

Cover

INTRODUCTION

The 2017/18 North Burnett Regional Council 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 Councils 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 Councils 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.

Operational Plan 2017-18

Priority	How	What	Strategy	Officer	Operational Plan – What Output	Operational Plan – How Activity
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						
			<i>Reviewed and implement Council Economic Development Strategy</i>			
				CEO	Development and Implementation of Council Economic Development Strategy	Engage resources to review strategy and implementation recommendations
				CEO	Development and implement a regional investment information pack	Engage resources to review strategy and implementation recommendations
1.1.2 Facilitate local business access to specialist advice, information and services						
			<i>Work with the private sector and other levels of government to support new business investment within the region and encourage population growth</i>			
				CEO	Development of Rural Innovation Strategy	Engage resources to develop strategy and present at Innovation Forum
				CEO	Progress North Burnett Minerals Province business support	Engage resources to monitor developments
				MTED	Source opportunities for education and training in skills development	Engage resources to facilitate opportunities
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
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
				CEO	Enhancement of community wellness, infrastructure and pursuits	Encourage partnerships within the wider community to identify opportunities
				CEO	Enhancement of regional services and infrastructure	Advocate to all tiers of government and relevant industry organisations

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					
<i>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</i>					
			GMSIA	1 - Organisational structure provides quality management and reporting	General Manager's office resourced.
			GMW	2 - Works program and reporting annually reviewed for consistency with AMP (Road, Bridges)	Engineering Office resourced
			GMSIA	3 - Timely completion of flood event works	Works program for flood events adequately resourced
			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
1.2.2 Implement asset and maintenance strategy including an intervention level documentation for Council bridges structures					
<i>Works Program reviewed to ensure effective service delivery is achieving AMP (Roads, Bridges) standards</i>					
			GMSIA	1 - AMP (Roads, Bridges) delivers Rural Roads maintenance	Resource annual works program
			GMSIA	2 - AMP (Roads, Bridges) delivers Bridges maintenance	Resource annual works program
			GMSIA	4 - AMP (Roads, Bridges) delivers strategically for school bus and larger truck routes.	Resource annual works program
			GMSIA	5 - AMP (Roads, Bridges) delivers R2R reseals funding	Resource annual works program
			GMSIA	6 - Develop 10 Year asset management plans	Asset Management Plans Developed for Parks & Gardens; Water; Building & Facilities; Roads
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					
<i>Advocate for NBRC to be the provider of maintenance and construction work for DTMR on State controlled roads in accordance with Council pre-qualification</i>					
			GMW	Annual completion of MRD Construction program	Resource annual works program
			GMW	Annual completion of MRD Maintenance program	Resource annual works program
1.3.2 Advocate on behalf of our region on advisory bodies and forums					
<i>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</i>					
			CEO	Regular meetings, representations and data collection on MRD Network.	Continue to collate information and present a business case
1.3.3 Cooperation with State and Commonwealth Governments to enhance the transport network					
<i>Advocate and lobby for the maintenance and upgrading of key strategic transportation linkages</i>					

