

NORTH BURNETT REGIONAL COUNCIL

OPERATIONAL PLAN

2021-2022



OPERATIONAL PLAN 2021-2022

The 2021-2022 Operational Plan is developed in response to the commitments of Council's Corporate Plan 2021-2026.

OUR MISSION

COURAGEOUS LEADERSHIP

COMMUNITY EMPOWERMENT

CONTINUOUS IMPROVEMENT



OUR VISION

A prosperous future for generations built on a solid foundation of customer focused, efficient and effective service delivery.

MANAGING OPERATIONAL RISK

The Local Government Regulation 2012 (section 175) requires that the Operational Plan include a statement as to how Council will manage operational risks. The operational planning process includes management of Council's strategic and operational risks. Council's commitment to risk management is outlined in Council's Enterprise Risk Management Policy.

REVIEW AND REPORTING

The Operational Plan is an important part in Council's planning framework, referring to the Corporate Plan and detailing key actions that Council will deliver in 2021-2022.

Council's 2021-2026 Corporate Plan has outlined its objectives to get the basics right with essential service delivery, generate sustainable communities to retain population and attract investment and to ensure economic growth for future generations.

The activities within this plan are funded from the annual budget. Council will formally report on the progress of the annual Operational Plan on a quarterly basis, demonstrating our commitment to improving the sustainability of the organisation and satisfying our obligations under the Local Government Act 2009. A comprehensive and transparent overview of the delivery of the Operational Plan will form part of Council's Annual Report.

OPERATIONAL PLAN 2021-2022

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

#	Service Catalogue	Outcome	Action	Department	Due Date
1	Workplace Health and Safety	To improve Council's safety culture and ensure modern and effective systems are in place to ensure that staff go home from work everyday safely.	Deliver an improved Workplace Health and Safety Management System addressing action item 8 of SDR Report.	Corporate and Community	30/06/2022
2	Financial Services	Ensuring a financially effective organisation.	Review and implement improvements to financial procedures and internal controls through a Finance and Forensic Review along with a full review of rates categories.	Corporate and Community	30/06/2022
3	Waste Collection	Develop a regional waste facility that meets community and legislative requirements.	Continue planning to expand the regional Mundubbera Landfill Facility.	Corporate and Community	30/06/2022
4	Information, Communication and Technology	Ensure Information Communication and Technology (ICT) are fit for purpose and delivery the support and outputs required to optimise Council's performance to community.	Develop an ICT Strategy addressing action item 22 of SDR Report.	Corporate and Community	30/06/2022
5	Libraries	The future vision for the North Burnett Region's Libraries is clear and takes into consideration requirements of State Library of Queensland service contract.	Deliver a Libraries Strategy.	Corporate and Community	30/06/2022
6	Human Resources Management	Continue to build the capability of staff and upskill them to handle the requirements of supervisory roles.	Deliver a Supervisor Development Program to up-skill staff in supervisory positions and allow a pathway for staff interested in and with potential for management addressing action item 14 and 15 of SDR Report.	Corporate and Community	30/06/2022
7	Continuous Improvement	Ensure business processes are lean and designed for effective regional service delivery and reduced process breakdown in the actioning of essential service delivery.	Introduce LEAN process mapping and development across the organisation addressing action item 10, 11, 18 and 19 of SDR report.	Office of the CEO	30/06/2023

