Operational Plan 2017/18

Scenic Rim
Regional Council

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INTRODUCTION

Background

This Operational Plan has been prepared to satisfy Council's obligations under the *Local Government Regulation 2012* (the Regulation). This Operational Plan has been prepared concurrently with the 2017/2018 Annual Budget.

The Operational Plan outlines Council's projects and programs that are designed to progress the implementation of the five year Corporate Plan 2013-2018 as required by section 175 of the Regulation.

A **project** is a discrete body of work that occurs within the nominated timeframe. Examples include the delivery of a particular piece of infrastructure, a policy or program review or the implementation of new legislative requirements. Initiatives with a budgetary impact are usually also identified within Council's budget documents; however projects may include activities funded by recurrent budget allocations.

Programs, by contrast, represent the ongoing/recurrent operational activities of Council.

Key performance indicators are nominated for council's projects and programs where reportable to provide a process for the measurement of Council's performance in implementing the 2017/2018 Operational Plan.

Quarterly reports are provided from the Chief Executive Officer to the Council to track the organisation's progress in delivering the nominated projects and programs.

Planning Framework

The Operational Plan is a key component of Council's strategic planning framework, and should be considered in conjunction with other planning documents, including the long-term financial plan, annual budget and Corporate and Community Plans.

The purpose of the 2013-2018 Scenic Rim Regional Council Corporate Plan is to clearly outline the strategic approach that Council will take over the next five years in furthering the goals and objectives of the Scenic Rim Community Plan 2011-2026. This Operational Plan and Council's 2017/2018 Budget detail the actions Council will take each year in furthering the delivery of the strategic direction of the Corporate Plan Council's strategic planning framework is represented in the diagram provided below.

The Corporate Plan is organised around the seven Community Plan Themes:

- ☐ Spectacular Scenery and Healthy Environment;
- ☐ Sustainable and Prosperous Economy;
- ☐ Open and Responsive Government;
- ☐ Relaxed Living and Rural Lifestyle;
- ☐ Vibrant Towns and Villages;
- ☐ Accessible and Serviced Region; and
- ☐ Healthy, Engaged and Resourceful Communities.

The Corporate Plan also identifies an eighth theme of Organisational Sustainability which recognises the non-community facing aspects of Council's activities and operations.

For each Corporate Plan theme, Council has nominated a **statement of intent**, identified **strategies** to be progressed to implement the theme and its policy objectives, and established **measures** in the form of key performance indicators and percentage based reporting to track progress in delivering relevant strategic outcomes.

Each Operational Plan Project and Program relates to a specific primary Corporate Plan Strategy and is grouped in this order. Relevant secondary Corporate Plan strategies are also identified in relation to Projects and Programs. A schedule of Corporate Plan Codes can be found in Appendix 1.

Risk Management

Council is committed to implementing a systematic risk management methodology that identifies and addresses areas of potential risk within Council in a manner that is consistent with Australian Standards. Effective risk management is governed by an organisational Risk Management Framework that establishes the relationship between Council's various risk management components and processes.

A key element of the Risk Management Framework is Council's Organisational Risk Register. This register details how significant risks to the organisation are described, assessed and managed. It is maintained in accordance with Council's Risk Management Policy and the Enterprise risk Management Guidelines. Linkages to the Organisational Risk register for each project and program are detailed by the Operational Plan. This Operational Plan should be read in conjunction with the Organisational Risk Register.

1 Spectacular Scenery and Healthy Environment

STATEMENT OF INTENT

Council recognises the region's unique natural environment and will proactively work to preserve and enhance it in partnership with our community.

STRATEGY

SHE1 Ensure environmental considerations and sustainability principles are integrated into key decision making processes, policies and procedures including future land use planning, and infrastructure and organisational service delivery.

WASTE STRATEGY PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Waste Strategy Implementation Plan delivered	Property & Operations	01-Jul-2017	30-Jun-2018	SHE2, SHE3, SHE4, SHE7

ROADSIDE WEED MANAGEMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Deliver Main Roads Contract 2. Undertake weed management on local government controlled roads 3. Investigate the feasibility to undertake two treatment rounds for declared weeds on council managed lands	Health Building & Environment	01-Jul-2017	30-Jun-2018	SHE2, SHE3, SHE4, SHE7

HABITAT PROTECTION PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Deliver Land for Wildlife Program 2. Deliver Voluntary Conservation Agreements Program 3.Deliver Nature Refuge and Conservation Covenant Program	Health Building & Environment	01-Jul-2017	30-Jun-2018	SHE2, SHE3, SHE4, SHE7

WATERWAYS PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Provide support and develop strong partnerships with key government and non-governmental organisations 2. Partner with key stakeholders to develop a Catchment Action Plan for the Logan and Albert Rivers	Health Building & Environment	01-Jul-2017	30-Jun-2018	SHE2, SHE3, SHE4

RESERVE MANAGEMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Undertake bushfire mitigation works in accordance with Management Plans 2. Undertake pest animal and plant control in council Reserves 3. Review and improve the management framework for maintenance of council bushlands	Health Building & Environment	01-Jul-2017	30-Jun-2018	SHE2, SHE3, SHE4, SHE7, ASR1, HER5

COMMUNITY ENVIRONMENTAL MANAGEMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Deliver community education and awareness program 2. Deliver Community Environmental Grants program	Health Building & Environment	01-Jul-2017	30-Jun-2018	SHE2, SHE3, SHE4, SHE7

BIO-SECURITY PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Deliver private property inspection program 2. Deliver wild dog baiting program	Health Building & Environment	01-Jul-2017	30-Jun-2018	SHE2, SHE3, SHE4, ORG3, ORG4

REGIONALLY SIGNIFICANT SPECIES LIST PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Develop a Regionally significant species list for utilisation in the development assessment process 2. Develop a GIS database of the locations of endangered vulnerable and near threatened species 3. Refine and improve the koala mapping data	Health Building & Environment	01-Jul-2017	30-Jun-2018	SHE2, SHE3, SHE4, SHE7
LANDSCAPE SPECIES PROJECT	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Develop a suitable landscaping species list 2. Utilise landscaping species list in the development assessment process	Health Building & Environment	01-Jul-2017	30-Jun-2018	SHE2, SHE3, SHE4, SHE7
ENVIRONMENTAL ASSESSMENT PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Assess applications against relevant environmental criteria	Health Building & Environment	01-Jul-2017	30-Jun-2018	SHE2, SHE3, SHE4, SHE7

STRATEGY

SHE2 Conserve, protect and enhance the region's unique biodiversity, scenic vistas, natural resources and ecological processes. This will include taking steps to minimise the impact of pest species, improving degraded land and waterways, and protecting and enhancing environmental corridors.

MILLION TREES - SCENIC RIM PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Deliver council's tree programs 2. Investigate external investment opportunities 3. Develop a program that provides trees to improve riparian corridors	Health Building & Environment	01-Jul-2017	30-Jun-2018	SHE3, SHE4, SHE7, RRL3, VTV2

ENVIRONMENTAL EDUCATION PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Establish a Council Environmental working group 2. Develop a series of workshops to engage with local farmers to improve the management of natural resources	Health Building & Environment	01-Sep-2017	30-Jun-2018	SHE1, SHE3, SHE4, SHE7

WATERWAY REVEGETATION PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Identify areas for priority revegetation 2. Develop a GIS system to map these identified areas	Health Building & Environment	01-Jul-2017	30-Jun-2018	SHE1, SHE3, SHE4

BIOLOGICAL CONTROL PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Develop a program for the biological control of pest weeds 2. Integrate biological control into pest program	Health Building & Environment	01-Jul-2017	30-Jun-2018	SHE2, SHE3, SHE4, ORG3, ORG4

BIO-SECURITY PLAN PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Develop a Bio-Security Plan 2. Present the Plan to Council for endorsement	Health Building & Environment	01-Jul-2017	30-Jun-2018	SHE2, SHE3, SHE4, ORG3, ORG4

STRATEGY

SHE5 Provide innovative waste reduction, recycling and management practices to minimise adverse effects of waste on the environment and impacts on the community.

