste Management Plans are reviewed and implemented

	GMW	1 - Strategic Regional Waste Management Plan implemented	Resource annual works program	Development of a WBBROC Regional Waste Study	-Q1&Q2 - Consultant engaged by WBBROC. Draft completed	
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5. 6 Good Governance

5.6.1 Commit to open and accountable governance to ensure community confidence and trust in council and our democratic values.

	<i>Develop and implement council's Corporate Governance Framework to ensure strategic planning, compliance with all legislation, policies, codes of practice and standards.</i>				
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	CEO	Effective delivery of Council policies and procedures	Engage appropriate resourcing	No. of policies reviewed	-Q1&Q2 - All legislative timelines met / 9 Adopted / Reviewed – 213 Risk Management 05-07-17 / 230 Rate Recovery 05-07-17 / 255 Rates - Concession for Community Not For Profit Organisations 05-07-17 / 263 Rates – Discount for Late Payment 05-07-17 / 333 Corporate Style 13-12-17 / 245 Drug&Alcohol 05/07/17 / 119 Lifelong Community Grants 19-07-17 / 120 Cultural and Sports Performance Grants 19-07-17 / 121 Community Grants - Major Events 19-07-17	
5.6.2 Compliant with relevant legislation						
<i>Maintain Local Law Licensing and Compliance</i>						
	CEO	Reporting provided on Local Law Compliance	Adequately resourced by Authorised Officers and appropriate Delegations		-Q1&Q2 - Development of Local Law No.6 (Waste Management) 2018	
5.6.3 Deliver reliable internal support services.						
<i>Provide Councillors with quality decision support</i>						
	CEO	Quality executive support	CEO's Office is resourced		-Q1&Q2 - Staffing being considered in regards to "One Team" organisational review with implementation to be Q3.	
5.7 An employer of choice						
5.7.1 Promote a values based culture that trains, develops, appreciates and empowers its workforce.						
<i>Implement human resource strategies to become an employer of choice.</i>						
	CEO	Foster diversity, merit and equity, reward and recognition in the workplace.	Resource Deputy HRM Section		-Q1&Q2 - EEO Policy reviewed annually / Staffing being considered in regards to "One Team" organisational review with implementation to be Q3.	
	CEO	HR department delivers cost effective support within agreed service levels	Resource HRM Section	-Recruitment Statistics	- Q1&Q2 - 22 appointments in total - 11 externally advertised / 3 internally	

				- FTE -Staff Turnover	advertised / 8 direct appointments Basis of employment - 2 x Casual / 7 x Full-Time Fixed Term / 9 x Full-Time Permanent / 1 x Part-Time Fixed Term / 2 x Part-Time Permanent / 1 x Manager Contract – Limited Tenure -Q1&Q2 – Total 211.54 - 89.36 internal / 109.18 external / 13 trainees / apprentices -Q1&Q2 - 3.29%	
	5.7.2 Provide leadership and contemporary management systems that drive a coordinated and connected organisation.					
	<i>Review and implement an organisational structure</i>					
	CEO	Elective delivery of council services	Engage appropriate resourcing		-Q1&Q2 - Extensive work has gone into this project over Q1 & Q2 – several reports to Council with a new 3 Dept. structure being rolled out – extensive staff consultation on the changes with a full organisation wide audit and review of the establishment list Staffing being considered in regards to “One Team” organisatioanl review with implementation to be Q3.	
	5.7.3 Foster and support a culture of employee health, safety and well being					
	<i>Foster a culture of employee health, safety and well-being</i>					
	CEO	A reduction in annual work insurances	Implementation of safe plan systems		-Q1&Q2 - Bronze Award awarded to Council for implementation of safe work practices	
	GMCC	Implement robust risk management strategies.	Implementation annual program		-Q1&Q2 - Ongoing implementation of adopted framework – staff training March 2018	
	5.7.4 Implement and maintain “SafePlan” Work Health and Safety Management Plan and system					
	<i>Implementation of WPH&S Management Safe Plan and System</i>					
	CEO	Implementation of WPH&S Safe Plan	Implementation annual program		-Q1&Q2 -Progress on the Monthly Action Plans (Target 85% of	

					MAP items completed); 83% (109 of 130 actions for Q1 – Q2 completed) -Reported Incidents less than 10 per Month; for Q1 – Q2 2017/18 41 Incidents – Average 6.8 incidents per month -Number of Hazard Inspections completed; for Q1 – Q2 2017/18 48 Hazard Inspections completed -A WHS Assessment will be conducted by WHS staff each year. – Note WHS Assessment scheduled for June 2018. -An independent WHS Management System audit is to be conducted by an accredited auditor every 2 years; Audit completed July – August 2017 Score 72.8% -Participation in the SafePlan ‘WH&S Awards of Excellence’ program (Bronze, Silver and Gold Awards) through achieving over 70% on an internal audit and then requesting an external audit from LGW. – Council received a Bronze Award in August 2017. -LTI – 6 / Days Lost due to Injury – 20 / LTIFR – 26.49 / Duration Rate - 3.3	
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	5.8 Productive partnerships				
	5.8.1 Encourage partnerships for the benefit of the region, our community and economy				
	Increased levels of skills, staff cohesion through training, development and Council sharing and engagement events				
	GMCC	A sustainable recoveries system is in place	Review and implement recoveries procedures		-Q1&Q2 - to be reviewed understanding of recovery procedures

