2013-2018

CORPORATE PLAN

NORTH BURNETT
REGIONAL COUNCIL

welcome
to our 2013-18 corporate plan

Our commitment to the Region and our Communities

The North Burnett Regional Council will work to the financial strength of our region and is committed to a Council presence in our six major towns.

Adoption by Council

The 2013 - 2018 Corporate Plan was adopted by Council on 25-06-2013.

Copies of the Corporate Plan

Copies of both the Corporate Plan and the Annual Report are available free of charge electronically on council's website - visit: www.northburnett.qld.gov.au or can be viewed at any Council Library.

Contact Us

All written communications to be addressed to:

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Acknowledgement of Aboriginal and Torres Strait Islander Peoples

The North Burnett Regional Council acknowledges the traditional custodians of country in the North Burnett region - the Wakka Wakka, Wulli Wulli, Goereng Goereng, Djaku-nde, Jangerie Jangerie, Kabbi Kabbi, Gurang and Taribelang Bunda Peoples. We also acknowledge the cultural diversity of all Aboriginal and Torres Strait Islander People, elders past and present and the significant contribution Aboriginal and Torres Strait Islander People have made and continue to make to shaping the identity of the North Burnett and Australia.
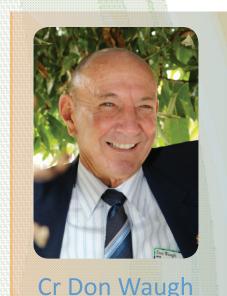
Version

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contents

Section 1 - Introduction
a message from the Mayor and CEO

A Message from the Mayor

Somebody said, "Leave the future alone, it will look after itself!". Would that were true... and maybe it is if you don't care about what the North Burnett region becomes in the next five years.
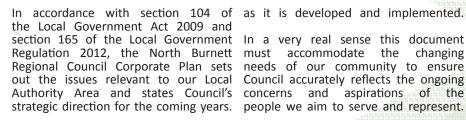
I believe the four pillars established by the State Government to be an excellent base and one we can follow, with agriculture being the base of our economy. Other areas we can build on are mining and tourism. Establishing a network of transport infrastructure involving road and rail is the key to future development of this region.

Council has developed the 2013-2018 Corporate Plan with the region's future in mind, providing direction for development.

I believe the future is positive, with much to be achieved. Council is open at any time for new ideas and ventures.

Don Waugh

Cr Don Waugh

A Message from the CEO

In accordance with section 104 of the Local Government Act 2009 and section 165 of the Local Government Regulation 2012, the North Burnett Regional Council Corporate Plan sets out the issues relevant to our Local Authority Area and states Council's strategic direction for the coming years.

A Corporate Plan is a document designed to outline the major issues facing an organisation both now and into the future. Council possesses a real desire to move our region closer to a place of social and economic sustainability, and this plan contains aspects essential to that progression.

The development of this plan has been a process of deliberation, consultation and continued 'fine tuning'. Our objective is that this document, through Council's operational plan and budgeting process, will be formally reviewed on a yearly basis and will act as a compass for the budget and yearly operational plan formation. A process of benchmarking has been developed to monitor our progress towards achieving real outcomes for key issues.

The North Burnett Regional Council is progressing through a period of significant change and our Corporate Plan provides the direction Council has chosen to meet the expectations of the Community Plan

as it is developed and implemented.

In a very real sense this document must accommodate the changing needs of our community to ensure Council accurately reflects the ongoing concerns and aspirations of the people we aim to serve and represent.

With this in mind you will find a comments form on the last page of this document. Please feel welcome to return this form to Council with your thoughts concerning the Corporate Plan at any time. Your comments will be reviewed by Council and included in the information agenda at our monthly Council meetings.

We appreciate the time you have taken to review this document. In cooperation with our community, meaning our ratepayers, residents, businesses and others with interests in North Burnett Regional Council, we are confident of progressing towards our vision of a regional environment offering a quality lifestyle and real economic opportunities for all people. We continue to look forward to working with all sections of the community to ensure that the North Burnett is a region for lifestyle, development, community spirit and natural beauty.

Mark Pitt
Chief Executive Officer

Mark Pitt

Cr Faye Whelan
Deputy Mayor
(Division 3)

Cr Whelan completed a term in Local Government in the previous Mundubbera Shire before successfully contesting the position of Councillor to Division three (3) of the North Burnett Regional Council in 2008. Cr Whelan was elected unopposed to Division three (3) of the North Burnett Regional Council in the April 2012 elections.

Cr Paul Lobegeier
(Division 1)

Cr Lobegeier joined Local Government in 1979 and with changes to electoral boundaries has represented Divisions six (6), five (5) and two (2) of the former Monto Shire and in total served that Council for almost 20 years until its amalgamation.

Cr Lobegeier successfully contested Division 1 of the North Burnett Regional Council in March 2008 and again in April 2012.

Cr Paul Francis
(Division 2)

Cr Francis was first elected to Monto Shire Council in July of 1998 and served until March of 2004 before being re-elected in January 2005. He served as a Monto Shire Councillor until March 2008 when he was elected as a North Burnett Regional Councillor for Division Two which includes the township of Eidsvold.

Cr Jo Dowling
(Division 4)

A fourth generation Gayndah resident who has lived in Gayndah all her life, Cr Dowling has committed much of her life to the community of Gayndah and is a strong advocate for local business.

In her role as Councillor, Joanne intends to work hard at the real and practical aspects needed to keep this area one of the strongest and most successful in the state and to become a valuable member of the team at North Burnett Regional Council.

Cr John Bowen
(Division 5)

Cr Bowen successfully contested the position of Councillor to Division five (5) of the North Burnett Regional Council in the April 2012 elections.

Cr Bowen has resided in the North Burnett region for the past 55 years and owns a property in the vicinity of Mingo Crossing and Ban Ban Springs.

Cr Bowen is passionate about the North Burnett region, "It is a great place to live and bring up a family".

Cr Lofty Wendt
(Division 6)

Cr Wendt entered Local Government in March 2004 as Councillor of the Biggenden Shire, was elected representative of Division 6 of the North Burnett Region in March 2008 and subsequently re-elected in April 2012. He also completed 12 years as Environmental Officer with Biggenden Shire Council. This experience introduced him to local community service which he undertakes with a passion in his current position.

Background

The North Burnett Regional Council is established as a body corporate under the Local Government Act 2009.

The Council came into existence on the 15 March, 2008 following the Queensland local government reform process which resulted in the amalgamation of 6 shires - Monto, Eidsvold, Mundubbera, Gayndah, Perry and Biggenden, into the new North Burnett Regional Council.

The elected Council is the law making body and consists of the Mayor and 6 Councillors. The administration of Council is headed by the Chief Executive Officer.

To assist with the delivery of services provided by Council, the administrative operations are divided into two Departments and five areas, each specialising in specific areas of responsibility. Details can be found in Council's adopted organisational structure in Section 6 of the Plan - Delivering our Services.

Lifestyle

The North Burnett region takes its name from the Burnett River that flows through the area. The region has a picturesque environmental beauty and an abundance of natural resources that support the diverse agricultural industries and a healthy country lifestyle.

The North Burnett Region covers 19,708 square kilometres with the topography of the region being diverse from fertile farmland to rugged geographical formations.