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

#	Service Catalogue	Outcome	Action	Department	Due Date
8	Capital Projects	Maintain and replace essential infrastructure, particularly roads, urban water, waste water and waste infrastructure in line with budget available.	Deliver a Capital Works Program (including State Government Road Maintenance Contracts) that meets budget and is delivered and reported on as per the Project Management Framework.	Works	30/06/2022
9	Urban Water Delivery	A continuous supply of water which meets Australian drinking water guidelines.	Replacement, repairs or upgrades to the Biggenden Water Treatment Plant in line with funding made available for the project.	Works	30/06/2022
10	Asset Management	Ensure that Council has an effective and consistent approach to the delivery of asset management plans, activities and priorities consistent with community expectations.	Begin reviewing Council's Asset Management Policy and start delivering a contemporary Asset Management Framework under which appropriate and consistent asset management plans can be developed. Review at end of year and prepare actions for following year.	Works	30/06/2022
11	Continuous Improvement	Sustainable service levels are endorsed by Council and clear for staff and community to ensure a consistent level of service and appropriate customer service standards.	Commence a full service catalogue for Council, defining sustainable and consistent levels of service across the region addressing action item 1 and 2 of SDR report.	Office of the CEO	31/03/2022
12	Continuous Improvement	Current and future Corporate Plan, Operational Plan and Budget strategically align and are easily linked to ensure consistent and clear objectives for Councillors, staff and community.	Corporate documents are strategically linked to address action item 3 of SDR report.	Office of the CEO	30/09/2021
13	Media, Communications and Engagement	A connected community that is involved in transparent decision making activities.	Develop a Community Engagement Framework and Strategy to address action item 6 and 17 of SDR report to ensure the community is involved by providing timely, relevant and accurate communications and engagement.	Office of the CEO	30/06/2022
14	Governance	Organisation risks are managed and evidenced based decision making is supported by best practice governance.	Ensure a robust risk register to support Councillors and the organisation to discharge their duties and address key organisational risks.	Office of the CEO	30/06/2022

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

#	Service Catalogue	Outcome	Action	Department	Due Date
15	Indigenous Land Use Agreements	Indigenous Land Use Agreement determinations are correctly enacted in the region.	Consult with relevant parties on Indigenous Land Use Agreement.	Office of the CEO	30/06/2022
16	Governance	Council utilises external funding for maximum benefit of projects that align to corporate plan priorities.	Quality assurance and oversight of external funding applications and projects.	Office of the CEO	30/06/2022
17	Human Resources Management	Staff are supported with professional human resource resourcing.	Support the organisation with professional human resources advice and processes to deliver recruitment, training and development, industrial relations and trainee programs.	Corporate and Community	30/06/2022
18	Records Management	Council records are managed in line with best practice and legislative requirements.	Ensure best practice records management.	Corporate and Community	30/06/2022
19	Procurement, Stores and Purchasing	Procurement is undertaken in line with endorsed policy, supporting local business where possible.	Ensure effective and efficient procurement, stores and purchasing practices.	Corporate and Community	30/06/2022
20	Information, Communication and Technology	The organisation has access to fit-for-purpose technology to effectively undertake tasks.	Support the organisation with appropriate and current information, communication & technology equipment and programs.	Corporate and Community	30/06/2022
21	Building and Plumbing Inspection Services	Building and plumbing inspections services are offered to fill a gap in service delivery and ensure compliance with guidelines where required.	Undertake building and plumbing inspection and compliance services.	Corporate and Community	30/06/2022
22	Local Laws Education and Compliance	Local laws are effectively enacted for the benefit of community.	Fit for purpose local laws and relevant enforcement.	Corporate and Community	30/06/2022
23	Waste Collection	Waste and Resource Recovery are managed in line with State legislation and policies.	Operate waste collection and resource recovery operations in accordance with adopted strategies and legislation.	Corporate and Community	30/06/2022
24	Emergency Management	Local SES services are able to effectively support the region in times of need.	Support SES and find a sustainable model going forwards.	Works	30/06/2022
25	Cemeteries	Provide a lasting resting place for members of the North Burnett through well cared for cemeteries across the region.	Cemeteries are regularly maintained across the region in line with budget and available resources.	Works	30/06/2022