WASTE DISPOSAL PLANNING PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. 10 Year Waste Capital Works Program reviewed 2. Preplanning of Waste Capital Works projects undertaken	Property & Operations	01-Oct-2017	30-Jun-2018	HER5, SHE5, SHE1, SHE7, ASR1

WASTE DISPOSAL CAPITAL WORKS PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Recycle Centre Constructed 2. Second Bin Bay & Metal Bay Constructed 3. New Landfill Cell Designed 4. Procure 3 x 60m2 roll on roll off bins 5. Construct Machinery bay at Landfill 6. Security System Installations - Transfer Stations	Property & Operations	01-Jul-2017	30-Jun-2018	HER5, SHE5, SHE1, SHE7, ASR1

WASTE DISPOSAL - IN-HOUSE OPERATION OF THE BROMELTON LANDFILL PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Procurement of Equipment 2. Recruitment of Staff 3. Finalise New Procedures 4. Ongoing Operation of the Landfill	Property & Operations	01-Jul-2017	30-Jun-2018	HER5, SHE5, SHE1, SHE7, ASR1

WASTE DISPOSAL LOGISTICS - MOVEMENT OF BULK RECYCLING PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Recycling centre operational 2. Materials Recovery Facility Contract in place 3. Recruitment of roll on roll off drivers	Property & Operations	01-Jun-2017	30-Jun-2018	HER5, SHE5, SHE1, SHE7, ASR1

2 Sustainable and Prosperous Economy

STATEMENT OF INTENT

Council will contribute to the enhancement of our regional identity and support and foster sustainable economic growth for existing and new business to create local employment opportunities within our region whilst recognising the values and wellbeing of our community and natural environment.

STRATEGY

SPE1 Encourage local investment and sustainable business practices and provide appropriate tools, opportunities**,** incentives and support to our business sector to build capacity, expertise, broaden the region's economic base and enhance innovation.

ECONOMIC DEVELOPMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Implement Tourism Strategy 2. Implement Economic Development Plan	Community and Culture	01-Jul-2017	30-Jun-2018	SPE3, ORG1, OS1
ECONOMIC DEVELOPMENT AND TOURISM PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Delivery of Eat Local Week Events 2. Bromelton Consultative Group Updates	Community and Culture	01-Jul-2017	30-Jun-2018	SPE3, ORG1, OS1

STRATEGY

SPE2 Invest in appropriate infrastructure to stimulate the ongoing development of our region.

ALLIANCE AND CONTRACT WORKS PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Routine Maintenance Performance Contract 2. Private works 3. Other Department of Transport and Main Roads Contracts 4. Works for other Councils	Works	01-Jul-2017	30-Jun-2018	SPE3, ORG5, OS2

VISITOR INFORMATION CENTRES PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Improve links between the Visitor Information Centres and the business community	Community and Culture	01-Jul-2017	30-Jun-2018	RRL2, VTV2, OS2

STRATEGY

SPE3 Ensure we operate in a way that recognises and supports business needs and aspirations while protecting broader community and environmental interests.

DEVELOPMENT OF A NEW SCENIC RIM PLANNING SCHEME PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Council resolve to seek the Minister's approval to adopt the draft Local Government Infrastructure Plan. 2. Council resolve to seek the Minister's approval to adopt the draft Scenic Rim Planning Scheme.	Planning	01-Jul-2017	30-Jun-2018	RRL3, RRL4, SHE1, SPE1, SPE4, ORG2, ORG5, VTV4, OS2

3 Open and Responsive Government

STATEMENT OF INTENT

Council will provide leadership that supports the diverse needs of our community. We value this diversity and will actively engage to deliver a range of affordable services in an efficient and fair manner. We will acknowledge the aspirations of our community when making decisions in an ethical and transparent way.

STRATEGY

ORG1 Continue to develop initiatives and processes to communicate and engage with our diverse community.

INFORMATION ACCESS AND PRIVACY PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Deliver compliant statutory and performance reporting 2. Maintain compliant information / disclosure registers 3. Maintain compliant right to information publication scheme and information request management process 4. Maintain compliant information privacy functions	Governance	01-Jul-2017	30-Jun-2018	ORG2, ORG3, ORG4, OS2, OS3
COMMUNITY CONNECTIVITY PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Provide community engagement advisory function consistent with Community Engagement Policy 2. Utilise relevant communication channels to connect with Scenic Rim community 3. Provide a communication channel to the community in disaster situations for the Local Disaster Management Group	Executive Management	01-Jul-2017	30-Jun-2018	ORG2

STRATEGIC COMMUNICATION PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Maintain positive relationships with media organisations and ensure enquiries are responded to within agreed timeframes 2. Prepare corporate communication materials and distribute to media and external stakeholders as required. 3. Monthly media monitoring reports provided to Councillors and Executive Team	Executive Management	01-Jul-2017	30-Jun-2019	OS2, OS3, OS4

COMPLAINTS MANAGEMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Maintain the Complaints Management Program 2. Promote compliance with the Complaints Management Framework and advise on best practice 3. Facilitate annual review of Complaints Management Policy by Council	Governance	01-Jul-2017	30-Jun-2018	SPE3, ORG1, ORG2 ORG4, ORG5, OS1 OS2, OS4

CORPORATE IDENTITY PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Maintain Council website presence. 2. Provide graphic design support to Council to assist in delivery of operational and organisational objectives 3. Ensure material complies with Council branding and professional standards	Executive Management	01-Jul-2017	30-Jun-2018	ORG2

REGIONAL COLLABORATION PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Provide support to the Mayor and Chief Executive Officer in maintaining inter-governmental and inter-regional relationships	Executive Management	01-Jul-2017	30-Jun-2018	ORG2

STRATEGY

ORG3 Create a corporate environment underpinned by ethical behaviour that fosters a proactive customer service culture, processes and procedures that progress open and accountable governance and apply a risk management approach.

FLEET PROCUREMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Fleet Procurement Program delivered	Fleet	01-Jul-2017	30-Jun-2018	OS1, OS4 SHE1, ASR1

POLICY DEVELOPMENT AND REVIEW PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Maintain policy register 2. Provide coordinated policy development and support services	Governance	01-Jul-2017	30-Jun-2018	SPE3, ORG1, ORG2 ORG4, ORG5, OS1 OS2, OS4

DELEGATIONS AND AUTHORISATIONS PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Maintain compliant delegations processes and registers 2. Maintain compliant local government authorised persons and worker systems 3. Facilitate annual review of delegations by Council to Chief Executive Officer	Governance	01-Jul-2017	30-Jun-2018	SPE3, ORG4

CORPORATE COMPLIANCE TRAINING AND DEVELOPMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Deliver corporate induction to commencing employees 2. Deliver training in corporate performance management systems	Governance	01-Jul-2017	30-Jun-2020	ORG4, OS2, OS4, OS6

STRATEGY

ORG4 Provide streamlined and practical regulatory services that deliver on the shared vision with the community.

REVENUE MANAGEMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Ensure rates are levied in accordance with statutory timeframes 2. Monitor outstanding rates and enforce collection actions	Finance	01-Jul-2017	30-Jun-2018	ORG3, OS2 OS3, OS4

LOCAL LAW REVIEW PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Conduct and implement consequential amendments to Local Laws in anticipation of adoption of new Planning Scheme 2. Maintain register of requested amendments to Local Laws	Governance	01-Jun-2017	30-Jun-2018	SPE3, ORG2

INFORMATION MANAGEMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Management of incoming correspondence 2. Internal audit program on compliance with records standards 3. Provide information archiving services	Information Services	01-Jul-2017	30-Jun-2018	ORG3, OS3, OS4

DEVELOPMENT ASSESSMENT SERVICE AND IMPROVEMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Continuation of the development assessment improvement process 2. Processing summary for Development Applications 3. Development Assessment business improvement	Planning	01-Jul-2017	30-Jun-2018	SPE3, ORG4, OS2

4 Relaxed Living and Rural Lifestyle

STATEMENT OF INTENT

Council will manage future growth opportunities and development to preserve our natural assets and to enhance our rural lifestyle.