			CEO	Regular meetings, representations and data collection on MRD Network.	Continue to collate information and present a business case
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>				
			GMCCS	Tackling adversity	
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>				
			GMCCS	Adoption of Tourism strategy and implementation of plan	Engage resources to review and implement strategies
	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>				
			GMCCS	Facility is well patronised and supported by community	Engage resources to operate facility
	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>				
			GMCCS	Council maintains and operates its assets	Engage resources to maintain and operate facilities
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				
	<i>Advocate and lobby with interest groups</i>				
			CEO	Advocate and lobby with interest groups	Advocate and lobby with interest groups
	1.6.2 Develop and maintain strong local to global connections				
	<i>Maintain connections with Government Department, business and interest groups</i>				
			CEO	Advocate and lobby with interest groups	Advocate and lobby with interest groups
	1.6.3 Identify opportunities for the future use of Narayan and manage for the best outcome for community and industry				
	<i>Continue to explore opportunities</i>				
			GMCCS	Narayan Station provides regional economic benefits	Develop a strategic vision for Narayan and engage resources as appropriate to achieve strategy
	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
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>		
			MDS	Provide Management (Operational and Strategic) support to Development Services activities.	Adequate resources to complete annual works program
			MDS	Reporting provided on Planning Scheme activity and compliance	Adequate resources to complete annual works requirements
		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
			MES	Annually review / update Economic Development Plan to support future planning	Adequate resources to complete annual review
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>			
			CEO	Advocate and lobby with interest groups	Advocate and lobby with interest groups
		1.8.2 Work with NHVR on improving effectiveness of the HVR system.			
		<i>Maintain connections with Government Department, business and interest groups</i>			
			CEO	Advocate and lobby with interest groups	Advocate and lobby with interest groups

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</i>					
			CEO	Creation of a business attraction strategy utilising our aviation facilities	Engage resources to facilitate opportunities
			CEO	Develop as part of tourism strategy fly in tourism opportunities	Engage resources to facilitate opportunities
1.10 Embracing new technologies					
1.10.1 Monto bio hub					
<i>Maintain connections with Government Department, business and interest groups</i>					
			CEO	Advocate and lobby with interest groups and seek partnerships	Advocate and lobby with interest groups and develop strategic partnerships

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.					
<i>Advocate to provide Internet and Mobile Phone service providers to expand mobile phone and broadband internet access.</i>					
			CEO	Develop a Telecommunication Plan	Engage resources to develop plan
			CEO	Enhancement of regional telecommunication services and infrastructure	Advocate to all tiers of government and relevant industry organisations / Blackspot applications submitted
2.1.2 Build a digitally connected business community					
<i>Television coverage in poor reception areas covered by Councils retransmission sites is maintained to a satisfactory standard</i>					
			GMW	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
<i>Radio coverage in poor reception areas are hosted by Councils retransmission sites is maintained to a satisfactory standard</i>					
			GMW	Enhancement of radio services and infrastructure	Advocate to all tiers of government and relevant industry organisations / Ongoing support of self broadcast sites to improve reliability
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>					
			CEO	Advocate and lobby with interest groups	Advocate and lobby with interest groups
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>					
			CEO	Lobby for the enhancement of regional health services and infrastructure	Advocate to all tiers of government and relevant industry organisations
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>					
			GMCCCS	Community accepted aged care services	Engage resources to review and deliver aged care services
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

2.3 Housing				
2.3.1 Review of Council operated social housing				
<i>Ensure that suitable housing is available for all community members</i>				
		GMCCS	Social housing meets community needs	Manage social housing Exit strategy for hand over of social housing to Department
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
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>				
		GMCCS	An efficient and effective Community Bus service	Engage resources to provide the service
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	Minor improvements at other facilities	Engage resources to complete works program in accordance with adopted budget Airport reporting officer requirements meet needs of users
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
<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
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
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>				

			CEO	Lobby for the enhancement of regional education services and infrastructure	Advocate to all tiers of government and relevant industry organisations
		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>			
			MCCS	Provide quality child care services	Engage resources to provide service
		3.1.3 Age friendly communities			
		<i>Advocate improving the range of services and facilities available</i>			
			CEO	Lobby for the enhancement of regional education services and infrastructure	Advocate to all tiers of government and relevant industry organisations
		3.1.4 Community services meets community needs			
		<i>Review the opportunities to expand existing community services and advocate for improved services as identified</i>			
			GMCCS	Community housing operated in accordance with social housing policies	Engage resources to manage community houses
			GMCCS	Support for community organisations	Engage resources to implement Council adopted policy framework
		3.1.5 We will develop a child and youth friendly environment			
		<i>Development and Implement of a Regional Youth Plan</i>			
			GMCCS	Adoption of Youth Plan and implementation	Engage resources to review and implement youth plan
		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>			
			CEO	Lobby for the enhancement of regional education services and infrastructure	Advocate to all tiers of government and relevant industry organisations