	CEO	Timely completion of training programs	Implementation annual training program	- Training & Development /employee towards compliance based professional development training - Training & Apprentices	- Q1&Q2 - \$569.77 / 229 hot bodies -Q1&Q2 - 6 x Trainee Labourers (Parks and Gardens) / 4 x Trainee Administration Officers / 2 x Apprentice Mechanics / 1 x Trainee IT Officer During this time 3 new trainees were appointed; Trainee Labourer (Parks & Gardens) – Mount Perry, Trainee Administration Officer (Tourism) – Eidsvold and Trainee Administration Officer (People & Culture) - Gayndah, and 2 traineeships completed; Trainee IT Officer – Gayndah and Trainee Administration Officer (Customer Service & Library) – Biggenden. Training programme ongoing for all staff – courses reviewed but not considered value for money for all administrative assistance – staff trained in InfoCouncil Agenda and Minute software	
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	5.9 Aviation					
	5.9.1 Safe and well maintained aviation facilities for all six communities					
<i>Maintain aviation infrastructure in accordance with CASA requirements and Council aviation services requirements</i>						
	GMW	Implement Airport Management Plans	Engage resources to maintain facilities	-Engage resources to maintain facilities	-Q1&Q2 –maintenance carried out by both contractors and Council Staff / RFQ issued for airport management	
	5.10 Environmental health					
	5.10.1 Provide environmental health services which include health, infectious, vermin, vector and other relevant controls to a high standard in line with community expectations and legislative compliance					
	<i>Environmental health services reviewed and implemented to ensure a suitable and equitable standard of service to address compliance issues.</i>					

	ESM	Review and provide environmental health services to ensure a suitable and equitable standard of service to address infectious, vermin, vector and other pest and compliance issues	Adequate resources to complete annual works requirements	-No food premises inspections completed >10 per quarter. -RSVP Mosquito Survey" -Number of service requests: Noise, Odour	-Q1&Q2 – 6xFood Premises Inspected / 1xcomplaint -Q1&Q2 - RSVP Mosquito Survey planning completed to be commenced in Q3 -Q1&Q2 – 7 Noise / 12 Odour	
	ESM	Environmental Health (EH) Management Plan annually reviewed and implemented.	Adequate resources to complete annual works program	-Environmental Health Staff resourcing 100% as per organisational structure	-Q1&Q2 - Recruitment of EHO initiated.	

5.11 Disaster management

5.11.1 Effective Disaster Management Operations in accordance with the Disaster Management Plan.

Disaster Management Plan, sub-plans and procedures reviewed and implemented

	CEO	Disaster Management Plan is current and reviewed annually	Adequate resources to review and implement plan	-Review annually with DDMG -Operating Manual Sub Plans Reviewed quarterly during LDMG Meetings -Exercise Plan once a year	-Q1&Q2 - Annual Review with DDMG in July 2017 / Sub Plan 5 - Evacuation & Evacuation Centre Management reviewed July 2017 / Plan exercised in November 2017	
	CEO	Rural Fire Brigades are supported by Council in partnership with State Government	Adequate resources to meet demands	-Quarterly meetings with RFS -Update of Council Policies in relation RFS	-Q1&Q2 - Regular meetings with RFS Acting Area Directors / Permanent appointment of Director in December 2017 will enable progress in Q3 & Q4	

5.11.2 Disaster mitigation

MOU / partnership arrangements for the management of SES and other disaster response developed and implemented.

	CEO	State Emergency Service units are supported by Council in partnership with State Government	Engage resources to maintain the systems, structures and processes to ensure a coordinated response to disaster events.	-Develop SES MOU -Contact with SES Local Controller -Maintain and upgrade/replace SES Mobile Phones, Laptops, Computers, Printers and Vehicles as required	-Q1&Q2 - Continued discussions between QFES and LG Reps to create template MOU. Awaiting outcome before proceeding / Weekly phone calls with SES Local Controller / Regular phone calls and visits by SES Area Controller / Biggenden SES Unit Vehicle replaced / No requirement for IT upgrade	
	CEO	Sub-Regional Disaster support groups are active	Engage resources to maintain and co-ordinate support groups	-Support Groups meet 2-4 times held by each group annually -Review the Support Plans annually	-Q1&Q2 - Support Groups met in August and November 17 and reported up to LDMG /	

