

Operational Plan - 2014/2015

Officer	What Output	How Activity	Priority	Risk
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Economic

Economic Development - Encourage economic development within the region

Business activity in our region is encouraged

A strong and resilient agricultural sector

CEO	Report to Council on the benefits of their policies to the agricultural sector (i.e. road network, weeds, pest, tourism, etc)	Engage resources to gather data and report	1st Month	
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Council establish and lease out industrial / commercial buildings in our communities

CEO	Call expressions of interest to construct a building on the industrial estate	Engage resources to source suitable tenants for building at industrial estate	1st Month	
MCS	Well maintained commercial buildings that are leased out	Engage resources to lease out and maintain commercial buildings	1st Month	

Encourage companies to create new and emerging business activity

CEO	Engage with potential business investors, report on the local economic environment and the success of the economic development strategy	Engage resources to engage with business and report on the local economy	1st Month	
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Council's Economic Development Strategy is being implemented

Encourage employment growth through the implementation of the Economic Development Strategy

MCS	Implement a weighbridge in Tambo that is accessible and operational and report to Council on usage	Engage resources to operate weighbridge in Tambo	1st Month	
MCS	Complete annual review of economic development strategy, implement recommendations and monitor the success of strategies	Engage resources to review, implement and monitor strategies	1st Month	

Housing stocks support economic growth

Monitor and respond to housing needs to meet community needs

MCS	Council and community housing stock is well maintained	Engage resources to maintain housing stock	1st Month	
CEO	Negotiate with government the purchase of community housing stocks	Engage resources to negotiate contracts for the purchase of community houses	1st Month	

Reinvigorated main streets

Investigate and report on options for Council to assist business development in town main streets

CEO	Investigate and report on options	Engage resources to complete a report on reinvigorating main streets	1st Month	
CEO	Facilitate establishment of Blackall Chamber of Commerce	Engage resources into consultation with the community	1st Month	

Infrastructure - Quality infrastructure that meets the needs of the community

Functional aquatic centres in both communities

Investigate and report on options, including funding, to repair/replace/upgrade aquatic centres to improve viability by enhancing the features that they offer to patrons

MOW	Operate aquatic centres	Engage resources to operate aquatic centres	3rd Month	
CEO	Develop strategy to upgrade the Blackall Aquatic Centre	Engage resources to develop strategy	3rd Month	

Review and implement the Aerodrome Facility Management Plan

Facilitate the provision of aircraft refuelling facilities in Blackall

Officer	What Output	How Activity	Priority	Risk
MOW	Construct and operate aircraft refuelling in Blackall	Engage resources to construct and operate refuelling facility	3rd Month	
Investigate options for the upgrade and funding of the Blackall Aerodrome terminal to meet expected demand				
CEO	Aerodrome terminal upgrade needs are established	Engage resources to investigate and report on future aerodrome terminal needs	3rd Month	
Maintain and operate Council owned Aerodromes				
MOW	Implement aerodrome operations and maintenance plans	Engage resources to implement aerodrome plans	3rd Month	
MOW	Aerodrome landscaping is completed and maintained	Engage resources to landscape the Blackall Aerodrome	3rd Month	
MOW	Aerodrome lighting is completed and maintained	Engage resources to upgrade runway lighting at the Blackall Aerodrome	3rd Month	
MOW	RPT service is maintained	Engage resources to ensure safe and efficient operations of RPT	3rd Month	
The Asset Management Strategy and associated plans are being implemented				
Develop and implement the Council Infrastructure and Buildings Asset Management Plans				
MOW	Implement current year water strategies	Engage resources to implement asset management plan strategies	3rd Month	
MCS	Energy efficient buildings	Engage resources to improve energy efficiency of buildings	3rd Month	
MOW	Implement current year sewerage strategies	Engage resources to implement asset management plan strategies	3rd Month	
MCS	Well maintained community buildings	Engage resources to implement asset management plan strategies	3rd Month	
CEO	Efficient and profitable Saleyards operation	Engage resources to implement asset management plan strategies	3rd Month	
MF	Completion of other asset strategies and plans (excluding roads, water and sewerage)	Engage resources to complete other asset strategies and plans	3rd Month	
MOW	Complete construction of new Tambo Bore	Engage resources to complete augmentation of new Tambo Bore	3rd Month	
MOW	Completion of water and sewerage asset strategies and plans	Engage resources to complete water and sewerage asset strategies and plans	3rd Month	
Third party public infrastructure meets community expectations				
Work with providers of electricity, communications and television to enhance services				
CEO	Electricity, communications and television services are the best available	Lobby government and providers for Tambo service improvements	3rd Month	
Land Development - Land available to meet the needs of the community				
Appropriate residential, commercial and industrial land is available to meet community needs				
Finalise the review and adoption of a Town Planning Scheme for the Council area				
CEO	Finalise and implement the Town Planning Scheme and development processes	Engage resources to complete and implement planning and development processes	1st Month	
Investigate and report on options for additional recreational areas				
CEO	Investigate potential complimentary recreational area to Banks Park and any associated land transfers	Engage resources to provide report to Council	1st Month	
CEO	Review the Tambo Dam precinct area	Engage resources to provide report to Council	1st Month	
Make land available for sale as required				
CEO	Finalise the Salvia and Ivy Street subdivision and sell blocks	Engage resources to auction land	1st Month	
CEO	Subdivide Tambo residential land behind the Health Centre	Engage resources to subdivide land	1st Month	
CEO	Council continue to investigate other land development opportunities, including encouraging infill	Engage resources to develop plans for Orchid Street and other potential sites	1st Month	