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

#	Service Catalogue	Outcome	Action	Department	Due Date
26	Urban Street Maintenance	Maintain a fit for purpose urban street network.	Undertake urban street maintenance in line with budget.	Works	30/06/2022
27	Rural Roads Maintenance	Rural roads provide connection across the region.	Undertake rural roads maintenance in line with budget addressing network needs in a timely manner while also maintaining roadside vegetation and drainage.	Works	30/06/2022
28	Rural Addressing	Rural addressing is processed consistently in line with policy.	Enact rural addressing policy position.	Works	30/06/2022
29	Bridges Maintenance	Bridges are safe and appropriate to road requirements.	Undertake bridge maintenance in line with budget and annual program.	Works	30/06/2022
30	Fleet	Safe and fit-for-purpose fleet is maintained by the organisation.	Work towards delivering fit-for-purpose fleet management and maintenance.	Works	30/06/2022
31	Urban Water Delivery	Produce water that meets the Australian Drinking Water Guidelines Health Standards.	Meet regulated drinking water standards in line with available resources and budget.	Works	30/06/2022
32	Essential Service Delivery	Wastewater Services Wastewater is treated in line with reportable requirements.	Deliver effective wastewater services.	Works	30/06/2022
33	Disaster Management	Pandemic actions support the North Burnett community during times of crisis.	Undertake pandemic response as required.	Works	30/06/2022
34	Leasing and Contracts Management	Agreements with users of Council owned land ensure best operation of those facilities.	Commence implementing effective leases and contracts to efficiently provide Council owned facilities and land to community groups and commercial entities. This will be a rolling projects as existing agreements come due.	Corporate and Community	30/06/2022
35	Natural Resource Management	The regions natural resources are managed for future generations.	Undertake, provide advice and educate on natural resource management, weeds management and land protection across the region, including the operation of washdown bays in line with budget.	Corporate and Community	30/06/2022

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

#	Service Catalogue	Outcome	Action	Department	Due Date
36	Environmental Health	Community health is monitored and community and business are supported to ensure safe environments for the public.	Ensure safe communities through environmental health monitoring, permits and education.	Corporate and Community	30/06/2022
37	Public Lighting	Street lighting is installed and operated where possible for safe.	Provide urban street lighting across the region.	Works	30/06/2022

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

#	Service Catalogue	Outcome	Action	Department	Due Date
38	Sustainable Communities	Continuous Improvement A positive workplace culture that motivates staff and builds trust and teamwork.	Cultural change and values project addressing action item 12 of SDR report.	Corporate and Community	30/06/2022
39	North Burnett Transport Service	The North Burnett Transport Service continues to deliver service excellence and public transport options for residents and travellers.	Deliver the North Burnett Transport Service as per Translink contract.	Corporate and Community	30/06/2022
40	Libraries	Deliver library services and programming that meets the requirements of State Library of Queensland service contract and ensures a consistent approach across the North Burnett Region.	Deliver library services in line with State Library of Queensland Service Agreement, including First Five Forever Programming.	Corporate and Community	30/06/2022
41	Community Events	Key Council events are delivered effectively across the region and community events are promoted and successful.	Deliver key regional community events of Australia Day and Youth Week and support other community events in line with Council policy and budget.	Corporate and Community	30/06/2022
42	Community Development	Planning and Support Local groups are able to effectively operate and complete key projects and programs for the benefit of community.	Capacity building of local community groups to ensure best practice project management, access to external funding, collaborations with other groups and projects that align with endorsed Council strategies.	Corporate and Community	30/06/2022
43	Museums, Historical Societies and Art Galleries	Museums, historical societies and art galleries are supported to ensure rich cultural precincts.	Work with community to maintain and deliver programs from museum and art gallery facilities across the region.	Corporate and Community	30/06/2022