History

Europeans first explored the Burnett district in 1847 when the Assistant Government Surveyor of the time, James Burnett reported that the area was "open country with the finest sheep pasturage I have seen on this journey". Settlement of the region began in 1848 with the establishment of several sheep stations throughout the area. Sheep were later replaced by cattle grazing, agriculture and horticulture.

North Burnett Regional Council acknowledges the contribution that the pioneers have made to the region and its development.

Society

North Burnet is home to 10,360* residents. The region has a strong connection with its rural background and promotes a safe and friendly atmosphere supported by a healthy country lifestyle. The North Burnett Regional Council is formed from a number of smaller communities that band together to support one another. Each of our communities is proud of our heritage and strongly supports the sustainable development of the region.
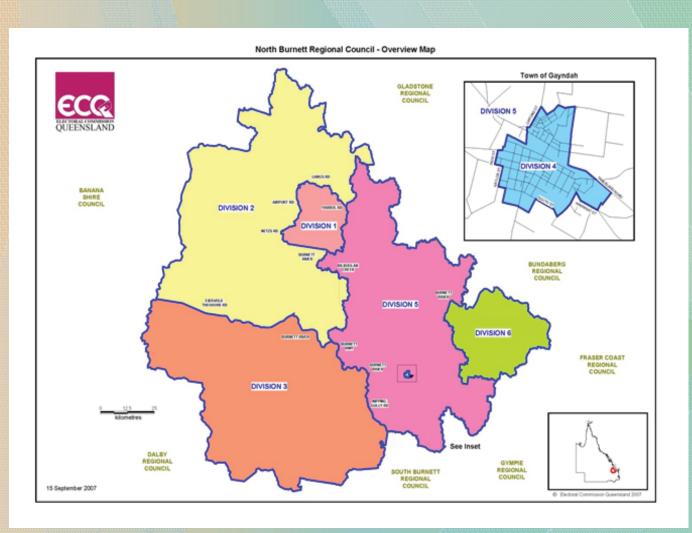
*North Burnett Regional Economic Profile 2015

Environment

North Burnett region has an abundance of natural resources that include: water, rural farmland, mineral deposits, forests, geographical landscapes and National Parkland. Points of significant environmental interest include: Auburn, Boyne, Burnett and Nogo Rivers; Cania, Paradise and Wuruma Dam; and Auburn River, Coalstoun and Mt Walsh National Parks.

The region is described as being sub-tropical and sub-humid, with the predominate rain falling between the months of October to March. The annual rainfall for the area ranges from between 704mm in Mundubbera to 916mm in the Mount Perry area.

Main temperatures range from an average of 5 degrees minimum to 32 degrees maximum. However, temperatures of 40 degrees can be experienced over short periods during the summer months and sub-zero temperatures also occur during the winter months

North Burnett Regional Council - Overview Map

Divisional boundaries of the North Burnett Region

Monto

Monto is the newest town in the North Burnett region, being established in 1924. Geographical features include the spectacular Cania Gorge. Cania Gorge and Kroombit National Parks both offer interesting short or long bushwalks to places like Dripping Rock, Bushranger's Cave, Dragon Cave, and Double-Storey Cave. The rich alluvial flats support a multitude of farming enterprises. Monto is located approximately 175 kms west of Bundaberg and 500kms northwest of Brisbane.

Eidsvold

The Eidsvold Township began its days as a goldmining town in 1887. The town Eidsvold took its name from Eidsvold Station, which was the name given to the property by the Archer Brothers when they selected it in 1848. Eidsvold Station was named after the small town of Eidsvoll in Norway. It is said that Australia's first game of golf was played at Eidsvold station. Eidsvold is a renowned cattle beef cattle production area and home of the RM Williams Australian Bush Learning Centre. Eidsvold is positioned approximately 425 kms northwest of Brisbane and 145 kms west of Bundaberg.

Mundubbera

Mundubbera is better known as the citrus capital of Queensland and has been listed as the third largest agricultural crop producer in the Wide Bay Area. The word "Mundubbera" is an aboriginal word meaning either 'footsteps in the trees' or 'meeting place of the waters', depending on which authority you choose to adopt. The former Mundubbera Shire Council came into existence in 1915 and was formally known as Auburn Shire Council. Mundubbera is home to the famous Black Stump. Mundubbera is sited on Highway A3, 400 kms northwest of Brisbane and 200 kms west of Maryborough.

Gayndah

Gayndah holds the title of Queensland's Oldest Town. First settled in 1849 Gayndah is the historic centre of the Burnett Region. The town is perched on the banks of the Burnett River and many historical buildings form part of the tree lined business centre. Gayndah is well known for producing fine primary produce and is world famous for citrus. The Community of Gayndah is proud of its unique Sister City Relationship established in 1989 with the Belgian township of Zonhoven. Gayndah is situated on the Burnett Highway approximately 360km north west of Brisbane.
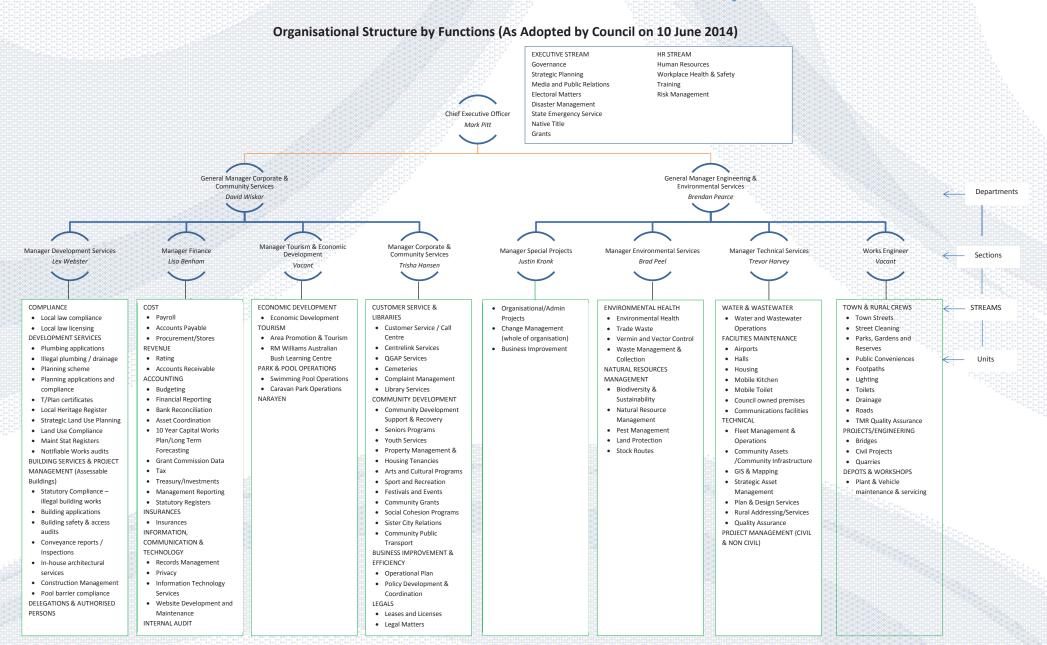
Mt Perry

Mount Perry is the only Town in the former Perry Shire and was settled some time in the 1860s with the discovery of rich copper deposits by Henry Dingle. This discovery lead to the development of the town as news of the discovery spread fast, and many prospectors took up blocks. Current mining activity includes the Mt Rawdon Gold Mine. Perry Shire Council was formed in the early 1900's holding its first meeting on Saturday 9 May 1903. Mount Perry is the location of the southern hemispheres longest unsupported tunnel (Boolboonda Tunnel). Mount Perry is to be found between the Bruce and Burnett Highways, approximately 450 kms north of Brisbane and 100kms inland from Bundaberg.