Resource Development - Instigate and maintain engagement with resource development companies

Officer	What Output	How Activity	Priority	Risk
Council is engaged with potential resource developers				
Actively engage with resource (mineral, timber, etc) developers to negotiate positive outcomes for the region				
CEO	Maintain communications with resource companies operating in our area	Engage resources to maintain communications	1st Month	
CEO	Actively promote the cypress timber industry in the Blackall-Tambo region	Engage resources to promote the industry	1st Month	
Roads - Council rural roads are all weather				
The Rural Roads Asset Management Plan is being implemented				
Develop and implement the Council Rural Roads Asset Management Plan				
MOW	Implement current year strategies	Engage resources to implement asset management plan strategies	1st Month	
Roads - Council's town streets are sealed with kerb, channelling and drainage				
The Town Street Asset Management Plan is being implemented				
Develop and implement the Council Town Street Asset Management Plan				
MOW	Implement current year strategies	Engage resources to implement asset management plan strategies	1st Month	
Roads - The main roads network is accessible, safe and fully sealed				
Fatigue management areas are in place on the National Highway				
Construct fatigue management facilities in Blackall and Tambo				
CEO	Lobby for more fatigue management facilities and maintain the existing Council owned facility	Engage resources to lobby and maintain fatigue management facilities	1st Month	
National Highway road standards meet community expectations				
Lobby to gain improvements to the safety of the National Highway				
CEO	Prepare submissions for lobbying opportunities with state and federal ministers	Engage resources to prepare a submission and to meet with relevant ministers twice per year	1st Month	
No timber or single lane bridges on State controlled roads				
Lobby the State Government to fund the replacement of the Barcoo River bridge at Tambo and the Windeyer bridge				
CEO	Prepare submissions for lobbying opportunities with state and federal ministers	Engage resources to prepare a submission and to meet with relevant ministers twice per year	1st Month	
Planning for a heavy vehicle bypass around the township of Blackall is complete				
Investigate and consult with the community and report on heavy vehicle bypass options for Blackall				
CEO	Consult with the Department of Transport and Main Roads to move all heavy vehicles out of the main street	Engage resources to consult with the Department of Transport and Main Roads	1st Month	
The Tambo-Alpha Road and Yaraka-Jericho Road (in lieu of rail line) are fully sealed				
Lobby the State Government to fund the completion of the seal on the Tambo-Alpha and Yaraka-Jericho Roads				
CEO	Prepare submissions for lobbying opportunities with state and federal ministers	Engage resources to prepare a submission and to meet with relevant ministers twice per year	1st Month	
Tourism - To foster a sustainable tourism industry that delivers economic outcomes to the community				
Cooperative approach by local groups and businesses to tourism initiatives				
Facilitate the coordination of key events to maximise visitation				

Officer	What Output	How Activity	Priority	Risk
MCS	Continue to support and coordinate events within the region	Engage resources to promote and develop events	1st Month	
MCS	Coordinate with the OQTA to ensure that key events are publicised state wide	Engage resources to further promote and develop events outside of the region	1st Month	
Work cooperatively with regional tourism groups and government agencies				
MCS	Collective approach to tourism	Engage resources to promote and develop tourism	1st Month	
Increased tourism visitation and duration of stay in the Council area				
Implement Council's tourism strategies from the Economic Development Strategy				
MCS	Review the tourism element of the strategy and implement recommendations	Engage resources to review strategy and implement recommendations	1st Month	
Investigate and report on future tourism opportunities, including Indigenous culture and eco-tourism				
MCS	Investigate and apply for funding	Engage resources for tourism opportunities, such as the Palace	1st Month	