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
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>					
			GMCCS	Funding identified for footpath network upgrades	Resource annual works program
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>					
			GMCCS	S&R Plan delivers timely maintenance and improvements for sporting fields and showgrounds	Resource annual works program
			GMCCS	S&R Plan delivers timely maintenance and improvements for Swimming Pools	Resource annual works program
			GMSIA	S&R Plan provides direction and delivers timely capital program	Resource costing, prioritising and delivery of annual capital program
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>					
			GMCCS	Implementation of sport and recreation programme	Engage resources to maintain and enhance facilities and services
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>					
			GMCCS	Implementation of RADF programme	Number of projects and local artists supported
3.4.2 Review and implement Arts and Cultural Strategy					
<i>Review and implementation of North Burnett Arts & Cultural Strategy</i>					
			GMCCS	A functional Arts & Cultural Strategy	Engage resources to develop and implement strategy
			GMCCS	A functioning Multicultural Strategy	Engage resources to develop Multicultural Strategy
			GMCCS	A vibrant arts community in each community and a regional network of galleries	Engage resources to maintain and enhance facilities and services

		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>	
		CEO	Lobby Government
			Liaise with relevant departments to maximised returns for community
		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
		3.5.2 Develop and implement the “One Team” strategy	
		<i>Strengthen our Communities for a healthier, happier future</i>	
		CEO	Development of sustainable programs incorporating community benefits and assistance
		CEO	Launch of the 20 years of service honor board
			20 Year honor board project finalized and launched
		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>	
		GMCCS	Local cultural heritage register is reviewed.
			Adequate resources to review plan
		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
		CEO	Ban Ban Springs Environmental Management Plan Community Reference Group
			Engage resources to support Community Reference Group action items
		3.6.3 Volunteer are supported and encouraged	
		<i>Creating a partnership between volunteers and Council for the betterment of the community</i>	
		GMCCS	Volunteer policy reviewed to ensure positive partnerships
			Opportunities identified and volunteers actively encouraged within the community
		3.6.4 Community grants program which encourages community organisations and develops community capacity	
		<i>Grant Programme is to enable clubs, organisations, groups and families to provide and access servers, events and opportunities</i>	
		GMCCS	Implement community grants in accordance with adopted policy and budget allocations
			Engage resources to support Community activities and opportunities
		3.6.5 Seasonal workers strategy which address social issues and supports and encourages cultural diversity	
		<i>Develop and Implement strategy for Back Packer Management</i>	
		CEO	Community Social Cohesion Committees operated for Monto, Mundubbera and Gayndah
			Engage resources to support social cohesion committees

		3.6.6 Library services developed as community hubs and provide one-stop-shop for all council services			
		<i>Build and enhance on the role of services, including libraries, to develop as community hubs through resource sharing and integration of services</i>			
			GMCCS	Libraries provide services that increases visitor numbers	Provide resources and match hours to meet community needs
			GMCCS	Implementation of Library Strategic Plan	Provide resources for services and facilities management
		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 recourses to support listening tours
		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			
		<i>Maintain and expand links between communities in the North Burnett and Sister Cities</i>			
			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
		3.7.2 Partnerships at local, regional, state and national levels maintained and improved.			
		<i>Maintain connections with Government Department, business and interest groups</i>			
			CEO	Advocate and lobby with interest groups and seek partnerships	Advocate and lobby with interest groups and develop strategic partnerships
		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 an implement a regional signage strategy and corporate style guide	Engage resources to develop strategies and style guide
		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
		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
			GMW	Vibrant community spaces to enhance and promote business attraction	Creation of attractive Central Business District Spaces, including green areas
		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