Biggenden

The original inhabitants of this area belonged to various aboriginal tribes including the Wakka Wakka, the Darielbelum and the Dundubara. The boundaries of their land were the Aboriginal pathways which led from the coastal areas through this area and connected with pathways to the sacred site at Ban Ban Springs. Biggenden was settled in 1889 to service the era's short-lived goldrush. Biggenden is the home to Paradise Dam and two unique National Parks, Mt Walsh and Coalstoun Lakes. Biggenden is located on the Isis Highway, approximately 340 kms from Brisbane and just over an hours drive from the coastal regions of Bundaberg, Maryborough and Hervey Bay.

As well as our major townships, the region boasts vibrant villages and a strong rural community which adds to the diversity of lifestyle opportunities to be experienced.

our corporate structure

Organisational Structure by Functions (As Adopted by Council on 10 June 2014)

EXECUTIVE STREAM
- Governance
- Strategic Planning
- Media and Public Relations
- Electoral Matters
- Disaster Management
- State Emergency Service
- Native Title
- Grants

HR STREAM
- Human Resources
- Workplace Health & Safety
- Training
- Risk Management

Chief Executive Officer
Mark Pitt

General Manager Corporate & Community Services
David Wiskar

General Manager Engineering & Environmental Services
Brendan Pearce

→ Departments
→ Sections
→ STREAMS
→ Units

Manager Development Services
Lex Webster

Manager Finance
Lisa Benham

Manager Tourism & Economic Development
Vacant

Manager Corporate & Community Services
Trisha Hansen

Manager Special Projects
Justin Kronk

Manager Environmental Services
Brad Peel

Manager Technical Services
Trevor Harvey

Works Engineer
Vacant

Manager Development Services — Lex Webster

COMPLIANCE
- Local law compliance
- Local law licensing

DEVELOPMENT SERVICES
- Plumbing applications
- Illegal plumbing / drainage
- Planning scheme
- Planning applications and compliance
- T/Plan certificates
- Local Heritage Register
- Strategic Land Use Planning
- Land Use Compliance
- Maint Stat Registers
- Notifiable Works audits

BUILDING SERVICES & PROJECT MANAGEMENT (Assessable Buildings)
- Statutory Compliance – illegal building works
- Building applications
- Building safety & access audits
- Conveyance reports / Inspections
- In-house architectural services
- Construction Management
- Pool barrier compliance

DELEGATIONS & AUTHORISED PERSONS

Manager Finance — Lisa Benham

COST
- Payroll
- Accounts Payable
- Procurement/Stores

REVENUE
- Rating
- Accounts Receivable

ACCOUNTING
- Budgeting
- Financial Reporting
- Bank Reconciliation
- Asset Coordination
- 10 Year Capital Works Plan/Long Term Forecasting
- Grant Commission Data
- Tax
- Treasury/Investments
- Management Reporting
- Statutory Registers

INSURANCES
- Insurances

INFORMATION, COMMUNICATION & TECHNOLOGY
- Records Management
- Privacy
- Information Technology Services
- Website Development and Maintenance

INTERNAL AUDIT

Manager Tourism & Economic Development — Vacant

ECONOMIC DEVELOPMENT
- Economic Development

TOURISM
- Area Promotion & Tourism
- RM Williams Australian Bush Learning Centre

PARK & POOL OPERATIONS
- Swimming Pool Operations
- Caravan Park Operations

NARAYEN

Manager Corporate & Community Services — Trisha Hansen

CUSTOMER SERVICE & LIBRARIES
- Customer Service / Call Centre
- Centrelink Services
- QGAP Services
- Cemeteries
- Complaint Management
- Library Services

COMMUNITY DEVELOPMENT
- Community Development Support & Recovery
- Seniors Programs
- Youth Services
- Property Management & Housing Tenancies
- Arts and Cultural Programs
- Sport and Recreation
- Festivals and Events
- Community Grants
- Social Cohesion Programs
- Sister City Relations
- Community Public Transport

BUSINESS IMPROVEMENT & EFFICIENCY
- Operational Plan
- Policy Development & Coordination

LEGALS
- Leases and Licenses
- Legal Matters

Manager Special Projects — Justin Kronk

- Organisational/Admin Projects
- Change Management (whole of organisation)
- Business Improvement

Manager Environmental Services — Brad Peel

ENVIRONMENTAL HEALTH
- Environmental Health
- Trade Waste
- Vermin and Vector Control
- Waste Management & Collection

NATURAL RESOURCES MANAGEMENT
- Biodiversity & Sustainability
- Natural Resource Management
- Pest Management
- Land Protection
- Stock Routes

Manager Technical Services — Trevor Harvey

WATER & WASTEWATER
- Water and Wastewater Operations

FACILITIES MAINTENANCE
- Airports
- Halls
- Housing
- Mobile Kitchen
- Mobile Toilet
- Council owned premises
- Communications facilities

TECHNICAL
- Fleet Management & Operations
- Community Assets /Community Infrastructure
- GIS & Mapping
- Strategic Asset Management
- Plan & Design Services
- Rural Addressing/Services
- Quality Assurance

PROJECT MANAGEMENT (CIVIL & NON CIVIL)

Works Engineer — Vacant

TOWN & RURAL CREWS
- Town Streets
- Street Cleaning
- Parks, Gardens and Reserves
- Public Conveniences
- Footpaths
- Lighting
- Toilets
- Drainage
- Roads
- TMR Quality Assurance

PROJECTS/ENGINEERING
- Bridges
- Civil Projects
- Quarries

DEPOTS & WORKSHOPS
- Plant & Vehicle maintenance & servicing

North Burnett Region
key statistics

Data	2011		2006		Change 2006 to 2011
	Number	**%**	**Number**	**%**	
Persons					
Males	5,404	51.1%	5,385	51.0%	19
Females	5,176	48.9%	5,166	49.0%	10
Total Persons	10,580	100.0%	10,551	100.0%	29
Population Characteristics					
Indigenous	591	5.6%	550	5.2%	41
Australian Citizen	9,197	86.9%	9,619	91.2%	-422
Overseas Born	925	8.7%	759	7.2%	166
Age Structure					
Infants 0 to 4 years	589	5.6%	617	5.8%	-28
Children 5 to 14 years	1,370	12.9%	1,468	13.9%	-98
Young Adults 15 to 24 years	978	9.2%	1,039	9.8%	-61
Adults 25 to 54 years	3,789	35.8%	3,965	37.6%	-176
Mature Adults 55 to 64	1,675	15.8%	1,646	15.6%	29
Senior Citizens 65 years and over	2,179	20.6%	1,815	17.2%	364
Households					
Owned	1,877	41.5%	1,954	44.5%	-77
Purchasing	935	20.7%	895	20.4%	40
Renting	1,152	25.5%	1,205	27.5%	-53
Other (including not stated)	560	12.4%	334	7.6%	226
Total Occupied Dwellings*	4,524	100.0%	4,388	100.0%	136
Labour Force					
Employed full-time	2,936	61.8%	3,275	64.3%	-339
Employed part-time	1,263	26.6%	1,331	26.1%	-68
Total Labour Force available	4,751	100.0%	5,096	100.0%	-345

Source, ABS2006 and 2011 census data

Section 2

corporate plan overview

Legislation Requirements

The administrative practices of North Burnett Regional Council are governed mainly by the Local Government Act 2009 and Local Government Regulation 2012. Under Section 165 of the Local Government Regulation 2012, Council is required to prepare and adopt a Corporate Plan for a period of 5 years.