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Social

Arts and Culture - Continue to grow our region as the premier arts and cultural hub of western Queensland

Cultural Centres in both communities are well used and facilitate a range of performers and artists

Encourage "high profile" performers/artists to hold events, e.g. concerts, plays, etc

MCS	Implement recommendations of the cultural plan	Engage resources to implement recommendations	2nd Month
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Promote and support the use of facilities for public and private events

MCS	Implement recommendations of the cultural plan	Engage resources to implement recommendations	2nd Month
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The Cultural Plan meets the needs of the community

Continue support for all community arts groups and programs, including the RADF Program

MCS	Implement recommendations of the cultural plan	Engage resources to implement recommendations	2nd Month
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Continue to support the Grasslands Gallery and Living Arts Centre to provide outlets for artists

MCS	Subject to financial appropriations, implement recommendations of the cultural plan	Engage resources to implement recommendations	2nd Month
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Develop and implement a cultural plan

MCS	Develop and implement a cultural plan	Engage resources to develop and implement cultural plan	2nd Month
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Manage and expand the outdoor sculpture collection

MCS	Implement recommendations of the cultural plan for outdoor sculptures	Maintain outdoor sculptures in line with the cultural plan	2nd Month
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Childcare - Community has access to comprehensive day care

Community funding programs are continued and expanded

Maintain relationships with relevant funding authorities

MCS	Maintain relationships with funding authorities	Engage resources to continue the operation of programs	2nd Month
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Long hour day care is available to the community

Consult with potential service providers to establish a long hour day care service in Blackall

MCS	Continue to negotiate with funding providers to establish a long hour day care service	Engage resources to establish long hour day care	2nd Month
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Continue to facilitate the Tambo Child Care Centre

MCS	Maintain and facilitate the operations of the child care centre	Engage resources to facilitate the operations of the centre	2nd Month
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Community Services - Services and facilities that meet the needs of the community

Aged accommodation opportunities in Tambo

Investigate funding opportunities for independent living accommodation for aged persons in Tambo

MCS	Negotiate the purchase of aged persons accommodation in Tambo	Engage resources to negotiate procurement	2nd Month
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Community housing meets the needs of both towns

Investigate and report on options with community housing

MCS	Prepare options report on community housing	Engage resources to investigate and report on community housing options	2nd Month
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Programs for the aged that encourage connection to the community

Officer	What Output	How Activity	Priority	Risk
Support aged program initiatives				
MCS	Support aged programs	Engage resources to implement aged programs	2nd Month	
Quality service delivery for the disabled				
Implement recommendations of the disabled facilities audit				
MCS	Implementation of audit within budgetary restraints	Engage resources to implement facilities audit report	2nd Month	
MCS	Disability service levels are maintained	Resource maintenance of positive relationships	2nd Month	
Maintain contact and positive relationship with relevant funding bodies				
MCS	Disability service levels are maintained	Resource maintenance of positive relationships	2nd Month	
Support community assistance programs				
Maintain relationships with relevant funding authorities				
MCS	Implement program	Engage resources to implement program	2nd Month	
Community Spirit - Engaged and vibrant communities				
Community events deliver positive outcomes to the region				
Council to support key strategic community events and functions				
MCS	Implement recommendations of the key community events plan, grants policy and sponsorship policy	Engage resources to implement plans and policies	2nd Month	
Well managed community groups				
Facilitate and support community groups				
MCS	Provide support and assistance to community groups with in-kind support and grant applications	Engage resources to implement plans and policies	2nd Month	
Cost of Living - External funding opportunities are maximised				
An equitable rating structure is in place				
Undertake a review of Council rating systems				
MF	An equitable rating system	Engage resources to review rating system	2nd Month	
Increased Financial Assistance Grants				
Lobby relevant agencies to enhance Financial Assistance Grants and other external funding sources				
CEO	Prepare submissions for lobbying opportunities with state and federal ministers	Engage resources to prepare a submission and to meet with relevant ministers twice per year	1st Month	
Education - Education opportunities that meet the needs of the community				
Adult education opportunities exist				
Council investigate and support opportunities for adult education in the community				
MCS	Investigate opportunities to expand adult education programs	Engage resources to expand adult education opportunities	2nd Month	
Appropriate education facilities and services are in place in each town				
Monitor and engage with education providers to ensure current standards are maintained and/or improved				
CEO	Prepare submissions for lobbying opportunities with state and federal ministers	Engage resources to prepare a submission and to meet with relevant ministers twice per year	1st Month	