STRATEGY

RRL1 Assist the community to build capacity to respond to their needs and aspirations while also delivering programs and supporting events that promote active participation across all sections of our community.

ARTS AND CULTURE PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Implement Arts and Culture Plan objectives 2. Operate Cultural Centres 3. Heritage and Public Art program	Community and Culture	01-Jul-2017	30-Jun-2018	HER1, HER4 VTV2, VTV3

COMMUNITY DEVELOPMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Implement Health & Wellbeing Plan and Priorities 2. Deliver Be Healthy & Active Program 3. Deliver Council community events program 4. Deliver Sports & Recreation Programs 5. Deliver Youth Leadership Program 6. Development Master Plan - Jubilee Park	Community and Culture	01-Jul-2017	30-Jun-2018	HER1, HER4 VTV2, VTV3

CULTURAL SERVICES PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Consultation with local indigenous community on arts, culture and heritage 2. Deliver Event and Capacity Build Community in Readiness for Commonwealth Games 3. Deliver Studios and Cultural Trails of the Scenic Rim 4. Fires on Top of Mountains - Second Stage Implementation	Community and Culture	01-Jul-2017	30-Jun-2018	HER1, HER4 VTV2, VTV3

STRATEGY

RRL4 Develop a planning vision and supporting planning instruments for the region which promotes community aspirations and clearly articulates the unique qualities of our natural assets and the identity of our towns, villages and communities.

DEVELOPMENT ASSESSMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Development Application Assessment Services 2. Planning and Flooding Certificates 3. Pre-lodgement and development advisory services	Planning	01-Jul-2017	30-Jun-2018	SHE1, SPE3, ORG3, ORG4, VTV4
BUILDING AND PLUMBING PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Provide Building approval services 2. Provide Plumbing approval services 3. Provide Plumbing compliance services	Health Building & Environment	01-Jul-2017	30-Jun-2018	SPE3, ORG3 ORG4, VTV4
LAND USE PLANNING PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Respond to and implement changes to state and regional planning policy and legislation	Planning	01-Jul-2017	30-Jun-2018	ORG5, RRL3
DEVELOPMENT COMPLIANCE PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Provide proactive Higher Risk Development compliance assessment 2. Provide Development Compliance Services 3. Provide Building Compliance Services 4. Provide Local Laws Compliance Services	Health Building & Environment	01-Jul-2017	30-Jun-2018	SPE3, ORG3 ORG4, VTV4

BEECHMONT LOCAL PLANNING STUDY PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Engage consultancy team to undertake Beechmont Local Planning Study 2. Delivery of Beechmont Local Planning Study substantially commenced	Planning	04-Sep-2017	28-Jun-2019	ORG5, RRL3
SCENIC RIM REGIONAL COUNCIL FLOOD HAZARD MANAGEMENT AND DISASTER MITIGATION ASSESSMENT PROJECT	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Completion of draft flood study and mapping for review 2. Completion of project	Planning	05-Dec-2017	22-Dec-2017	ORG5, RRL3

5 Vibrant Towns and Villages

STATEMENT OF INTENT

Council will work to improve the vibrancy of our towns and villages whilst recognising their heritage values and natural assets.

STRATEGY

VTV1 Provide support to the community to own, develop and deliver diverse initiatives that reflect their individual character.

VIBRANT AND ACTIVE TOWNS AND VILLAGES PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Project governance commenced	Property & Operations	01-Jul-2017	30-Jun-2018	VTV2, VTV3, VTV4 HER1, ASR1
COMMUNITY DEVELOPMENT GRANTS PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Community grants 2. Sport and recreational grants	Community and Culture	01-Jul-2017	30-Jun-2018	VTV3
CULTURAL GRANTS PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Regional Arts Development Fund (RADF) Grants	Community and Culture	01-Jul-2017	30-Jun-2018	VTV3

STRATEGY

VTV5 Ensure the provision of parks, open spaces and community infrastructure is consistent with identified local and regional needs.

PARKS, GARDENS AND CEMETERIES PLANNING PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. 10 Year Parks, Gardens and Cemeteries Capital Works Program reviewed 2. Preplanning of Parks, Gardens and Cemeteries Capital Works projects undertaken	Property & Operations	01-Nov-2017	30-Jun-2018	SHE1, RRL2, RRL4, ASR1

FACILITIES PLANNING PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. 10 year Facilities Capital Works Program reviewed 2. Preplanning for Facilities Capital Works projects undertaken	Property & Operations	01-Jul-2017	30-Jun-2018	SHE1, RRL2, RRL4, ASR1

FACILITIES CAPITAL WORKS PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Facilities Capital Works program delivered	Property & Operations	01-Jul-2017	30-Jun-2018	SHE1, RRL2

PARKS, GARDENS AND CEMETERIES CAPITAL WORKS PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Parks, Gardens and Cemeteries Capital Works program delivered	Property & Operations	01-Jul-2017	30-Jun-2018	SHE1, SHE2, RRL2, RRL4

FACILITIES OPERATIONS AND MAINTENANCE PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Facilities Operations and Maintenance program delivered	Property & Operations	01-Jul-2017	30-Jun-2018	SHE1, RRL2

PARKS, GARDENS AND CEMETERIES OPERATIONS AND MAINTENANCE PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Parks, Gardens and Cemeteries Operations and Maintenance program delivered	Property & Operations	01-Jul-2017	30-Jun-2018	ASR2, SHE1, SHE2 RRL2, RRL4

6 Accessible and Serviced Regions

STATEMENT OF INTENT

Council will provide and advocate for infrastructure and services in accordance with the prioritised needs of our growing community.

STRATEGY

ASR1 Apply asset management, financial and environmental sustainability principles as fundamental components of infrastructure planning and management.

ASSET MANAGEMENT STRATEGY PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Continue to improve Asset Management System 2. Continue to improve Asset Management Plans 3. Improve Asset Management awareness and capability across Council 4. Continue to integrate Asset Management across Council	Infrastructure Services Management	01-Jul-2017	30-Jun-2018	ASR2, ASR3,SPE2, ORG5, OS1, SHE1, VTV5

PROPERTY MANAGEMENT STRATEGY PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Manage leases and agreements 2. Deliver corporate and internal services 3. Deliver external and community services 4. Manage Council land and property in a strategic manner	Property & Operations	01-Jul-2017	30-Jun-2018	RRL2

ASSET VALUATIONS PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Review of asset valuation assumptions prior to preparation of annual financial statements 2. Indexation applied to asset valuations performed for the year ended 30 June 2018 3. External asset valuation of some asset classes to occur by 30 June 2018	Finance	01-Jul-2017	30-Jun-2018	ORG3, OS1, OS3, OS4

BRIDGE STRATEGY PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Ensure Community Service Levels for the region's bridge network provides a level of service that meets the needs of the community. 2. Bridge network Infrastructure- Provide a network of bridge infrastructure to service the range of needs of the community throughout the region in the sustainable manner. 3. Infrastructure Operation and maintenance - Ensure the constructed bridge infrastructure is operated and maintained in an efficient and effective manner to meet the service level expected of the infrastructure over the life of the asset. 4. Resource Capability - Ensure continued resource capability by having a skilled workforce, appropriate resources and source materials to continue to support the provision of the bridge network 5. Land Use Planning - Ensure land use planning delivers sustainable and efficient bridge network. 6. Project Prioritisation - Ensure renewal, upgrades and new bridge infrastructure projects are prioritised according to network needs. 7. Private and Utility Infrastructure in Road Reserve - Ensure the installation of private and utility infrastructure in road reserves does not compromise the function and safety of the bridge network.	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1