Section 166 of the Local Government Regulation 2012 provides a guideline as to the contents of the 5 year Corporate Plan. The Corporate Plan must provide strategic direction for the Council and incorporated community engagement.

Sufficient time must be given from the adoption of the Corporate Plan to allow preparation of the annual Operational Plan and budget.

Purpose of the Corporate Plan

The 2013 - 2018 Corporate Plan is essentially Council's strategic business plan. It translates the community's needs and expectations into actions. The plan sets out the vision for the region and identifies the outcomes and strategies to be pursued to deliver on that vision.

The Plan also helps to keep a focus on the strategic direction and prioritise Council's work commitments. These commitments are identified every year through the Operational Plan which identifies priority actions to achieve the strategies of the Corporate Plan. Our budget is then developed based on the priority actions agreed to.

Following adoption of our annual Operational Plan and budget, regular assessments are undertaken every three months of Council's performance in delivering against the Operational Plan. These assessments are freely available to the community. Regular assessments of the annual budget are also undertaken to ensure good financial management practices are adhered to.

At the end of each year Council reflects on its achievements over the past 12 months and develops an Annual Report which is also freely available to the community.

Framework

The 2013 - 2018 Corporate Plan is our strategic business plan. It responds to our community needs and expectations by setting out a strategic direction for the Region and identifies outcomes and strategies we will pursue to deliver on that direction.

Every year through our operational plan, we identify priority actions to achieve the strategies of the corporate plan. Our budget is then developed based on the priority actions agreed to. Following adoption of our annual operational plan and budget, we then undertake regular assessments of our performance. These assessments are freely available to the community. At the end of each year we prepare an annual report which provides the community with an outline of our achievements against the corporate plan for the year and highlight some of our priority actions for the next 12 months. Copies of these plans and reports are available by contacting council or can be downloaded from Council's website.

The final draft of the Corporate Plan was released to the public for final comment in June 2013 with the plan being adopted on 25 June 2013. The first review of the plan was commenced in July 2014 with the reportback to Council in accordance with section 104 of the Local Government Act.

Section 3
development of the corporate plan

Community Engagement

North Burnett Regional Council adopted Community Engagement Strategy provides a comprehensive framework for consistent approaches to engagement of relevant stakeholders across Council. It describes key outcomes and directions for engagement, different levels at which Council engages stakeholders and provides tools and protocols to enhance engagement practice.

The strategy emphasises that all staff have a responsibility to communicate with stakeholders that are relevant to their work and that staff engage with appropriate stakeholders already. The strategy aims to make this largely informal, intuitive engagement more deliberate, planned and effective.

A key challenge is to embed community engagement in the culture and practice of the Council across all departments. The strategy supports this by describing when engagement is necessary, what kind of communication suits different situations and how engagement can be better incorporated into Council business and better coordinated across Council.

Council and community stakeholders engage each other at different levels on a spectrum of increasing engagement, as detailed.

Levels of Engagement

Information sharing is a one-way relationship in which information is disseminated to the community.

Consultation is where a stakeholder, such as government, seeks the views of citizens on policies, programs and services. Consultation largely involves gaining stakeholder views on proposals or issues. A limited number of options are usually available and people are being engaged to determine which option they prefer.

Involvement is a situation where issues and solutions are unclear and citizens and government are involved in shaping policy, programs and services. Ultimately, the final policy or solution may be finally determined by one party, such as government.

Collaboration is a situation where issues and solutions are unclear and Council and stakeholders work together with equal power and influence to identify and shape solutions. Collaboration is a partnership between stakeholders to identify and develop preferred alternatives. Ultimately, the final decision may be determined by Council.

Support for Community Action is a situation where community stakeholders are already making progress on issues. Power is shared in a true partnership and "external" stakeholders such as government agencies support and assist community stakeholders in conducting their own actions and services.

The community was engaged in the development of the Community Plan which forms the basis of the Corporate Plan.

A Community Plan reference group was established including key community members from accross the region, NBRC Councillors and the project consultant.

Discussions were held with a wide range of organisations, community groups and key individuals on the following topics:

- Young people,
- Seniors and ageing,
- People with a disability,
- Multicultural community,
- Aboriginal and Torres Strait Islander People,
- Creative arts and heritage,
- Environment,
- Health and well being,
- Sport and recreation,
- Education and skilling,
- Employment,
- Business,
- Community facilities and services,
- Regional infrastructure.

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Section 4

The vision describes in words what our region can potentially become if we pursue the outcomes that have been identified in this plan.

Our Vision

The North Burnett Region in 2022 will be an active and thriving region with a growing population. It will be a cohesive region with strong social networks, a diverse and progressive economy and adequate access to services. A strong sense of innovation and community resilience, supported by inclusive leadership and community participation, will progressively enhance the environmental, social, economic and cultural assets of the community.

Our Mission

Our mission is to work closely with the people of the North Burnett to make our region efficient, effective and economically strong. We will maintain the individual personality of each of our unique communities, and lead our naturally beautiful region into the future.

The vision and mission will be addressed under five key topics:

- Infrastructure,
- Social wellbeing,
- Economic development,
- Environmental management,
- Governance.

Council's strategic response

The outcomes and strategies that North Burnett Regional Council has identified in this Corporate Plan (and are detailed in the pages that follow), provide the response necessary to pursue the vision.

Corporate values and principles

North Burnett Regional Council will be guided by the following corporate values and operating principles as it aims to implement this Corporate Plan and continue to deliver services.

In everything we do, we seek to adhere to our values that guide our attitudes and behaviours.

They are:

Safety

Honesty

Service

Respect

Ethics

Integrity

Section 5

outcomes and strategies

To help achieve the strategic direction, five outcome areas have been identified by Council that it will focus its efforts on over the life of this Corporate Plan. These areas are key priorities that were identified following a review of the local and regional issues facing the North Burnett Region and as a result of feedback received from the community during the public consultation stage.

Each Outcome area has an outcome statement and lists a number of strategies that Council will consider and address on an annual basis during the operational planning and budgeting process.

It should be noted that not all strategies will be considered every year. All strategies will however be addressed over the five years of the Corporate Plan.

The 5 outcome areas are:

Outcome 1:   Infrastructure

Outcome 2:   Social

Outcome 3:   Economic

Outcome 4:   Environmental

Outcome 5:   Governance

The Queensland government is renewing focus on developing Queensland's strengths in tourism, agriculture, resources and construction. In the 2014 year, the State Government adopted the Queensland Plan. The Queensland Plan offers a 30 year vision for the State and gives key direction on the areas of:

- Education
- Community
- Regions
- Economy
- Health and Well Being
- Environment
- People
- Infrastructure
- Governance

Council's adopted Corporate Plan gives consideration to the key strategic directions contained within the Queensland Plan.