					Support Group Membership updated at November meetings	
	5.11.3 Effective Natural hazard management					
	<i>Natural hazard areas identified and appropriate assessment provisions incorporated in Planning Scheme</i>					
	CEO	Review potential natural hazard areas (landslide, bushfire, flood and earthquake)	Engage resources to review and develop strategies if required	-Review Planning Scheme mapping annually -Review Assessment Provisions annually	-Q1&Q2 - Natural Hazard Mapping reviewed / Assessment Provisions reviewed	
	5.11.4 Effective Disaster Recovery activity in accordance with the Disaster Recovery Plan.					
	<i>Work within approved structures to facilitate Natural Disaster Economic Recovery</i>					
	CEO	Facilitation of Natural Disaster Economic Recovery	Engage resources to facilitate recovery	-Engage Disaster Recovery Officer under new Restructure	-Q1&Q2 - Proposed new .5 Disaster Recovery Officer within Organization Structure Review	
	5.12 Cemeteries					
	5.12.1 Provide cemeteries that meet the needs of our community.					
	<i>Maintain and improve cemeteries in accordance with Asset Management Plan (Cemeteries)</i>					
	GMSIA	AMP (Cemeteries) delivers timely maintenance and provides the necessary services.	Resource annual works program	-Inclusion of cemeteries in P&G AMP -P&G AMP Draft presented to Council	- Q1 - Cemeteries included in AMP - Q2 - Draft AMP presented to Council	
	GMCC	Cemetery register maintain and available online	Resource annual works program	- Burials per community - Cemetery Register available on Council's Website - and maintained	-Q1&Q2 - Cemetery Register currently unavailable on website. Burials for the half year: BIG 6 / EID 7 / GAY 8 / MON 14 / PER 0 / MUN 4	
	5.13 Building and Plumbing Certification					
	5.13.1 Safe swimming pools strategy					
	<i>Provide effective and efficient building and plumbing services.</i>					
	DSM	Building and plumbing function completed in accordance with policy and procedures.	Adequate resources to complete annual works program	<ul style="list-style-type: none"> •Planning scheme adopted •No. of planning applications •Number of planning approvals •Undertake audit of industrial land •Apply for funding for Monto Industrial Estate •Number of lots developed •Number of lots sold •Number of vacant blocks developed 	-Q1&Q2 – Number of applications steady – refer monthly reports / Works program stressed due to impost of Works for Qld projects -Q1&Q2 - Planning scheme adopted - Major amendments adopted 17 May 2017 effective 2 July 2017 – Minor and administrative amendments adopted 5 March 2017 – Effective 2 July 1017 / No. of	

			<ul style="list-style-type: none"> •Number of lots build upon per year •NRM incorporated into Region Planning Scheme •Natural hazard areas identified and appropriate assessment provisions incorporated in Planning Scheme •Number of assessments against Policy •Local Heritage Register Adopted •Register maintained •Number of additional places of significance identified •Number and value of building and plumbing applications •Number of enforcement notices •Number of pool inspections vs rectification notices 	<p>planning applications - 11 / Number of planning approvals - 11 / Undertake audit of industrial land – Undertaken Doc Id: 747934 / Apply for funding for Monto Industrial Estate - Report to Council 16/08/2017 – Applications were unsuccessful / Number of lots developed - 3 additional lots / Number of lots sold – No statistics held by Council / Number of vacant blocks developed – 16 / Number of lots build upon per year - all zones 34 (houses only) / NRM incorporated into Region Planning Scheme / Natural hazard areas identified and appropriate assessment provisions incorporated in Planning Scheme / Number of assessments against Policy – 1 / Local Heritage Register Adopted – Adopted 5th May 2014 – Budget for 2nd stage 2018/2019 / Register maintained – Possible inclusions 2018/2019 / Number of additional places of significance identified – numerous to coincide with budget allowance / Number and value of building and plumbing applications - Building applications - 46 = \$3,391,917 - Plumbing = 20 / Number of enforcement notices = 1 / Number of pool inspections vs rectification notices - 6</p>	
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5.14 Biosecurity management

5.14.1 Biosecurity plan

Lobby for Federal and State Government Grants with regard to NRM projects, Pest Management initiatives and strategies that protect and preserve the diversity of flora fauna and aquatic eco systems