Officer	What Output	How Activity	Priority	Risk
Health - The community has access to health services that meet their needs				
A resident GP and appropriate dental services are retained to service Blackall and Tambo				
Lobby the Central West Hospital and Health Board and relevant government agencies for the enhancement of general practitioner (GP) and dental services				
CEO	Prepare submissions for lobbying opportunities with state and federal ministers	Engage resources to prepare a submission and to meet with relevant ministers twice per year	1st Month	
Blackall Hospital (acute inpatient facility) is upgraded				
Lobby the Central West Hospital and Health Board, relevant State and Federal Government agencies and politicians for service enhancements				
CEO	Support the Central West Hospital and Health Board to finalise the establishment of a new hospital in Blackall	Engage resources to support the Central West Hospital and Health Board	1st Month	
Support the delivery of health services to the two communities				
Lobby relevant Federal agencies to improve current community health programs				
MCS	Community health services meet community needs	Engage resources to deliver community health services	2nd Month	
CEO	Prepare submissions for lobbying opportunities with state and federal ministers	Engage resources to prepare a submission and to meet with relevant ministers twice per year	1st Month	
Meet the needs of the community with regards to preventative health programs				
CEO	Operational community health programs	Engage resources to implement community health programs	1st Month	
Monitor service provision and lobby State agencies				
CEO	Meet with relevant state and federal ministers to lobby for retention of service levels	Resource lobbying activities as required	2nd Month	
Law and Order - A safe community				
Crime is maintained at low levels				
Maintain and enhance Council's relationship with the police service				
CEO	Meet with relevant state and federal ministers to lobby for maintenance of police numbers	Engage resources to meet with relevant ministers twice per year	2nd Month	
Support and implement programs to minimise inappropriate behaviour				
CEO	Investigate options for CCTV to minimise vandalism	Engage resources to implement recommendations	2nd Month	
Public Transport - Public transport services that meet community needs				
Public transport services are retained				
Lobby operators and relevant government agencies to retain and enhance public transport services				
CEO	Prepare submissions for lobbying opportunities with state and federal ministers	Engage resources to prepare a submission and to meet with relevant ministers twice per year	1st Month	
Sport and Recreation - Council promotes a healthy lifestyle and provides quality sport and recreation facilities				
Sport and Recreation Plan is being implemented				
Continue to revise and implement the Sport and Recreation Plan				
CEO	Meet with relevant state and federal ministers to lobby for funding for the Sport and Recreation Officer	Engage resources to meet with relevant ministers twice per year	2nd Month	
MCS	Continue to implement recommendations of the plan	Engage resources to implement the plan	2nd Month	

Officer	What Output	How Activity	Priority	Risk
<i>Youth - Engage, support and encourage youth to remain in and return to the community</i>				
Annual youth festival				
	Work with youth organisations to ensure that the annual youth festival is enhanced			
MCS	Implement recommendations of the youth plan	Engage resources to implement the youth plan	2nd Month	
Council is supporting youth development programs				
	Develop and implement a Youth Plan			
MCS	Develop and implement a youth plan	Engage resources to develop and implement a youth plan	2nd Month	
Employment opportunities for youth				
	Council foster and support traineeships and apprenticeships			
MCS	Implement recommendations of the youth plan	Engage resources to implement the youth plan	2nd Month	