Monitoring our performance

Each year Council adopts an operational plan to help deliver on the strategies identified in the Corporate Plan. The projects and services listed within the Operational Plan are supported by a series of performance management measures and targets.

Every three months Council prepares a quarterly performance report based on the Operational Plan in accordance with the Local Government Act. This report outlines the performance by Council to date in achieving planned activities.

At the end of each financial year Council produces an Annual Report to review performance achieved. The Annual Report provides the community with concise operational and financial information about Council's performance against outcomes and strategies set out in the Corporate Plan.

The Corporate Plan, Annual Operational Plan, Quarterly Performance Reports and Annual Report are available for viewing at Council Libraries or on Council's website at www.northburnett.qld.gov.au.

Outcome 1:

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infrastructure

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To have infrastructure facilities in place that are well planned, affordable and offers a safe environment to the community.

Strategic Focus	Outcome	Key Strategy	KPI	Milestone / Date
1.1 Roads and Drainage	Safe road network, efficiently and effectively maintained.	**1.1.1** Develop, maintain and review Asset Management Plan for Council to ensure effective delivery of road infrastructure	- Asset management plan developed and implemented	- Year 1 develop and implement - Year 2-5 review and refine data and analysis
		1.1.2 Develop a 5 year strategic maintenance programme for roads and bridges consistent with asset management strategies	- Plan developed - $ cost/ km each asset class and location - Km of road maintained by asset class maintained	- Year 1 Develop and implement Roads Maintenance Plan - Year 2-5 Implement and renew the Roads Maintenance Plan
	A well maintained and upgraded State Road network	**1.1.3** Advocate and lobby for the maintenance and upgrading of key strategic Main Roads and Bridges within Council area and of regional significance	- Number of engagement activities - Km of road upgraded - Number of bridges upgraded	- Annually
		1.1.4 Advocate for NBRC to be the provider of maintenance and construction work for DTMR on State controlled roads in accordance with Council pre-qualification	- Value of RMPC - Value of RPC	- Annually
	Upgrade strategic roads and bridges to allow for the safe transition of B-Doubles and large trucks.	**1.1.5** Develop a 5 year programme to improve the overall safety of roads used by B-Doubles and large trucks consistent with asset management strategies	- Program developed - Length of roads up-graded - Number of bridges upgraded - No. of B Double applications received and approved.	- Year 1 Develop a B-Double Improved Access Plan consistent with Asset Management - Year 2-5 implement and renew the B-Double Improvement Plan
	Upgrade of roads and bridges to allow for the safe transition of school buses in all weather conditions	**1.1.6** Develop a 5 year program to improve the overall safety of roads and bridges used by school buses	- Program developed - Length of roads upgraded - Number of bridges upgraded	- Year 1 Develop a School Bus Improved Access plan consistent with asset management principles. - Year 2-5 implement and review Plan

1.2 Telecommu-nication	Adequate mobile phone and internet coverage to ensure safety of residents and visitors to the region.	**1.2.1** Advocate to provide Internet and Mobile Phone service providers to expand mobile phone and broadband internet access..	- Number of homes with mobile phone access - Number of homes with internet and broadband access - Number of submissions made	- Year 1-2 Identification and analysis of "black spot" areas and priorities needs in the Region - Year 2-3 Distribution of information to community re availability of services (State and Fed Gov) - Year 3-5 Advocate and Lobby for improved services
		1.2.2 Develop a Telecomunication Plan	- HF & UHF Radio communication mapped and expanded	- Year 1 Plan developed by 30 June 2014 - Year 2-5 implement and renew the Telecommunication Plan
	Television coverage in poor reception areas covered by Councils retransmission sites is maintained to a satisfactory standard	**1.2.3** Enhanced television reception through black spot and other programmes	- No. of Customer Requests received regarding loss of television signal. - No. of households affected by self help broadcasting at each retransmission site.	- Annually
1.3 Water	Effective and efficient delivery of water services – Adequate high quality potable water supplies	**1.3.1** Maintain and review TMP, SLMP, DMP, CSS, SAMP & DWQMP for Council to ensure effective delivery of water services	- No of Mandatory ADWG parameter exceedances - Main breaks / 100km mains - Quality complaints / 1,000 properties	- Review CSS 31 December 2014 - Annual water data report to Statutory bodies - Supply information to Qld comparative data report
		1.3.2 Maintain dialogue with Sunwater & DNRM to ensure most efficient water allocation for requirements	Review options for water trading	- Monthly report to Council on water usage
		1.3.3 Develop and implement a 5 year routine maintenance program for the maintenance of essential reticulation assets	Develop a program to include activities such as valve exercising and replacement, hydrant test and replacement, mains flushing & service connection replacements Implement program	- Develop program for approval – August 2013 - Implement program January 2014 - Report progress against programs - Annual water report

1.4 Sewerage	Effective and efficient delivery of sewerage services – Enhanced access to sewerage and maintenance of high public standards	**1.4.1** Maintain and review TMP, CSS & SAMP for Council to ensure effective delivery of sewerage services	- Sewerage overflows affecting customers properties / 1,000 properties - Odour complaints / 1,000 propertiesNumber of line breaks - Sewer main chokes / 100km main -overall sewerage overflows / 100km mains	- Review CSS 31 December 2014
		1.4.2 Develop and implement a 5 year routine maintenance program for the maintenance of essential reticulation assets	- Develop program to include activities such as CCTV inspections, jet rodding, PS desludging, smoke testing etc. - Implement program	- Develop program for approval – August 2013 - Implement program January 2014 - Report progress against programs – Annual sewerage report
1.5 Aviation Infrastructure	Safe and well maintained aviation facilities for all six towns/ communities within the North Burnett Region	**1.5.1** Implement review of the North Burnett Airport/Aerodrome Review 2013 for the establishment and improvement of aviation facilities within the region.	- 5 year program developed to improve aerodrome infrastructure - Value of capital investment - Number of grant applications made	- 30 June 2015 - Year 1 Develop and implement program - Year 2-5 Review and implement
	Safe and well maintained aviation facilities	**1.5.2** Maintain aviation infrastructure in accordance with CASA requirements and Council aviation services requirements	- Aviation facilities maintained within the approved budget	- Annual technical inspection - Budget preparation Implement
1.6 Community Facilities	The provision of well maintained and developed community facilities that support Council services	**1.6.1** Maintain and review Asset management plan for Council to ensure effective delivery of Community Facilities	- Development of asset management plan - Area of parks - Cost per park	30 June 2014 - Annually
	Quality design and effective construction management of councils major building projects	**1.6.2** Employ best design principles to create successful community buildings and environments	- Positive end user responses / number of complaints	- Annually
		1.6.3 Engage effective and efficient construction management techniques that ensure time and cost parameters are met	- Buildings are completed on time and within budget	- Annually
		1.6.4 Maintain and improve parks and open spaces	- Number/area of parks - Number/area of reserves - Annual maintenance spend - align with grant commission return?	- Annually