	ESM	Lobby Government	Engage resources to develop strategies		-Q1 - WBBISAC Support for EOI's Land Protection project funding (Cat's Claw Creeper) -Q2 – Preliminary communications with DAFF regrading parthenium trial in Monto	
	5.14.2 Maintain control feral animals and weeds					
	<i>Control measures for feral animals and weeds are maintained</i>					
	GMW	Annually review and implement Pest Management Plans and develop Biosecurity plan	Adequately resourced activity and engage resources to review and develop strategies as required	Draft Biosecurity Plan presented to Council Biosecurity Plan to be Adopted by Council	-Q1&Q2 - Higher level WBBROC Biosecurity Plan completed. / Template provided for document. Stakeholder identification commenced.	
	5.15 Animal Control					
	5.15.1 Provide animal control services to a high standard in line with community expectations and legislative compliance					
	<i>Animal control services reviewed and implemented to ensure a suitable and equitable standard of service to address compliance issues.</i>					
	DSM	Town animal and compliance controls carried out in accordance with policy and procedures.	Adequate resources, including Authorised Officers and appropriate delegations, to complete annual works program.	<ul style="list-style-type: none"> • Number of dog impoundments including dog re-housing Rate (% total dogs re-housed/total dogs impounded) • Dog Registration Rate (% dogs registered / estimated dog population) • Dog Complaints (number of dog complaints per 1,000 population) • Number of service requests: Noise, Odour 	- Q1&Q2 - 97 Impounded including cats - 30 (30.92 %) returned to owners / 12 (12.37 %) rehomed / 54 (55.67 %) euthanised / 1 (1.03 %) escapee - Q1&Q2 - 1021 Registered Animals / Estimated 1000 not registered - Q1&Q2 - 101 Complaints (including barking dog) 9.9 complaints per 1000 population - Q1&Q2 – 7 noise / 12 odour	
	5.16 Trade waste					
	5.16.1 Develop and implement a trade waste management plan and inspection programme in line with Council adopted policy and statutory requirements					
	<i>Develop Trade Waste Management Plan/Inspection Programme in conjunction with Councils adopted Trade Waste Policy</i>					
	GMW	Trade Waste Policy adopted by Council 16 March 2010 – identified for review	Engage resources to review and develop strategies	Revised Trade Waste Policy presented to Council	-Q1&Q2 - Not commenced	
	GMW	Trade Waste Management Plan/	Resource annual works program	No trade waste applications received	-Q1&Q2 - Zero applications but 2 enquiries received	

		Inspection program implemented				
5.17 Natural Resource Management						
5.17.1 Develop and implement a natural resource management plan and programme in line with Council adopted policy and statutory requirements						
<i>Lobby to enhance infrastructure, facilities and interpretive information at key environmental assets</i>						
	GMW	Undertake Natural Resource Management activities and liaise with other agencies	Adequately resourced activity	Budget set for 2017/18	-Q1&Q2 - Expenditure to Budget	
	GMW	Develop and implement Stock Route Management Plan	Engage resources to review and develop strategies	Strategy developed	-Q1&Q2 – Strategy developed	
5.18 Elected members						
	5.18.1 Provide elected members with opportunities and access to quality training, professional development, networking at a local, regional, state and national level.					
<i>Councillors have access to quality training, development and networking opportunities.</i>						
	CEO	Establish a council training and development plan	Resource Councillors and their development programs		-Q1&Q2 - Council meeting report provided in Q1 re opportunities for training and professional development – most opportunities for half year -Attendance at LGAQ EMU and LGAQ Conference – other professional and training opportunities continue to be passed on to Councillors for their consideration	
5.19 High level of reliability in all our agricultural water						
	5.19.1 Enhance water security within our region					
<i>Reviewed and implement Council Water Security Strategy</i>						
	GMSIA	Development and Implementation of Council Water Security Strategy	Engage resources to review strategy and implementation recommendations	-Maintain membership of irrigator groups. -Lobby Sunwater & DNRME regarding water reliability	-Q1&Q2 - Attended Boyne Irrigator meeting, 2 Sunwater meetings & DNRME GAB meeting	
5.19.2 Increase water supply network reliability						
<i>Reviewed and implement Council Water Supply Strategy</i>						
	CEO	Development and Implementation of Water for Economic Development Strategy	Engage resources to review strategy and implementation recommendations		-Q1&Q2 - Cooperative approach through WBBROC – Also working with SBRC in regards to issues of mutual	

				interest and concern. Lobbying with State and Commonwealth Ministers and Departments.	
	5.19.3 Advocate on behalf of our region on advisory bodies and forums				
	<i>Collaborate with corporate and key regional and community stakeholders to ensure a unified and strengthened approach to national, state and regional advocacy</i>				
	CEO	Lobby Government	Engage resources to develop strategies		-Q1&Q2 - Strategies being developed include review of Monto Bio-Hub and rural innovation strategy

Adoption by Council

The North Burnett Regional Council 2017-18 Operational Plan was adopted by Council at the Special Budget Meeting held in Monto on 5 July 2018.

Copies of the 2017-18 Operational Plan

Copies of the 2017-18 Operational Plan are available free of charge electronically on Council's website www.northburnett.qld.gov.au or can be viewed at any Customer Service Centre.

Contact Us

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