ASSET MANAGEMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Road Asset Management Plan updated 2. Bridges & Major Culvert Asset Management Plan update 3. Stormwater Asset Management Plan updated 4. Data Collection & Condition Assessment of infrastructure assets 5. Infrastructure spatial data updated	Infrastructure Services Management	01-Jul-2017	30-Jun-2018	ASR2, ASR3,SPE2, ORG5, OS1, SHE1, VTV5

ROADS AND STREETS STRATEGY PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Ensure Community Service Levels for the region's road network provides a level of service that meets the needs of the community. 2. Road network Infrastructure- Provide a network of roads to service a range of needs of the community throughout the region in a sustainable manner. 3. Infrastructure Operation and maintenance - Ensure the constructed infrastructure is operated and maintained in an efficient and effective manner to meet the service level expected of the infrastructure over the life of the asset. 4. Project Prioritisation - Ensure renewal, upgrades and new road infrastructure projects are prioritised according to risk mitigation approach. 5. Private and Utility Infrastructure - Ensure the installation of private and utility infrastructure in road reserves does not compromise the function and safety of the road.	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1

ROADS AND STREETS PLANNING PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. 10 Year Roads and Streets Capital Works Program reviewed 2. Preplanning of Roads and Streets Capital Works projects undertaken	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1

BRIDGE PLANNING PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. 10 Year Bridges Capital Works Program reviewed 2. Preplanning of Bridge Capital Works projects undertaken	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1

FLOODWAYS AND CAUSEWAY PLANNING PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. 10 Year Floodways and Causeway Capital Works Program reviewed 2. Preplanning of Floodways and Causeway Capital Works projects undertaken	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1

FLOODWAYS AND CAUSEWAY STRATEGY PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Ensure Community Service Levels for the region's floodway and causeway infrastructure provides a level of service that meets the needs of the community. 2. Personal and Property Security - Provision of floodway and causeway infrastructure to ensure stormwater does not adversely impact on persons using the transport network. 3. Floodway and Causeway Network Infrastructure - Provide a network of floodway and causeway infrastructure servicing the transport needs of the community throughout the region in a sustainable manner. 4. Infrastructure Operation and maintenance - Ensure the constructed infrastructure is operated and maintained in an efficient and effective manner to meet the service level expected to perform as the design intended. 5. Land Use Planning - Ensure land use planning delivers development that has a focus on sustainable and efficient transport network. 6. Project Prioritisation - Ensure renewal, upgrades and new floodway and causeway infrastructure projects are prioritised according to network needs. 7. Floodways and Causeways Strategy reviewed 8. Implementation Plan developed	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1

FOOTPATHS AND BIKEWAYS PLANNING PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. 10 Year Footpaths and Bikeways Capital Works Program reviewed 2. Preplanning of Footpaths Bikeways Capital Works projects undertaken	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1

ROADS AND STREETS CAPITAL WORKS PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Roads and Streets Capital Works Program delivered	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1

ROADS AND STREETS OPERATIONS AND MAINTENANCE PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Roads and Streets Operations and Maintenance program delivered 2. Private Infrastructure Roads managed 3. Unconstructed roads issues managed	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1
BRIDGE CAPITAL WORKS PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Bridge Capital Works Program delivered	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1
FLOODWAYS AND CAUSEWAY CAPITAL WORKS PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Floodways and Causeway Capital Works Program delivered	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1
FLOODWAYS AND CAUSEWAY OPERATIONS AND MAINTENANCE PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Floodways and Causeway Operations and Maintenance program delivered	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1
FOOTPATHS AND BIKEWAYS CAPITAL WORKS PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Footpaths and Bikeways Capital Works program delivered	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1

FOOTPATHS AND BIKEWAYS OPERATIONS AND MAINTENANCE PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Footpaths and Bikeways Operations and Maintenance program delivered	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1

STRATEGY

ASR2 Promote a sustainable infrastructure network which provides adequate accessibility across the region.

FOOTPATHS AND BIKEWAYS STRATEGY PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Ensure Community Service Levels for the region's footpaths and bikeway network provides a level of service that meets the needs of the community 2. Infrastructure - Provide a network of footpaths and bikeways to service the range of needs of the community throughout the region in a sustainable manner. 3. Infrastructure Operation and maintenance - Ensure the constructed footpath and bikeway infrastructure is operated and maintained in an efficient and effective manner to meet the service level expected of the infrastructure over the life of the asset. 4. Land Use Planning - Ensure land use planning delivers development that has a focus on sustainable and efficient footpath and bikeway networks within urban areas. 5. Project Prioritisation - Ensure renewal, upgrades and new infrastructure projects are prioritised according to risk mitigation approach. 6. Private and Utility Infrastructure - Ensure the installation of private and utility infrastructure in road reserves does not compromise the function and safety of footpaths and bikeways.	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1

STORMWATER NETWORK ANALYSIS PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Hydraulic capacity of stormwater networks analysed and improvement projects identified	Infrastructure Services Management	01-Jul-2017	30-Jun-2018	ASR1, ASR3, SHE1, SPE2, ORG5, OS1

DEVELOPMENT ASSESSMENT - OPERATIONAL WORKS PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Operational Works assessment services delivered	Design, Survey & Operational Works	01-Jul-2017	30-Jun-2018	SPE3, ORG3, ORG4, VTV4, SPE1
BRIDGE OPERATIONS AND MAINTENANCE PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Bridge Operations and Maintenance Program delivered	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1
DESIGN SERVICES PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Designs for asset construction, renewal and maintenance 2. Technical Advice on Development Applications	Design, Survey & Operational Works	01-Jul-2017	30-Jun-2018	SPE3, ORG3, ORG4, VTV4, SPE1

URBAN DRAINAGE STRATEGY PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Ensure Community Service Levels for the region's drainage networks provide a level of service that meets the needs of the community. 2. Personal and Property Security - Provision of stormwater infrastructure to ensure stormwater runoff does not adversely impact on persons and property. 3.Stormwater Network Infrastructure - Provide a network of stormwater infrastructure that manages the stormwater runoff to the extent set down in the community service level 4. Infrastructure Operation and maintenance - Ensure the constructed stormwater infrastructure is operated and maintained in an efficient and effective manner over its useful life to perform as the design intended. 5. Ensure Land use Planning delivers development that has a focus on effective management of stormwater runoff through the development and does not adversely impact on downstream properties. 6. Project Prioritisation - Ensure the upgrades to or the installation of stormwater drainage infrastructure projects are prioritised according to a risk mitigation approach. 7. Urban Drainage Strategy reviewed 8. Implementation Plan developed	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1

URBAN DRAINAGE PLANNING PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. 10 Year Urban Drainage Capital Works Program reviewed 2. Preplanning of Urban Drainage Capital Works projects undertaken	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1

URBAN DRAINAGE CAPITAL WORKS PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Urban Drainage Capital Works Program delivered	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1

URBAN DRAINAGE OPERATIONS AND MAINTENANCE PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Urban Drainage Operations and Maintenance program delivered	Works	01-Jul-2017	30-Jun-2018	ASR2, ASR3, SHE1, SPE2, ORG5, OS1

7 Healthy, Engaged and Resourceful Communities

STATEMENT OF INTENT

Council will build and strengthen the social fabric of our growing region which is based on friendly, active and healthy communities and our natural environment.

STRATEGY

HER3 Provide a contemporary and independent library service throughout the region and partner state government agencies to ensure services reflect agreed State standards.