1.7 Built Infra-structure	Effective and efficient delivery and maintenance of Council built infrastructure	**1.7.1** Maintain and review Asset management plan for Council to ensure effective maintenance of Council built infrastructure	- Development of asset management plan - Maintenance of housing register - Management of a housing portfolio - Number of complaints	- 30 June 2014 - Annually
	Quality design and effective project management of council's major building projects	**1.7.2** Implement best practise construction management inclusive of time and cost saving measure	- Task times, cost & project management	- Annually
	The provision of staff housing to facilitate in the employ-ment of appropriate staff	**1.7.3** A review of current housing stock relat-ing to location and use.	- Annual maintenance costs per dwelling	- Annually
1.8 Streetscape & Signage	Consistent regional and localised Streetscape & Signage - Improved local amenity of the six towns main streets and surrounding areas	**1.8.1** Maintain and review Asset management plan & Council policy to ensure effective maintenance of Council streetscapes and signage	- Number of complaints - Council streetscapes main-tained as per asset manage-ment plan guidelines	- 30 June 2014
		1.8.2 Develop within the Roads Asset Management Plan a section relating to streetscapes	- Asset management plan de-veloped	- Year 1 Plan devel-oped
1.9 Cemeteries	Effective and efficiently maintained cemeteries that reflect community wishes	**1.9.1** Maintain and improve cemeteries in accordance with Council policy	- Number of complaints - Number of burials - Establishment of Monto Lawn Cemetery	- Annually - Annually - 31 December 2014
		1.9.2 Maintain cemetery register and make available online	- Accurate available information	- Annually
1.10 Storm Water	Effective and efficient stormwater system	Develop, maintain and review Asset management plan for Council to ensure effective delivery of stormwater infrastructure	- Asset management plan developed and implemented	- Year 1 develop and implement - Year 2-5 review and refine data and analysis
1.11 Fleet/Plant	Effective and efficient fleet system	Develop, Maintain and review Asset management plan for Council to ensure effective delivery of fleet/plant	- Asset management plan developed and implemented	- Year 1 develop and implement - Year 2-5 review and refine data and analysis

Outcome 2:

Residents have access to a range of suitable and affordable services to support their quality of life.

social wellbeing

Strategic Focus	Outcome	Key Strategy	KPI	Milestone / Date
2.1 A community for all ages – youth	Youth friendly communities through structures that support the planning and development of youth and youth-related strategies and polices	**2.1.1** Development of a Regional Youth Plan	- Regional Youth Plan developed	- December 2014
		2.1.2 Implementation of Regional Youth Plan	- KPI's in Regional Youth Plan achieved	- Progress reviewed annually
2.2 A community for all ages – families	Childcare services meet community need	**2.2.1** Review the opportunities to expand existing childcare services and advocate for improved services as identified	- Childcare Services Audit Complete - Review conducted	- December 2014 - December 2014
2.3 A community for all ages – seniors	Age friendly communities through structures that support the planning and development of age and age-related strategies and polices	**2.3.1** Review the opportunities to expand existing age care services and advocate for improved services as identified	- Aged Care Services Audit Complete - Review conducted - Determine the most appropriate delivery model for Council aged and community housing care	- December 2014 - December 2014 - December 2013
2.4 A community for all ages – community services	Community services meet community need	**2.4.1** Review the opportunities to expand existing community services and advocate for improved services as identified	- Community Services Audit Complete - Review conducted - Monitor number of services provided - Continue North Burnett Community Services Network	- 30 June 2015 - 30 June 2015 - Annually
		2.4.2 Support for community organisations in line with Council adopted policy framework	- $ value of support - In-kind support – total hrs - Number of festivals/events supported	- Annually
		2.4.3 Community housing operated in accordance with social housing policies	- Number of community houses occupied - Regional Committee established - Local Advisory Committee supported	- Annually

2.5 Education and Training	Educational and Training services to meet community need	**2.5.1** Advocate improving the range of quality educational opportunities and facilities.	- % of students progressing to higher to tertiary education - Council maintain existing support for Narayan - Year 11 & 12 Mundubbera	- Annually
2.6 Enhancing International Links	Maintain and enhance Sister City relations	**2.6.1** Maintain and expand links between communities in the North Burnett & Communities overseas	- Establish sister city relationship with Eidsvoll – Norway - Number of meetings Zonhoven Committee	- Annually
2. 7 Health and Wellbeing	Health services to meet community need	**2.7.1** Advocate to maintain the range of quality health services and facilities.	- Audit of health services available - Number of representations made - Liaison with Medicare Local - Maintain at minimum current service levels	- 30 June 2014 - Annually - Annually
2.8 Sport and Recreation	Provision of quality activities and well maintained facilities	**2.8.1** Development and implementation of Sport and Recreational Plan	- Plan adopted - Implementation of Sport and Recreation Plan	- June 2015 - Annually
		2.8.2 Development of a River Asset Management Plan, maintain and enhance River assets	- Plan adopted & implemented - Partnerships formed between Not-for-profit groups	- Dec 2014 - Annually
		2.8.3 Maintain and Enhance River assets in each community in partnership with not for profit groups	- Partnership formed between Not-for-profit groups - River Asset Management Plan implementation	
		2.8.4 Maintain and enhance community sport & recreational facilities and reserves	Usage of facilities / total hours - Cost of facilities	- Annually
2.9 Law and Order	Low crimes rates maintained – Safe community	**2.9.1** Advocate ito maintain and improve the range of quality police services and facilities.	- Extent of police services available - Number of representations made	- Annually

2.10 Public Trans-port	Effective public transport network	**2.10.1** Advocate improving the range of quality public transport services and facilities.	- Extent of services available - Number of representations / funding sub-missions made - Implementation of Micro Transport Strat-egy - Utilisation of services	- Annually
2.11 Arts and Cul-ture	Community celebration of arts and cultural diversity of region	**2.11.1** Review and implementation of North Burnett Arts & Cultural Strategy	- Arts and Cultural Strategy implemented	- Annually
		2.11.2 Maintain and enhance a vibrant arts community in each com-munity and a regional network of galleries	- Number of galleries - Number of exhibitions - Number of regional Galleries meetings held - Number of regional Galleries initiatives rolled out	- Annually
		2.11.3 Develop and implement a Multicultural Strategy	- Multicultural Strategy Developed - Multicultural Strategy implemented	Annually
2.12 Libraries	Community has access to quality library services	**2.12.1** Build and enhance on the role of Libraries to develop as community hubs through resource sharing and integration of services	- Total loans/circulation - Total visitor numbers - Cost per loan	- Annually
		2.12.2 Integration of Customer Ser-vice and Library functions to provide more efficient and effective custom-er experience	- Usage in Library services - Usage in Administration Services	- Annually
		2.12.3 Establishment of a Regional Call Centre to provide a 'One Stiop Shop' for Council's phone service	- Call numbers - Customer Service KPI's	-Annually

Outcome 3:
economic

Developing a mix of profitable and innovative businesses which provide sustainable economic growth including a viable primary industry sector. Planning and development for regional growth and change is based on sustainability principles, cultural heritage and community engagement.