Officer	What Output	How Activity	Priority	Risk
Environment				
<i>Council Parks and Gardens - Aesthetically pleasing landscaped parks and gardens</i>				
Cemeteries are a respectful environment to commemorate those who have passed away				
Upgrade and maintain Council cemeteries in accordance with Council policy				
MCS	Implement cemetery policy	Engage resources to implement policy	3rd Month	
Streetscape plans for both towns are being implemented				
Develop and implement streetscape plans for both towns				
MCS	Streetscape plan is implemented	Engage resources to implement streetscape plan in Tambo	3rd Month	
Develop and implement town parks and gardens maintenance plans				
MOW	Develop and implement parks and gardens service levels	Engage resources to develop and implement parks and gardens service levels	3rd Month	
<i>Flood Mitigation - Reduce flooding impact on townships of Blackall and Tambo</i>				
Flood warning equipment is in place				
Procure and install rain and river height gauge equipment				
MOW	Installation of gauges complete	Engage resources to have gauges installed	3rd Month	
Options for temporary and permanent flood barriers have been established				
Investigate and report on options for temporary and permanent flood barriers in Blackall				
MOW	Investigate and report on options for flood barriers	Engage resources to investigate and report on flood barriers	3rd Month	
<i>Historical Heritage - Preservation of our past</i>				
Historical sites and townships are preserved and developed				
Investigate and report on options for the re-establishment of the township of Yalleroi				
CEO	Provide a report on the potential costs for the re-establishment of Yalleroi	Engage resources to provide report on options for Council	1st Month	
Preservation and promotion of historical collections and venues				
Identify and record historical and heritage sites				
MCS	Implement recommendations of the cultural plan	Engage resources to implement recommendations	2nd Month	
Support community historical organisations and initiatives				
MCS	Implement recommendations of the cultural plan	Engage resources to implement recommendations	2nd Month	
Support the development of historical precincts				
MCS	Implement recommendations of the cultural plan	Engage resources to implement recommendations	2nd Month	
<i>National Parks - Environmental preservation and promotion for visitors</i>				
National Parks in the region meet the communities' expectations				
Lobby and work with National Parks management in the development of their Management Plans				
CEO	Prepare submissions for lobbying opportunities with state and federal ministers	Engage resources to prepare a submission and to meet with relevant ministers twice per year	1st Month	

Officer	What Output	How Activity	Priority	Risk
<i>Pest Management - Weeds, seeds and pests including wild dogs are effectively controlled</i>				
Council is assisting landholders to control wild dogs				
Implement wild dog initiatives				
MCS	Review and implement plan	Engage resources to review and implement plan	3rd Month	
Funding for wild dog control has been obtained				
Lobby for additional funding for wild dog control				
CEO	Prepare submissions for lobbying opportunities with state and federal ministers	Engage resources to prepare a submission and to meet with relevant ministers twice per year	1st Month	
Pest Management Plan is being implemented				
Review and implement Council's Pest Management Plan				
MCS	Review and implement weed management plan	Engage resources to review and implement weed management plan	3rd Month	
MCS	Work with regional Councils on weed management	Engage resources to review and implement weed management plan	3rd Month	
<i>Rural Lands - Council controlled lands are well managed</i>				
Management Plans are current				
Review and implement Stock Routes Management Plan				
MCS	Review and implement plan	Engage resources to review and implement plan	3rd Month	
Review and implement Town Common Management Plan				
MCS	Review and implement plan	Engage resources to review and implement plan	3rd Month	
<i>Waste Management - Best practice waste management</i>				
Best practice waste management in place				
Council develop and implement a staged comprehensive Waste Management and Recycling Plan				
MCS	Finalise implementation of waste management plan	Engage resources to implement plan	3rd Month	
MOW	Efficient collection of waste	Engage resources to collect waste	3rd Month	

Governance

Asset and Financial Management - Effective long term financial management

Council remains financially sustainable

Base decisions on full life cost analysis

MF	An efficient procurement process	Engage resources to operate the procurement process	3rd Month
MF	Council decisions based on full life cost analysis	Engage resources to establish full life cost decision making	3rd Month

Lobby relevant government agencies to ensure the growth of Financial Assistance Grants

CEO	Prepare submissions for lobbying opportunities with state and federal ministers	Engage resources to prepare a submission and to meet with relevant ministers twice per year	1st Month
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Maintain and base decisions around a 10 year financial forecast

MF	Model cost of major initiatives to establish short and long term financial implications	Comprehensive financial modelling	3rd Month
MF	Provide an efficient finance operation	Engage resources to operate the finance system	3rd Month
MF	Fees and charges are budgeted on a user pays principle	Engage resources to model and monitor user pays principles	3rd Month
CEO	Review and monitor organisational structure to maximise efficiencies	Engage resources to review and monitor organisational efficiencies	3rd Month

Community - An approachable Council with a well-informed community

Council facilitated community engagement ensuring a well-informed community

Ensure our workforce is trained, developed and supported to competently respond to community needs

CEO	Develop and implement community engagement strategy	Engage resources for community engagement strategy implementation	3rd Month
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Disaster Management - Disaster Management Plan is relevant and actioned

Council has a coordinated response to and builds the community's resilience to natural or man-made disasters to minimise adverse effects on the community

Ensure that a quality and up to date Disaster Management Plan is ready for such events

CEO	Review and implement disaster management plan	Engage resources to review and implement plan	3rd Month
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Financial Management - The community is confident with Council's financial management