LIBRARIES PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Implement Library Services Strategic Plan priorities 2. Operate library branches and provide events, activities and services that are inclusive	Community and Culture	01-Jul-2017	30-Jun-2018	SPE2, SPE4, ORG1, ORG3, RRL1, RRL2, VTV2, VTV3, ASR1, HER1, HER2, HER3, HER4, OS2

STRATEGY

HER5 Deliver public health and safety risk management initiatives, education and healthy lifestyle programs that promote and support a safe and healthy living environment.

DISASTER MANAGEMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Local Disaster Management Plan reviewed 2. Annual Disaster Management exercise undertaken 3. State Emergency Service (SES) operations supported as required by Legislation 4. Expand Council's internal capacity and capability towards disaster management 5. Support through governance the Local Disaster Management Group (LDMG), Sub-Committees and Working Groups	Infrastructure Services Management	01-Jul-2017	30-Jun-2018	ORG3, ORG4, ORG5, ASR3, HER2

PUBLIC HEALTH PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Deliver School-based immunisation program 2. Provide Public Health regulatory services 3. Provide Food Safety Management services 4. Vector Control services 5. Provide Environmental Protection regulatory services	Health Building & Environment	01-Jul-2017	30-Jun-2018	SHE1, SHE2, SHE3, VTV1, SPE1, ORG3, ORG4, OS2, OS3

WASTE DISPOSAL TRANSFER STATIONS OPERATIONS AND MAINTENANCE PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Waste Disposal Operations and Maintenance program delivered	Property & Operations	01-Jul-2017	30-Jun-2018	SHE5, SHE1, SHE2, SHE7, ASR1

DISASTER MANAGEMENT STRATEGY PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Disaster Management Strategy reviewed 2. Disaster Management Strategy Implementation Plan developed 3. Disaster Risk Assessment and Treatment Plan developed 4. Community Education and Awareness Plan developed 5. Continue to implement Environmental Risk Science and Audit (ERSA) Risk Treatment Plan	Infrastructure Services Management	01-Jul-2017	30-Jun-2018	ORG3, ORG4, ORG5, ASR3, HER2

ANIMAL MANAGEMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Deliver dog registration program 2. Provide animal control services 3. Provide stock control services 4. Deliver animal management education program	Health Building & Environment	01-Jul-2017	30-Jun-2018	ORG3, ORG4, ORG5, ASR3, HER2

SCHOOL BASED IMMUNISATION PROGRAM PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Undertake the Meningococcal school based vaccination program 2. Provide a report to the Chief Executive Officer on the introduction of the Meningococcal vaccination program.	Health Building & Environment	01-Jul-2017	30-Jun-2018	SHE1, SHE2, SHE3, VTV1, SPE1, ORG3, ORG4, OS2, OS3

8 Organisational Sustainability

STATEMENT OF INTENT

Council strives to be a high performing and financially sustainable organisation with robust governance structures based on the principles of risk management and continuous improvement. We offer a safe, positive work environment, value and reward our staff and are committed to providing ongoing development and training.

STRATEGY

OS1 Implement and maintain an integrated strategic planning framework across Council, which embeds performance, financial and asset management principles.

LONG TERM FINANCIAL FORECAST INCLUDING ANNUAL BUDGET PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Report actual performance against budget to Council monthly 2. Perform quarterly budget reviews 3. Deliver annual budget in accordance with statutory timeframes and Council's endorsed budget timetable	Finance	01-Jul-2017	30-Jun-2018	OS1
TREASURY MANAGEMENT PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Invest funds surplus to requirements in accordance with legislation and Council's Investment Policy 2. Management of forecast cash flows ensuring sufficient liquidity to support Council's operations	Finance	01-Jul-2017	30-Jun-2018	ORG3, OS2, OS3, OS4
ACCOUNTS RECEIVABLE AND PAYABLES MANAGEMENT PROGRAM	**DEPARTMENT**	**START DATE**	**END DATE**	**SECONDARY STRATEGY LINKS**
1. Management of staff and Councillor payments in accordance with required time frames 2. Management of supplier payments in accordance with established time frames 3. Monitor outstanding debtors and enforce collection actions	Finance	01-Jul-2017	30-Jun-2018	ORG3, OS2, OS3, OS4

STATUTORY FINANCIAL REPORTING PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Deliver annual financial reports in accordance with statutory timeframes 2. Coordinate external audit and delivery of requirements in accordance with the external audit timetable	Finance	01-Jul-2017	30-Jun-2018	ORG3, OS3, OS4

STRATEGY

OS2 Deliver quality customer-focused services while recognising the impact on the capacity of ratepayers to pay, and contain rate increases as much as practicable.

STAFFING AND ADMINISTRATION PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Effective, efficient and legally compliant recruitment and selection practices 2. An organisational structure that reflects appropriate relativities 3. Accurate and legally compliant administration of employee records	Human Resources	01-Jul-2017	30-Jun-2018	OS3, OS4, OS5, OS6, ORG1, ORG3

CUSTOMER SERVICE PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Implement priorities from Customer Contact strategy	Community and Culture	01-Jul-2017	30-Jun-2018	OS3, OS4, OS5, ORG1, ORG3, ORG4

CORPORATE PROCUREMENT MANAGEMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Management of centralised procurement function 2. Management of stores inventory in accordance with operational requirements 3. Coordinate equipment safety inspections in accordance with required timeframes 4. Conduct annual stocktake of stores inventory	Finance	01-Jul-2017	30-Jun-2018	SPE1, SPE3, ORG3 OS3, OS4

TRAINING AND DEVELOPMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Annual Corporate Training Programs addressing Training needs identified through the annual Personal Performance and Development (PPD) process. 2. Corporate Induction that is timely, professional and informative. 3. Management and Leadership Development that contributes to ethical and highly competent Management and Leadership across the organisation.	Human Resources	01-Jul-2017	30-Jun-2018	OS3, OS4, OS5, OS6, ORG3

CUSTOMER CONTACT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Operate Council customer Contact Centres 2. Review and progress customer contact continuous improvements initiatives	Community and Culture	01-Jul-2017	30-Jun-2018	OS3, OS4, OS5, ORG1, ORG3, ORG4

WORKPLACE HEALTH AND SAFETY PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. A Workplace Health and Safety Management System that ensures compliance with Workplace Health and Safety legislation and minimises risk to the health and safety of all workers. 2. A Rehabilitation and Return to Work Framework that ensures compliance with Workers' Compensation legislation. 3. An Employee Wellbeing Framework that enhances the wellbeing of our employees and contributes to higher staff morale and productivity.	Human Resources	01-Jul-2017	30-Jun-2018	OS3, OS4, OS5 OS6, ORG3

EMPLOYEE RELATIONS PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Employee Relations practices that enhance productivity through prompt and effective resolution of all staff disciplinary and performance related matters. 2. A Corporate Citizenship Program that ensures that all staff are familiar with behavioural expectations based on employment legislation, Code of Conduct and Corporate Values.	Human Resources	01-Jul-2017	30-Jun-2018	OS3, OS4, OS5, OS6, ORG3

ORGANISATIONAL DEVELOPMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Staff engagement through biannual Corporate Culture and Climate Surveys. 2. Action Plans to address matters identified in the biannual Corporate Culture and Climate Surveys. 3. A contemporary Workforce Planning Framework 4. A Staff Reward and Recognition Framework	Human Resources	01-Jul-2017	30-Jun-2018	OS3, OS4, OS5, OS6, ORG3

STRATEGY

OS3 Provide corporate business systems to drive effective and efficient delivery of services and infrastructure.