Strategic Focus	Outcome	Key Strategy	KPI	Milestone / Date
3.1 Economic Development	Implementation of Economic Development Strategy	**3.1.1** Reviewed and implement Council Economic Development Strategy	- Plan reviewed - Priority Actions Implemented from the Economic Development Plan 2014-2019	- Annually
3.2 Tourism	Implementation of Tourism Strategy	**3.2.1** Review and Implementation of Tourism Strategy	- Plan reviewed - Priority Actions Implemented from Tourism Strategy	- Annually
		3.2.2 Maintain and enhance the RM Williams Australian Bush Learning Centre as a key regional tourism, cultural and educational facility	- Number of visitors - Profit and loss	- Annually
		3.2.3 Develop Paradise Dam Recreational Facility as a key tourism and recreational facility for the region	- Commercial powered facilities developed - Number of visitors - Profit and loss	- June 2016
3.3 Caravan Parks/ Camping/Rest Areas	Well maintained and economically viable caravan parks that service community and visitor needs	**3.3.1** Maintain and enhance caravan park facilities to promote visitation and recreational opportunities	- Number of visitors - Profit and loss	- Annually
		3.3.2 Camping	- Implementation of NBRC Camping Strategy - Report on Strategy Activities and KPI's	-Annually
		3.3.3 Rest Areas	- Improved Signage Program implemented - Number of compliance actions and activities	- Annually

3.4 Rail	Effective lobbying for rail services to meet the needs of the Resource sector	**3.4.1** Advocate and lobby for key strategic rail infrastructure and services to Queensland Government	- Number of engagement activities - Resource sector participation	- Annually
3.5 Land use	Appropriate community, industrial, commercial and residential land is available to meet community needs	**3.5.1** Develop and implement NBRC Planning Scheme and provide effective and efficient planning services	- Planning scheme adopted - Number of planning approvals	- Annually
		3.5.2 Investigate the feasibility and business case of developing more industrial land and establishing industrial estates in communities	- Total area of industrial zone land - Number of lots developed - Number of lots sold	- Annually
		3.5.3 Promote strategies for the infilling of vacant urban land	- Number of vacant blocks developed - Number of lots built upon per year	- Annually
	Natural Resources are protected and prudently used to provide for the communities present and future needs	**3.5.4** Identify and incorporate in NBRC's new Planning Scheme	- Planning Scheme adopted - Number of assessments	- Annually
	Effective natural hazard management	**3.5.5** Investigate and identify potential natural hazard areas (landslip, bushfire, flood and earthquake)	- Natural hazard areas identified and appropriate assessment provisions incorporated in Planning Scheme - Number of assessments.	- Annually
	Implementation of an Amenity and Aesthetics Policy.	**3.5.6** Develop and implement an Amenity and Aesthetics Policy to minimise adverse social and visual impacts on the regions natural and built environments	- Number of assessments against Policy	- Annually
	North Burnett's cultural heritage is identified and preserved.	**3.5.7** Adopt draft Local Heritage Register and expand as other places of significance are identified.	- Adopt draft Heritage Register - Number of additional places of significance.	- Annually
	Quality Building and Plumbing certification.	**3.5.8** Provide effective and efficient building and plumbing services. Implementation of a safe swimming pools strategy	- Number and value of building and plumbing applications - Number of enforcement notices - Number of pool inspections vs rectification notices.	- Annually

3.6 Business Development	Effective engagement with the private sector	**3.6.1** Work with the private sector and other levels of government to support the retention and expansion of existing businesses within the region and encourage population growth	- Annual increase in Gross Regional Product - Population Growth	- Annually
		3.6.2 Work within approved structures to facilitate Natural Disaster Economic Recovery	- Number of businesses closing	- Annually
		3.6.3 Continue implementation of Centre for Rural Innovation Project	- Project Implemented through REDAC	- Annually
		3.6.4 Progress North Burnett Minerals Province business support	- Resource sector participation	- Annually
3.7 New and Emerging Business Opportunities	New Business Attraction	**3.7.1** Work with the private sector and other levels of government to support new business investment within the region and encourage population growth	- Annual increase in Gross Regional Product - Number of new businesses	- Annually
3.8 Jobs and Skills Development	Development of skills for population retention	**3.8.1** Source opportunities for education and training in skills development	- Growth in post school qualifications (e.g. Vocational Skill Sets, Cert III, Diploma, University)	- Annually
3.9 Signage Strategy	Consistent signage	**3.9.1** Develop and implement a regional signage strategy and corporate style guide	- Strategy adopted - Style guide adopted	- 30 June 2015
		3.9.2 Development of a Regional Streetscape Policy, Regional Streetscape Strategy and Regional Streetscape Signage Strategy	- Regional Streetscape Policy Developed - Regional Streetscape Strategy Developed - Regional Streetscape Signage Strategy Developed	- 30 June 2014 - December 2014 - 30 June 2015

Outcome 4:

environmental

Increasing the quality of water, land, air and the extent of biodiversity in the region.

Strategic Focus	Outcome	Key Strategy	KPI	Milestone / Date
4.1 Pest Management	Implementation of the Pest Management Plan to ensure effective and efficient pest control	**4.1.1** Review and implement Pest Management Plan	- Plan reviewed	- Annually
		4.1.2 Maintain and expand existing control measures for feral animals and weeds	- Number of programmed baiting campaigns - Volume of chemical used - Land area treated	- 30 June each year
		4.1.3 Develop and maintain a regional wash down bay facility that is supported by strategically placed smaller wash down facilities	- Regional Wash Down Facility Built - Number of vehicles using wash down facilities - Cost of operations	- Annually
4.2. Stock Routes	Well maintained and managed stock routes	**4.2.1** Develop and implement Stock Route Management Plan	- Plan adopted	- Annually
		4.2.2 Develop and implement a Stock hazard road safety management plan		- Annually
4.3 Waste Management	Best practice waste management	**4.3.1** Develop and implement Strategic Waste Management Plan	- Plan adopted	- Annually
		4.3.2 Develop closure plans for each waste management facility. Effective management of Council's waste disposal facilities and incorporate the principles reduce, reuse and recycle.	- State of waste and recycling annual report. - DEHP Integrated Authority annual report.	- Annually
		4.3.3 Develop and manage waste collection and recycling plan including the development of the tender for waste collections and the waste reduction and recycling plan		- Annually

4.4 Environmental Health	Quality community environmental health standards are maintained	**4.4.1** Review and provide environmental health services to ensure a suitable and equitable standard of service to address infectious, vermin, vector and other pest and compliance issues.		- Annually
		4.4.2 Develop and implement a vector management plan	- Number of mosquito service requests - Incidence of notifiable diseases - Number of licenced food businesses - Number of Environmental health related service requests - Ongoing town water quality monitoring. - Qld Health - Food safety annual report	- Annually
		4.4.3 Develop a environmental health disaster management sub-plan.	- sub-plan developed & implemented	- 30 June 2015
4.5 Animal Control/ Compliance	Quality animal control standards are maintained	**4.5.1** Review and provide animal control services to ensure a suitable and equitable standard of service to address compliance issues.	- Number of Dog impoundments including Dog Re-housing Rate (% total dogs re-housed/total dogs impounded) - Dog Registration Rate (% dogs registered/estimated dog population) Dog Complaints (number - of dog complaints per 1,000 population)	- Annually
	Ensure compliance with Council's policies, procedures, and local laws, and other legislative requirements.	**4.5.2** Develop Trade Waste Management Plan/ Inspection program in conjunction with Councils adopted Trade Waste Policy	- Number of service requests: - Noise, odour & overgrown, footpath obstruction permits, road side vending permits	- Annually

4.6 Natural Resource Management	Protecting areas of high ecological significance Areas managed effectively	4.6.1 Lobby to enhance infrastructure, facilities and interpretive information at key environmental assets such as Cania Gorge and Mt Walsh National Parks	- Area of National Park	- Annually
		4.6.2 Undertake NRM projects and strategic planning for sensitive sites within the region	- Ban Ban Springs Plan developed - Revegetation Works undertaken	- Annually
		4.6.3 Liaise with other NRM groups e.g. BMRG BCCA and Landcare		- Annually
		4.6.4 Lobby for Federal and State Government Grants with regard to NRM projects, Pest Management initiatives and strategies that protect and preserve the diversity of flora, fauna and aquatic eco systems	- Applications lodged vs funding received - Number of environmental restoration programs. - Environmental values protected	- Annually

Outcome 5:

governance

A innovative, ethical and efficient organisation that provides best practice service delivery through leadership and policy making together with effective management of people, assets and finances.