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					
<i>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</i>					
			GMSIA	Parks, Gardens, streets, public conveniences and facilities meet Australian and International Standards	Resource annual capital works program
4.1.2 Provide sporting, recreational, parks, playgrounds, aquatic facilities that meet the needs of our community					
<i>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</i>					
			GMW	Well maintained Council Facilities	Resource annual works program
4.1.3 Maintain parks and open spaces					
<i>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</i>					
			GMW	Well maintained Public Conveniences	Resource annual works program
			GMW	Well maintained Council Parks, gardens and streets	Resource annual works program
4.2 Celebrating our waterways					
4.2.1 Implement River Asset Management Plan for River Assets					
<i>River Asset Management Plan developed and service delivery is achieving AMP standards</i>					
			GMSIA	AMP (River Assets)	Develop AMP
4.2.2 Promote major tourism assets include water storage sites					
<i>Develop Water Recreational Facility as a key tourism and recreational facility for the region</i>					
			CEO	Council maintains and operates its asset	Engage with key stakeholders to develop facilities
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
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>		
			GMCCS	Implement and amend as identified NBRC Planning Scheme and provide effective and efficient planning services	Engage resources to develop strategies
			GMCCS	Investigate the feasibility and business case of developing more industrial land establishing industrial estates in communities	Engage resources to develop strategies
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 build environments</i>					
			GMCCS	Implementation of the adopted Amenity and Aesthetics Policy	Engage resources to implement
4.5 Protection of cultural heritage					
4.5.1 Manage and promote natural resources, including culturally significant sites in a responsible and sustainable manner.					
<i>Undertake NRM projects and strategic planning for sensitive sites within the region</i>					
			GMW	Flying Fox Management	Liaise with relevant departments to address community concerns
			GMW	Strategic planning and projects are undertaken with other groups	Liaise with other NRM groups e.g. BMRG BCCA and Landcare
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					
<i>A regional wash down bay facility that is support by strategically placed smaller wash down facilities</i>					
			GMW	Protecting areas of high ecological significance area managed effectively	Engage resources to develop strategies
			GMW	Manage wash down facilities	Adequately resource facility
			GMSIA	Washdown Bay - Biggenden	Adequately resource facility

5: The business of Council.						
5.1 Customer focused						
5.1.1 Excellence in customer service to our community.						
<i>Review and implement Councils Community Engagement Strategy</i>						
				GMCCS	Customer Service Charter Adopted with agreed service standards	Engage resources to review and adopt customer service charter and service levels
				GMCCS	Strategy reviewed and adopted by Council	Strategy completed with full communication loop, providing open and timely feed back to customers
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
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
				GMW	Carry out private works activities	Resource annual works program
				GMW	Council depots meets the needs of staff	Depot maintenance completed timely
				GMSIA	Fleet/Plant depreciation funds capital works program	Implementation of Capital Works program for Fleet/Plant with 5 and 10 year plans
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
				GMSIA	Housing options facilitates staff employment	Engage resource to manage and review housing options

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
			GMSIA	Asset Management Plans (AMP (Water)) reviewed and implemented to demonstrate effective service delivery	Engage resources to develop strategies
			GMSIA	Water depreciation funds capital works program	Resource implementation of Capital Works program for Water Network
			GMSIA	Water Network meets the needs of the community	Resource implementation of routine maintenance program for Water Network
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
			GMSIA	Asset Management Plan (Sewerage) reviewed and implemented to demonstrate effective service delivery	Engage resources to develop strategies
			GMSIA	Sewerage depreciation funds capital works program	Implementation of Capital Works program for Sewerage Network
			GMSIA	Sewerage Network meets the needs of the community	Implementation of routine maintenance program for Sewerage Network
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>					
			CEO	Review options for water trading	Engage resources to develop strategies and implement
			GMSIA	Lobby for rural water allocation	Continue to collate information and present a business case
			GMSIA	Management of water provides adequate reliability for urban users and sustainable allocations for rural users	Adequately resourcing