GOVERNANCE AND POLICY PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Administrative support for Council functions 2. Internal advisory services 3. Implement legislation compliance monitoring program	Governance	01-Jul-2017	30-Jun-2018	ORG2, OS1, OS4

FINANCIAL MANAGEMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Prepare and submit monthly Goods & Services Tax returns in accordance with statutory time frames. 2. Management of Council's loan program. 3. Annual stocktake of portable and attractive asset register. 4. Prepare and submit annual Fringe Benefits Tax return in accordance with statutory time frames.	Finance	01-Jul-2017	30-Jun-2018	ORG3, OS1, OS4

SOFTWARE MANAGEMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Management of software licences and support agreements 2. Maintenance and support of business systems	Information Services	01-Jul-2017	30-Jun-2018	ORG4, OS4

FLEET PLANNING PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. 10 Year Fleet Services Procurement Program reviewed 2. Preplanning of Fleet Services procurement undertaken	Fleet	01-Jul-2017	30-Jun-2018	OS1, OS4, SHE1, ASR1

PROPERTY AND LAND RECORD MANAGEMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Ensure name and address records and land and property records are updated in accordance with required timeframes	Finance	01-Jul-2017	30-Jun-2018	ORG3, ORG4, OS2, OS4

FLEET SERVICE OPERATIONS AND MAINTENANCE PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Workshop operations maximising fleet availability 2. Fleet maintained to manufacturers' requirements 3. Fabrication items delivered	Fleet	01-Jul-2017	30-Jun-2018	OS1, OS4, SHE1, ASR1

CORPORATE PERFORMANCE AND PLANNING PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Deliver Operational Plan performance reports to the Executive Team 2. Drafting and preparation of Council's Annual Report 3. Review of Council's Corporate Plan and Community Plan 4. Deliver Quarterly Reports to Council	Governance	01-Jul-2017	30-Jun-2018	SHE1, SPE4, ORG2, OS1, OS4

GEOGRAPHICAL INFORMATION SYSTEMS (GIS) PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Maintain internal mapping system and integration with core property and rating system 2. Maintain and update mapping component of online property enquiry system. 3. Maintain street and rural road numbering in conjunction with relevant Departments.	Information Services	01-Jul-2017	30-Jun-2018	ORG4, OS2, OS4

HELPDESK SYSTEM OF INFORMATION TECHNOLOGY PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Delivery of helpdesk services	Information Services	01-Jul-2017	30-Jun-2018	ORG3, OS2, OS4

FLEET BUSINESS PLAN PROJECT	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Continue to improve asset management processes 2. Continue to improve asset management information system 3. Continue to improve asset management data and knowledge 4. Fleet Business Plan reviewed 5. Fleet Business Plan Delivery Program developed	Fleet	01-Jul-2017	30-Jun-2018	OS1, OS4, SHE1, ASR1

STRATEGY

OS4 Implement effective risk management and maintain contemporary business processes.

AUDIT AND RISK PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Administer Risk Management framework 2. Provide advice and support on risk management to Council service areas 3. Administer internal audit function 4. Audit and Risk Committee	Governance	01-Jul-2017	30-Jun-2018	ORG3, HER5

INSURANCE RISK MANAGEMENT PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Management of insurance claims 2. Ensure Council's insurance requirements are met and adequate coverage is maintained	Finance	01-Jul-2017	30-Jun-2018	ORG3, OS2, OS3

BUSINESS CONTINUITY FOR INFORMATION TECHNOLOGY PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Testing of Business Continuity Systems 2. Review of interconnection points between vendors to ensure that systems are not vulnerable to cyber attack	Information Services	01-Jul-2017	30-Jun-2018	ORG3, OS2, OS4

STRATEGY

OS5 Build effective leadership and management capabilities across the organisation, encourage teamwork and innovation.

INTERNAL COMMUNICATION PROGRAM	DEPARTMENT	START DATE	END DATE	SECONDARY STRATEGY LINKS
1. Provide internal communication function which assists in promoting organisational culture, reflects Council's values, and fosters staff awareness of the organisation and its activities	Executive Management	01-Jul-2017	30-Jun-2018	OS2

KEY PERFORMANCE INDICATORS

Corporate Plan Theme	KPI Title	KPI Descriptor	KPI Target	Department
1.0 Spectacular Scenery and Healthy Environment	Pest Management	1. Programed property inspections undertaken in accordance with operational guidelines	95%	Health, Building & Environment
1.0 Spectacular Scenery and Healthy Environment	Pest Management	2. Nominated roadside (local road) weed control activities undertaken in accordance with operational guidelines	95%	Health, Building & Environment
1.0 Spectacular Scenery and Healthy Environment	Reserve Management	1. Undertake bushfire mitigation works in accordance with Management Plan	95%	Health, Building & Environment
1.0 Spectacular Scenery and Healthy Environment	State Road Weed Control	1. Nominated weed control activities on State roads undertaken in in accordance with treatment schedule	95%	Health, Building & Environment
2.0 Sustainable and Prosperous Economy	Development Application Responses	1. Assessment of applications within applicable service standards	100%	Health, Building & Environment
2.0 Sustainable and Prosperous Economy	Development Assessment	1. Development Assessment acknowledgement notice issued within statutory timeframe (10 business days)	100%	Planning
2.0 Sustainable and Prosperous Economy	Development Assessment	2. Average Actual Time to issue a Development Assessment acknowledgement notice is 5 business days or less	5 business days	Planning
2.0 Sustainable and Prosperous Economy	Development Assessment	3. Development Assessment information request issued with statutory timeframe (20 business days)	100%	Planning
2.0 Sustainable and Prosperous Economy	Development Assessment	4. Average actual time taken to issue Development Application information request is 15 business days	15 business days	Planning
2.0 Sustainable and Prosperous Economy	Development Assessment	5. Applicant contacted within 2 business days of lodgement of a properly made Development Application	100%	Planning
2.0 Sustainable and Prosperous Economy	Development Assessment	6. Development Application allocated to an officer within 2 business days	100%	Planning
2.0 Sustainable and Prosperous Economy	Development Assessment	7. Number of extensions to information requests period for Development Applications received less than 20%	>20%	Planning
2.0 Sustainable and Prosperous Economy	Development Assessment	8. Number of development application fee amendments less than 5%	>5%	Planning
2.0 Sustainable and Prosperous Economy	Operational Works	1. Operational Works development applications assessed within statutory timeframes	100%	Infrastructure Services
2.0 Sustainable and Prosperous Economy	Planning Certificates	1. Planning certificates issued within statutory timeframes	100%	Planning
2.0 Sustainable and Prosperous Economy	Planning Certificates	2. Flood Certificates issued within 5 business days of request.	100%	Planning
2.0 Sustainable and Prosperous Economy	Planning Certificates	3. Plan Endorsement Applications processed within 10 business days of all information being received.	100%	Planning