Strategic Focus	Outcome	Key Strategy	KPI	Milestone / Date
5.1 Organisational Culture	Excellence in customer service delivery and organisational management.	**5.1.1** Develop a cohesive Council through cultural change and individual ownership of corporate values supported by consistent and responsible leadership	- The quality of our services - Number of complaints	- Annually
	Strong customer focus organisation	**5.1.2** Develop and review annually a customer service charter	- Time to respond to InfoXpert Tasks - Number of complaints	- Annually
5.2 Organisational Systems	Best practice organisational systems	**5.2.1** Provide responsive and efficient systems to enable the delivery of council services.	- The effectiveness of our systems and processes	- Annually
		5.2.2 Develop, implement and review strategic policies that assist council in formulating innovative responses to critical and operational issues	- Number of policies developed and reviewed	- 30 June each financial year
		5.2.3 Establish and manage long term financial planning to ensure the future sustainability of council.	- Financial sustainability indicators	- 30 June each financial year
		5.2.4 Ensure whole of life costing is considered for all new capital works and capacity of community to fund new assets.	- Cost of new capital works	- Annually
5.3 External Funding	Enhancement of Council operation and services	**5.3.1** Investigate and apply for external funding to promote Council objectives and activities	- $ value of external funding received	- 30 June each financial year
		5.3.2 Deputations to State and Commonwealth Governments	- Number of deputations & % of success outcomes	- Annually
5.4 Organisational Structure	Organisation structure supports corporate values and strategic objectives & improved productivity	**5.4.1** Review and implement an organisational structure that will support corporate values and strategic objectives in the provision of services to the Community.	- Annual report to Council on Organisational Structure and its effectiveness	- Annually

		5.4.2 Review the operation for the delivery of services with particular emphasis on maximising quality, effectiveness and efficiency	- Number of repeat jobs - Minimise waste - Quantity of work delivered for cost of work	- Annually
5.5 Transparency in Performance	Transparent and accountable local government	**5.5.1** Review and implement levels of transparency and accountability	- Effective and transparent planning and decision making processes - Non-compliance with legislation - The accessibility of our information and decisions	- Annually
		5.5.2 Develop and implement council's Corporate Governance Framework to ensure strategic planning, compliance with all legislation, policies, Codes of Practice and Standards.	- ¼ reporting - Governance Checklist - Annual Report	- Annually
5.6 Community Engagement	Increased community engagement in decision making processes	**5.6.1** Review and implement Councils Community Engagement Policy	- Policy reviewed annually	- Annually
		5.6.2 Encourage community participation and ensure that the community is informed and educated about matters that impact their lives.	- Community participation at public forums and consultation activities	- Annually
5.7 Workforce Development	A competent, productive and contributing workforce.	**5.7.1** Increased levels of skills, staff cohesion within Council through training and development and Council sharing and engagement events	- FTE staff - No. of training hours – avg cost per hour - No. of trainees and apprentices employed	- 30 June each financial year
		5.7.2 Implement robust risk management strategies.	- Risk Register	- Annually
		5.7.3 Foster a culture of employee health, safety and well-being	- % score WPH&S Audit - No. of lost time injuries - No. of incidents	- Annually
		5.7.4 Implementation of WPH&S Management Plan and System	- Monthly reporting to ELT	- Annually
		5.7.5 Implement human resource strategies to become an employer of choice.	- % staff turnover - Performance appraisals for all staff - % outcome of staff satisfaction survey - EBA develop and adopted	- 30 June 2015

		5.7.6 Foster diversity, merit and equity, reward and recognition in the workplace.	- Staff demographic profile	- Annually
5.8 Regional Representation	Improved opportunities and quality of life	**5.8.1** Advocate to all tiers of government and relevant industry organisations for the provision and enhancement of appropriate services and infrastructure within their jurisdictions	- No. of representations at each level	- Annually
		5.8.2 Collaborate with corporate and key regional and community stakeholders to ensure a unified and strengthened approach to national, state and regional advocacy	- Participation in regional, state and federal organisations and bodies	- Annually
		5.8.3 Encourage partnerships within the wider community to identify opportunities for the enhancement of community wellness, infrastructure and pursuits.	- Community partnerships progressed	- Annually
5.9 Elected Members	Councillors deliver responsible leaderships with informed and transparent decision making	**5.9.1** Provide Councillors with access to quality training, development and networking opportunities.	- Training, development and networking opportunities attended	- Annually
		5.9.2 Provide Councillors with quality decision support		- Annually
5.10 Resource Sharing	Improved service delivery and efficiency	**5.10.1** Identify and implement opportunities for the resource sharing internally and regionally	- Opportunities identified	- Annually
5.11 Disaster Management	Council has a coordinated response to and builds the communities resilience to natural and/or man made disaster events to minimise adverse effects on the community	**5.11.1** Maintain a quality and up to date Disaster Management Plan and Sub-Plans	- Disaster Management Plan reviewed annually	- Annually
		5.11.2 Maintain and coordinate the regional disaster sub-groups	- Sub-groups meeting regularly – no. of meetings held	- Annually
		5.11.3 Develop and implement an MOU with EMQ/QFRS to ensure systems, structures, processes and resources are in place to provide a coordinated response to disaster events	- MOU Developed and signed.	- Annually
		5.11.4 Flood mitigation study conducted and recommendations considered by Council	- Flood mitigation study completed	- Annually

Comments ... Please use this form to provide feedback to Council.

Each Comment Form will be reviewed by Council's Management Executive Group and be included in the annual review of the Corporate Plan which will be tabled at a General meeting of Council.

Please send this form to PO Box 390, Gayndah Qld 4625 or email to admin@northburnett.qld.gov.au. Mark to the 'Attention of the CEO'.

NAME _____

ADDRESS _____

_____

EMAIL _____

(Council would like to acknowledge receipt of your feedback)

YOUR COMMENTS

On the Vision and Mission

_____

_____

Key Topic Areas

1. Infrastructure

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2. Social

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3. Economic

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4. Environmental

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5. Governance

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Council thanks you for the time taken in sharing your thoughts with us. Should you have any enquiries regarding the Corporate Plan, please contact the CEO on 1300 696 272 (1300 MY NBRC)

Information Privacy Act Collection Notice

North Burnett Regional Council is collecting this information in tabled in order to acknowledge receipt of your feedback and ensure that your feedback is included in the annual review of the Corporate Plan. This information will not be disclosed to any third party without your written or verbal authorisation unless required by law.