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.					
<i>1 - Provide responsive and efficient systems to enable the delivery of council services.</i>					
			GMCCS	Customer service charter reviewed and implemented	Resource customer service function
			GMCCS	Effective and efficient stores and procurement function	Engage appropriate resourcing
			GMSIA	LPO - Mapping Systems (Operating Item) 2nd year and Final	Engage appropriate resourcing
			GMSIA	Whole of life costing is considered for all new capital works	Engage resources to provide appropriate information
<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
<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
			GMW	Quarries	Engage resources to operate activity
5.4.2 Operational and Capital Budgets programme delivery on time and within budget					
<i>Review and implement levels of transparency and accountability</i>					
			GMCCS	Effective delivery of finance and procurement services	Engage appropriate resourcing
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 effectively provided	Resource annual works program
			GMW	3 - Waste Disposal Services are efficiently and effectively provided	Resource annual works program
			GMW	4 - Recycling revenue increases	Resource programs to encourage recycling
			GMW	5 - Closure plans for waste disposal facilities are implemented	Resource closure plans
5.5.2 Active partner with the WBBROC regional waste management strategy					
<i>Regional Waste Management Plans are reviewed and implemented</i>					

			GMW	1 - Strategic Regional Waste Management Plan implemented	Resource annual works program
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>	
			CEO	Effective delivery of Council policies and procedures	Engage appropriate resourcing
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
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
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
			CEO	HR department delivers cost effective support within agreed service levels	Resource HRM Section
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

		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
			GMCCS	Implement robust risk management strategies.	Implementation annual program
		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
5. 8 Productive partnerships					
		5.8.1 Encourage partnerships for the benefit of the region, our community and economy			
		<i>Increased levels of skills, staff cohesion through training, development and Council sharing and engagement events</i>			
			GMCCS	A sustainable recoveries system is in place	Review and implement recoveries procedures
			CEO	Timely completion of training programs	Implementation annual training program
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>			
			GMSIA	Implement Airport Management Plans	Engage resources to maintain facilities
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>			
			GMW	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
			GMW	Environmental Health (EH) Management Plan annually reviewed and implemented.	Adequate resources to complete annual works program

5.11 Disaster management					
5.11.1 Effective Disaster Management Operations in accordance with the Disaster Management Plan.					
<i>Disaster Management Plan, sub-plans and procedures reviewed and implemented</i>					
			CEO	Disaster Management Plan is current and reviewed annually	Adequate resources to review and implement plan
			CEO	Rural Fire Brigades are supported by Council in partnership with State Government	Adequate resources to meet demands
5.11.2 Disaster mitigation					
<i>MOU / partnership arrangements for the management of SES and other disaster response developed and implemented.</i>					
			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.
			CEO	Sub-Regional Disaster support groups are active	Engage resources to maintain and co-ordinate support groups
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 (landslip, bushfire, flood and earthquake)	Engage resources to review and develop strategies if required
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
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
			GMCCS	Cemetery register maintain and available online	Resource annual works program

5.13 Building and Plumbing Certification					
5.15.1 Safe swimming pools strategy					
<i>Provide effective and efficient building and plumbing services.</i>					
			GMCCS	Building and plumbing function completed in accordance with policy and procedures.	Adequate resources to complete annual works program
5.14 Biosecurity management					
5.14.1 Biosecurity plan					
<i>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</i>					
			CEO	Lobby Government	Engage resources to develop strategies
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
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>					
			GMCCS	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.
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
			GMW	Trade Waste Management Plan/ Inspection program implemented	Resource annual works program
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
			GMW	Develop and implement Stock Route Management Plan	Engage resources to review and develop strategies

	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
	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>			
		CEO	Development and Implementation of Council Water Security Strategy	Engage resources to review strategy and implementation recommendations
	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
	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