The community is well-informed of Council finances

Fully disclose where project funds are being sourced from prior to project commencement

CEO	Capital projects funding is disclosed in newsletter / website prior to starting	Engage resources to disclose information	3rd Month
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Provide a Community Financial Statement to the community on a regular basis

MF	Provide quality finance administration, including publishing quarterly community financial statements	Engage resources to implement financial services plan	3rd Month
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Raise the awareness of Council financial practices in the community

MF	Implementation of relevant operational plan activities	Engage resources to support financial educational activities	3rd Month
MOW	Efficient work office administration and support	Engage resources to implement asset management plan strategies	1st Month
MOW	Well maintained Council depots	Engage resources to implement asset management plan strategies	1st Month
MOW	Funded roads depreciation	Engage resources to implement asset management plan strategies	1st Month

Officer	What Output	How Activity	Priority	Risk
MOW	Productive and efficient plant fleet	Engage resources to maintain the plant fleet	3rd Month	
Governance - Best practice governance				
A competent, efficient, productive and contributing workforce				
Ensure our workforce is trained, developed and supported to competently manage themselves and their work				
CEO	Develop and implement a comprehensive training and development program	Engage resources to develop and implement training program	3rd Month	
Foster a culture of employee health, safety and well being				
CEO	Maintain delivery of WPH&S policy and procedures	Engage resources to deliver WPH&S across the organisation	3rd Month	
Implement human resource strategies to become an employer of choice				
CEO	Develop and implement a HR strategy	Resource HR strategy implementation	3rd Month	
Accountable, responsible and transparent governance				
Actively engage with the community				
CEO	Review and implement community engagement and media policies	Engage resources to review and implement policies	3rd Month	
Develop and implement Council's corporate governance framework to ensure strategic planning and compliance with all legislation, standards and policies				
CEO	Implement town animal control program	Engage resources to implement Council policies and procedures	3rd Month	
CEO	Develop and implement Council's corporate governance framework	Resource effective corporate governance	3rd Month	
Implement best practice enterprise risk management and internal audit strategies				
MF	Implement the internal audit policy and internal audit plan	Engage resources to deliver internal audit function	3rd Month	
MCS	Continue implementation of risk management strategies	Engage resources to implement risk management strategies	3rd Month	
Councillors deliver responsible leadership with informed and transparent decision making				
Continue Council briefing sessions				
CEO	Conduct regular Councillor briefing sessions	Engage resources to run briefing sessions	3rd Month	
Investigate and implement opportunities for Councillor engagement activities				
CEO	Establish and implement opportunities for Councillor community engagement activities	Engage resources to implement effective engagement activities	3rd Month	
Provide Councillors with access to quality training, development and networking opportunities				
CEO	Develop and implement Councillor development program	Resource Councillor development initiatives	3rd Month	
Provide Councillors with quality decision support				
CEO	Quality reporting	Engage resources to deliver quality decision support reporting	3rd Month	
Support the activities of Council advisory committees				
MCS	Advisory committees receive support and advice	Resource advisory committee support services	3rd Month	
Excellence in organisational leadership				
Ensure sustainable financial management				
MF	Well maintained 10 year financial forecasting	Engage resources to ensure 10 year financial forecasting informs Council decision making	3rd Month	
Implement leadership strategies utilising contemporary practices				
CEO	Quality organisational leadership	Engage resources to deliver professional development activities	3rd Month	
Maintain and resource quality administrative practices and operations				

Officer	What Output	How Activity	Priority	Risk
CEO	Maintain an effective administrative team	Engage resources to support effective administrative functions	3rd Month	
Provide cooperative, respectful, responsive and timely customer service, consistent with our guiding principles				
CEO	Best practice customer service	Ensure quality customer service is delivered in line with customer service charter	3rd Month	
Quality information communication technology (ICT) systems support Council administration				
Maintain appropriate ICT systems to meet changing organisational needs				
MF	ICT systems meet organisational needs	Resource appropriate ICT systems and hardware	3rd Month	
MF	Investigate and report on options to ensure NBN services are used to maximum effect	Resource the investigation of NBN options and their application to Council	3rd Month	
Strong Federal, State and regional advocacy				
Participate in the region's strategic direction on behalf of our community through effective and responsible policy development, planning and decision making				
CEO	Effective input into regional strategic direction	Engage and participate in regional strategic planning activities	3rd Month	
Represent and promote the interests of our community through key stakeholders				
CEO	Effective regional representation	Engage and participate with appropriate regional organisations and initiatives	3rd Month	