2.0 Sustainable and Prosperous Economy	Survey Plans	1. Signing of survey plans managed in accordance with statutory timeframes	100%	Property & Operations
3.0 Open and Responsive Government	Complaints Management	1. Customer acknowledgement of complaints within 14 business days	100%	Regional Services
3.0 Open and Responsive Government	Information Access and Privacy	1. Right to Information and Information Privacy applications processed within statutory timeframes	100%	Regional Services
3.0 Open and Responsive Government	Policy Development and Review	1. Council policies reviewed within nominated review schedule	90%	Regional Services
3.0 Open and Responsive Government	Statutory Financial Reporting	1. Annual financial statements audited and signed by QAO by 31 October	100%	Finance
4.0 Relaxed Living and Rural Lifestyle	Building and Plumbing	1. Building applications approved within statutory timeframes (20 business days with an additional 10 business days where further information required)	100%	Health, Building & Environment
4.0 Relaxed Living and Rural Lifestyle	Camping Grounds	1. Camp facilities available for use during scheduled State school and public holidays	90%	Property & Operations
4.0 Relaxed Living and Rural Lifestyle	Development Compliance	1. Compliance assessments for Higher Risk Developments undertaken within 3 months of commencement of use	95%	Health, Building & Environment
4.0 Relaxed Living and Rural Lifestyle	Healthy and Active Program	1. Deliver nominated activities in accordance with program schedule	90%	Community & Culture
4.0 Relaxed Living and Rural Lifestyle	Land Use Planning	1. Submissions to proposed changes to state and regional planning policy and legislation provided within public consultation timeframes	100%	Planning
4.0 Relaxed Living and Rural Lifestyle	Sporting Facility Availability	1. All Council sporting facilities available for scheduled fixtures	90%	Property & Operations
5.0 Vibrant Towns and Villages	Building and Plumbing	2. Plumbing application approved within statutory timeframes (20 business days with an additional 10 business days where further information required)	100%	Health, Building & Environment
5.0 Vibrant Towns and Villages	Community Facility Maintenance	1. Libraries available for use during nominated opening hours	90%	Property & Operations
5.0 Vibrant Towns and Villages	Community Facility Maintenance	2. Swimming Pool water tested monthly during pool season	90%	Property & Operations
5.0 Vibrant Towns and Villages	Community Facility Maintenance	3. Swimming Pools available for use during nominated opening hours	90%	Property & Operations
5.0 Vibrant Towns and Villages	Nurseries and Gardens	1. No more than 4 requests for nursery or gardens services responded to outside of 5 business day customer service standard	4 or less	Property & Operations
5.0 Vibrant Towns and Villages	Nurseries and Gardens	2. Nursery Tree Distribution Days delivered and quantities of tree supplied recorded	90%	Property & Operations
5.0 Vibrant Towns and Villages	Park Buildings and Furniture	1. Request for Action responded to within 5 business days	90%	Property & Operations
5.0 Vibrant Towns and Villages	Park Buildings and Furniture	2. Playground equipment inspected annually	100%	Property & Operations
5.0 Vibrant Towns and Villages	Parks	1. No more than 4 requests for mowing or maintenance responded to outside of 5 business day customer service standard	4 or less	Property & Operations
5.0 Vibrant Towns and Villages	Parks	2. No more than 4 applications for tree work responded to outside of 10 business day customer service standard	4 or less	Property & Operations
6.0 Accessible and Serviced Region	Alliance and Contract Works	1. Annual operating surplus	>20%	Works

6.0 Accessible and Serviced Region	Bridge Program	1. Load limits for timber bridges above acceptable load limit total	>75%	Works
6.0 Accessible and Serviced Region	Bridge Program	2. The bridge load limit ratio is not to be less than 0.90	>0.90	Works
6.0 Accessible and Serviced Region	Building and Plumbing	3. Requests for action are responded to in line with service standards	100%	Health, Building & Environment
6.0 Accessible and Serviced Region	Cemeteries	2. Process all applications for burials within 2 business days	90%	Property & Operations
6.0 Accessible and Serviced Region	Footpaths	1. Footpath network inspected, with defects logged, prioritised and programmed	95%	Works
6.0 Accessible and Serviced Region	Manage Council Buildings and Depots	1. RCD testing completed every 6 months	100%	Property & Operations
6.0 Accessible and Serviced Region	Manage Council Buildings and Depots	2. Test and tagging completed quarterly	90%	Property & Operations
6.0 Accessible and Serviced Region	Manage Council Buildings and Depots	3. Fire extinguisher testing completed every 6 months	90%	Property & Operations
6.0 Accessible and Serviced Region	Property Management	1. Leases /agreements maintained within currency period	90%	Property & Operations
6.0 Accessible and Serviced Region	Public Amenity Facilities	1. Requests for Action for public amenity facility maintenance responded to within 48 hours	90%	Property & Operations
6.0 Accessible and Serviced Region	Road and Street Program	1. Number of road surface and reliability complaints per one million trip kilometres Target: 5 valid complaints or less	5 valid complaints or less	Works
6.0 Accessible and Serviced Region	Waste Services	1. Dead animals collected within 24 hours	95%	Property & Operations
6.0 Accessible and Serviced Region	Waste Services	2. Damaged bins repaired / replaced within nine business days	95%	Property & Operations
6.0 Accessible and Serviced Region	Waste Services	3. Stolen bins replaced within four business days	95%	Property & Operations
6.0 Accessible and Serviced Region	Waste Services	4. Missed collection of bins serviced within two business days	95%	Property & Operations
6.0 Accessible and Serviced Region	Waste Services	5. Unscheduled collection of bins serviced within two business days	95%	Property & Operations
6.0 Accessible and Serviced Region	Waste Services	6. New bins supplied within eight business days	95%	Property & Operations
7.0 Healthy, Engaged and Resourceful Communities	Animal Management	1. Reported animal attacks responded to within 24 hours	100%	Health, Building & Environment
7.0 Healthy, Engaged and Resourceful Communities	Animal Management	2. Number of dog registrations paid for the financial year	95%	Health, Building & Environment

7.0 Healthy, Engaged and Resourceful Communities	Animal Management	3. Livestock wandering within a road reserve area responded to within 24 hours	90%	Health, Building & Environment
7.0 Healthy, Engaged and Resourceful Communities	Animal Management	4. Collection of stray domestic animal requests are completed within one business day.	90%	Health, Building & Environment
7.0 Healthy, Engaged and Resourceful Communities	Animal Management	5. Environmental noise nuisance from animal requests are resolved within 30 days	80%	Health, Building & Environment
7.0 Healthy, Engaged and Resourceful Communities	Animal Management	6. Impounded animals suitable for adoption to be transferred to a rehoming organisation	95%	Health, Building & Environment
7.0 Healthy, Engaged and Resourceful Communities	Animal Management	7. Declared pest animal information on control methods provided to landholders within 30 days	100%	Health, Building & Environment
7.0 Healthy, Engaged and Resourceful Communities	Cemeteries	1. No more than 4 requests for mowing or maintenance responded to outside of the 5 business day customer service standard.	4 or less	Property & Operations
7.0 Healthy, Engaged and Resourceful Communities	Public Health	1. Vaccination rate of students with parental/guardian consent is greater than 85%	85%	Health, Building & Environment
7.0 Healthy, Engaged and Resourceful Communities	Public Health	2. Vaccination rate of total cohort is greater than 76%	76%	Health, Building & Environment
7.0 Healthy, Engaged and Resourceful Communities	Public Health	3. Requests for Action for all customer requests responded to within applicable service standards	100%	Health, Building & Environment
7.0 Healthy, Engaged and Resourceful Communities	Regulatory Approvals	1. Assessment of legislative and Local Law licences / approvals within legislative guidelines and policies	100%	Health, Building & Environment
7.0 Healthy, Engaged and Resourceful Communities	Health Services	1. Scheduled food inspections completed for the quarter	100%	Health, Building & Environment
7.0 Healthy, Engaged and Resourceful Communities	Health Services	2. Completed food inspections recorded and next inspection scheduled.	100%	Health, Building & Environment
8.0 Organisational Sustainability	Asset Management	1. Portable and attractive assets stocktake completed by 30 June 2015	100%	Finance
8.0 Organisational Sustainability	Financial Performance	1. Annual rates outstanding less than 6% at 30 June 2015	100%	Finance
8.0 Organisational Sustainability	Financial Performance	2. Levy rates six monthly by 31 July 2014 and 31 January 2015	100%	Finance
8.0 Organisational Sustainability	Financial Performance	3. Investment returns to be greater than average QTC overnight cash rate	100%	Finance
8.0 Organisational Sustainability	Financial Performance	4. Investments to remain within credit rating and counterparty limits set in the Investment Policy	100%	Finance
8.0 Organisational Sustainability	Financial Planning, Measurement and Reporting	1. Annual budget adopted by 30 June 2015	100%	Finance
8.0 Organisational Sustainability	Financial Planning, Measurement and Reporting	2. Fringe Benefits Tax return submitted by 21 May 2015	100%	Finance
8.0 Organisational Sustainability	Financial Planning, Measurement and Reporting	3. Monthly and year to date financial results reported to Finance Committee at next available meeting following end of month	100%	Finance
8.0 Organisational Sustainability	Financial Planning, Measurement and Reporting	4. Insurance for the following financial year finalised by 30 June 2015	100%	Finance
8.0 Organisational Sustainability	Payables Management	1. Staff and Councillors paid fortnightly in accordance with established pay periods	100%	Finance
8.0 Organisational Sustainability	Payables Management	2. Goods & Services Tax returns submitted by the 21st of each month	100%	Finance