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

#	Service Catalogue	Outcome	Action	Department	Due Date
44	Community Grants	Community grants budget is effectively delivered in line with endorsed policy to enrich community events and projects.	Deliver responsible and effective community grants that support sustainable community events and projects across the region.	Corporate and Community	30/06/2022
45	Community Gyms	Council operated community gyms deliver an appropriate level of service to community.	Deliver the Mundubbera and Eidsvold community gyms while investigating the most effective delivery mechanism in line with endorsed SDR principles.	Corporate and Community	30/06/2022
46	TV Retransmission Towers	Digital television services are delivered in line with Council resolution.	Operate Eidsvold, Bukali and Moonford TV Retransmission Towers until 2023 and commence the planning for decommissioning.	Corporate and Community	30/06/2022
47	Public Security – CCTV	CCTV footage is available for use in the public interest in installed areas.	Manage CCTV operations in key Council areas for the protection of assets and community safety.	Corporate and Community	30/06/2022
48	Disaster Management	The region is prepared for disaster.	Prepare for and enact disaster management plans as required.	Works	30/06/2022
49	Community Buildings and Facilities	Community facilities are well maintained and utilised.	Maintain Council owned community facilities and sporting fields to a safe standard for the use and enjoyment of community.	Works	30/06/2022
50	Caravan and Recreation Parks	Council owned Caravan and Recreation Parks are operated to support visitors to the region.	Operate and/or have agreements in place for the effective operation of Council owned Caravan and Recreation Parks while investigating the most effective delivery mechanism in line with endorsed SDR principles.	Works	30/06/2022
51	Council Housing	Council housing is maintained to provide accommodation for staff in a region of low rental availability.	Provide Council housing as required.	Works	30/06/2022
52	Aerodromes	Airports are operated to support emergency services, recreation and commercial flights.	Ensure safe airports are operational across the region.	Works	30/06/2022
53	Showgrounds	Showgrounds are operated across the region to support the operations and events of user groups.	Maintain showgrounds that are Council's responsibility while engaging with key user groups on the most effective model of delivery in line with endorsed SDR principles.	Works	30/06/2022

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

#	Service Catalogue	Outcome	Action	Department	Due Date
54	Public Amenities	Parks, recreation areas and public conveniences are offered to the community.	Provide welcoming parks, recreation areas and public conveniences that are well maintained.	Works	30/06/2022
55	Quarries and Gravel Pits	Council operated quarries and gravel pits provide appropriate material for civil works.	Manage Council operated gravel pits safely and in line with legislated requirements, for the best benefit to Council and the road network.	Works	30/06/2022
56	Community Pools	Community swimming pools provide a recreation area for the community and support the core skill development of learning to swim.	Operate community Swimming Pools in line with contractual agreements, budget and asset condition. Conduct a full condition assessment of all 5 pools to guide future budget discussions - 2 year project.	Works	30/06/2022



PROSPEROUS FUTURE - TO ENSURE ECONOMIC GROWTH FOR FUTURE GENERATIONS

#	Service Catalogue	Outcome	Action	Department	Due Date
57	Planning and Development Services	Develop and align planning instruments with State legislation and strategies to promote development in the region.	Continue to develop amendments to planning scheme following release of the Wide Bay Burnett Regional Plan.	Corporate and Community	30/06/2022
58	Elected Members	Advocacy campaigns are planned and effectively delivered for maximum impact.	Support Councillors with advocacy.	Office of the CEO	30/06/2022
59	Planning and Development Services	Planning and development applications are effectively assessed and supported in a timely manner.	Assess planning applications in line with State and Local instruments.	Corporate and Community	30/06/2022
60	Economic Development	Small business is supported and local contractors are upskilled to access opportunities.	Provide economic development support to the community in partnership with relevant agencies.	Corporate and Community	30/06/2022
61	Economic Development	Incentives are provided to businesses willing to ensure attractive appearances for their shop fronts.	Deliver Streetscape Funding Program in line with endorsed policy.	Corporate and Community	30/06/2022
62	Media, Communications and Engagement	The naturally beautiful North Burnett is promoted to visitors and potential visitors.	Leverage promotional opportunities for #VisitNorthBurnett and promote the regions tourism product through appropriate channels.	Office of the CEO	30/06/2022
63	RM Williams Australian Bush Learning Centre	The RM Williams Australian Bush Learning Centre is operated in the most effective manner.	Operate the RM Williams Australian Bush Learning Centre while investigating the most effective delivery mechanism in line with endorsed SDR principles and resolution from May 2021 general meeting.	Corporate and Community	30/06/2022