8.0 Organisational Sustainability	Procurement Management	1. Inventory turnover ratio to be greater than 2 times for Supply section for preceding 12 months Calculated by 2014-15 stock issues divided by average inventory balance 30 June 2015/30 June 2014	100%	Finance
8.0 Organisational Sustainability	Fabrication	1. Fabricated items supplied to end user on time	90%	Infrastructure Services
8.0 Organisational Sustainability	Fleet	1. Fleet availability	90%	Infrastructure Services
8.0 Organisational Sustainability	Fleet	2. Fleet Capital Purchases completed	90%	Infrastructure Services
8.0 Organisational Sustainability	Human Resources Services	1. The administration of personal records are legally compliant at all times	100%	Human Resources
8.0 Organisational Sustainability	Human Resources Services	2. Recruitment and Selection practices are legally compliant at all times	100%	Human Resources
8.0 Organisational Sustainability	Information Management	1. Records Management Helpdesk requests resolved within one working day	90%	Information Services
8.0 Organisational Sustainability	Information Management	2. IT Helpdesk requests of Priority 4 and above resolved within 30 days	80%	Information Services
8.0 Organisational Sustainability	Information Management	3. Incoming correspondence registered into ECM and tasked within one business day of being received	90%	Information Services
8.0 Organisational Sustainability	Organisational Development	1. Corporate Culture and Climate Surveys conducted biannually by 30 June.	100%	Human Resources
8.0 Organisational Sustainability	Organisational Development	2. Action Plans developed by 30 November biannually to address matters identified in the Corporate Culture and Climate Surveys	100%	Human Resources
8.0 Organisational Sustainability	Staff Performance and Development	1. Personal Performance and Development Plan activities for all staff undertaken within relevant timeframes	90%	Human Resources
8.0 Organisational Sustainability	Staff Performance and Development	2. Industrial Relations legislation complied with at all times	100%	Human Resources
8.0 Organisational Sustainability	Workplace Health and Safety	1. Workplace Health and Safety legislation complied with at all times	100%	Human Resources
8.0 Organisational Sustainability	Workplace Health and Safety	2. Workers' Compensation legislation complied with at all times.	100%	Human Resources

Appendix 1: Corporate Plan Strategy Codes

CORPORATE PLAN THEME AND CORPORATE PLAN STRATEGY REFERENCE GUIDE

1.0 Spectacular Scenery & Healthy Environment

SHE1 Ensure environmental considerations and sustainability principles are integrated into key decision-making processes, policies and procedures including future land use planning, and infrastructure and organisational service delivery.

SHE2 Conserve, protect and enhance the region's unique biodiversity, scenic vistas, natural resources and ecological processes. This will include taking steps to minimise the impact of pest species, improving degraded land and waterways, and protecting and enhancing environmental corridors.

SHE3 Engage and partner with key stakeholders in all sectors to progress prosperity and sustainability through coordinated decision making and regional ecosystem investment that duly recognises the significance of our environment and ecosystem services.

SHE4 Recognise and support the right to farm by our rural landholders and provide appropriate tools, opportunities, incentives and support to strengthen environmental management practices.

SHE5 Provide innovative waste reduction, recycling and management practices to minimise adverse effects of waste on the environment and impacts on the community.

SHE6 Provide strong advocacy to ensure our region is protected from industries such as coal mines and coal seam gas development.

SHE7 Recognise and manage the impacts of climate change and peak oil.

2.0 Sustainable and Prosperous Economy

SPE1 Encourage local investment and sustainable business practices, and provide appropriate tools, opportunities, incentives and support to our business sector to build capacity, expertise, broaden the region's economic base and enhance innovation.

SPE2 Invest in appropriate infrastructure to stimulate the ongoing development of our region.

SPE3 Ensure we operate in a way that recognises and supports business needs and aspirations while protecting broader community and environmental interests.

SPE4 Advocate and support the planning and delivery of major projects that align with the community plan's regional vision, in collaboration with government agencies and other key stakeholders.

3.0 Open and Responsive Government

ORG1 Continue to develop initiatives and processes to communicate and engage with our diverse community.

ORG2 Facilitate community participation in decision making.

ORG3 Create a corporate environment underpinned by ethical behaviour that fosters a proactive customer service culture, processes and procedures that progress open and accountable governance and apply a risk management approach.

ORG4 Provide streamlined and practical regulatory services that deliver on the shared vision with the community.

ORG5 Provide strong advocacy on local issues of significance and pursue an integrated whole-of government approach to planning, coordination and improvements in the provision of essential services and infrastructure.

4.0 Relaxed Living and Rural Lifestyle

RRL1 Assist the community to build capacity to respond to their needs and aspirations while also delivering programs and supporting events that promote active participation across all sections of our community.

RRL2 Identify, plan and respond to the sport, recreation and leisure needs of our region by providing appropriate facilities and open space, and supporting a range of programs that will foster a healthy and active community.

RRL3 Create a region that is home to a diverse range of residential options, a place where people desire to live, work and play.

RRL4 Develop a planning vision and supporting planning instruments for the region which promotes community aspirations and clearly articulates the unique qualities of our natural assets and the identity of our towns, villages and communities.

5.0 Vibrant Towns and Villages

VTV1 Provide support to the community to own, develop and deliver diverse initiatives that reflect their individual character.

VTV2 Create attractive and engaging places and spaces with a focus on town and village centres.

VTV3 Support community events, activities and celebrations.

VTV4 Encourage a mix of growth and development in our town centres to invigorate them, while recognising their heritage and character.

VTV5 Ensure the provision of parks, open spaces and community infrastructure is consistent with identified local and regional needs.

6.0 Accessible and Serviced Region

ASR1 Apply asset management, financial and environmental sustainability principles as fundamental components of infrastructure planning and management.

ASR2 Provide a sustainable infrastructure network which provides adequate accessibility across the region.

ASR3 Support community services to enhance connectivity between the region's towns and villages and major adjoining urban centres.

ASR4 Advocate for our region to facilitate investment for the provision of other key infrastructure and networks.

7.0 Healthy, Engaged and Resourceful Communities

HER1 Assist in building community capacity through sport, recreation, arts and culture.

HER2 Provide strong advocacy for quality health, social services education and training services that focus on the needs of the community.

HER3 Provide a contemporary and independent library service throughout the region and partner state government agencies to ensure services reflect agreed State standards.

HER4 Provide and support a variety of events of a local, regional and national significance that contribute to the social, cultural and economic prosperity of the region.

HER5 Deliver public health and safety risk management initiatives, education and healthy lifestyle programs that promote and support a safe and healthy living environment.

8.0 Organisational Sustainability

OS1 Implement and maintain an integrated strategic planning framework across Council, which embeds performance, financial and asset management principles.

OS2 Deliver quality customer focussed services while recognising the impact on the capacity of ratepayers to pay, and contain rate increases as much as practicable.

OS3 Provide corporate business systems to drive effective and efficient delivery of services and infrastructure.

OS4 Implement effective risk management and maintain contemporary business processes.

OS5 Build effective leadership and management capabilities across the organisation, encourage teamwork and innovation.

OS6 Provide a systematic approach to staff performance management and development to create a high performance culture that delivers Council's goals and objectives.