

NORTH BURNETT REGIONAL COUNCIL

OPERATIONAL PLAN 2022-2023





OPERATIONAL PLAN 2022-2023

The 2022-2023 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 includes 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 2022–2023.

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 the Council's Annual Report.

OPERATIONAL PLAN 2022-2023

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

#	Service Catalogue	Outcome	Action	Department	Due Date
1	Workplace Health and Safety	Improve Council's safety culture and provide effective, modern workplace health and safety systems to ensure that staff safety and wellbeing.	Implement continuous improvement workplace health and safety opportunities as they arise and adhere to legislative requirements.	Corporate and Community	Ongoing
2	Financial Services	Ongoing professional financial services for Council, including timely financial reporting adhering to QTC requirements and Australian accounting standards.	Identify and assess continuous improvement opportunities as well as any potential additional controls to enhance council's financial system practises.	Corporate and Community	Ongoing
3	Waste Management	A new landfill cell and supporting infrastructure at Mundubbera waste management facility.	Conduct tender process and award construction contract by 31 March 2023 with a view to deliver the required infrastructure by 30 June 2024.	Corporate and Community	30/06/2024
4	Information and Communication Technology	Provide fit for purpose Information and Communication Technology (ICT) Council services including hardware, software and telecommunications, for efficient and effective services provision.	Continue development of an appropriate ICT strategy to guide Council ICT decision making, promoting uniformity and consistency, with a longer term, organisation wide outlook.	Corporate and Community	30/06/2023
5	Libraries	The vision for Council Libraries considers State Library of Queensland contract obligations including literacy for all.	Continue development of a Libraries Strategy.	Corporate and Community	30/06/2023
6	Human Resources Management	Internal capacity is progressively developed, providing skilled staff with appropriate career progression paths.	Deliver a supervisor development program to up-skill staff in supervisory positions and facilitate career progression pathways.	Corporate and Community	30/06/2023
7	Continuous Improvement	Progressive review of business processes with evidence based continuous improvements and incremental change pursuit where appropriate, enhancing Council's essential services delivery.	Continue LEAN process reviews across the organisation, pursuing appropriate continuous improvement opportunities as they arise and in keeping with available budgets.	Office of the CEO	Ongoing

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

#	Service Catalogue	Outcome	Action	Department	Due Date
8	Capital Projects	Council controlled essential infrastructure is maintained and/or replaced in keeping with available budgets and asset management plans, particularly roads, urban water, waste water and waste infrastructure.	Deliver a capital works program (including Queensland Government Road Maintenance Contracts) that meets budget, facilitates the planned maintenance identified in applicable asset management plans and is in keeping with long term financial forecasts.	Works	30/06/2023
9	Urban Water Delivery	A continuous supply of water is provided for the community, in serviced areas, which meets Australian Drinking Water Guidelines Health Standards.	Continue replacement, repair or upgrade to the Biggenden Water Treatment Plant, having regard to risk management and funding availability.	Works	30/06/2023
10	Asset Management	Council maintains an effective and consistent approach to the delivery of asset management plans, activities and priorities, consistent with community expectations and available financial resources.	Commence Council's Asset Management Policy review and develop a contemporary Asset Management Framework enabling development of appropriate and consistent asset management plans. Review at end of year and prepare actions for following year.	Works	31/12/2023
11	Continuous Improvement	Sustainable service levels are endorsed by Council and clear for staff and the community to ensure a consistent level of service and appropriate customer service standards.	Continue development of a service catalogue for Council, defining sustainable and consistent levels of service across the region.	Office of the CEO	Ongoing
12	Media, Communications and Engagement	A connected community that is involved in transparent decision making activities.	Finalise development of a Community Engagement Framework and Strategy to ensure appropriate, timely, relevant liaison with community and other stakeholders.	Office of the CEO	31/12/2022
13	Governance	Council's risks are managed and evidence-based decision making is supported by best practice governance.	Maintain risk registers to support Councillors and the organisation to discharge duties and address key organisational risks.	Office of the CEO	Ongoing
14	Indigenous Land Use Agreements	Indigenous Land Use Agreement determinations are correctly enacted in the region.	Consult with relevant parties on Indigenous Land Use Agreements.	Office of the CEO	Ongoing

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

#	Service Catalogue	Outcome	Action	Department	Due Date
15	Governance	Council utilises external funding for maximum benefit of projects that align to corporate plan priorities.	Ensure continued quality assurance and oversight of external funding applications and projects is provided.	Office of the CEO	Ongoing
16	Human Resources Management	Staff are supported with professional human resource services.	Support Council with professional recruitment, training and development, industrial relations as well as trainee programs advice and procedures.	Corporate and Community	Ongoing
17	Records Management	Council records are managed in keeping with best practice, as well as Public Records Act and other legislative requirements.	Ensure best practice records management through continuous improvement and incremental change, as appropriate.	Corporate and Community	Ongoing
18	Procurement, Stores and Purchasing	Procurement is undertaken in keeping with endorsed policy, supporting local business where possible.	Ensure effective and efficient procurement, stores and purchasing practices, pursuing continuous improvement opportunities and/ or additional controls, where appropriate.	Corporate and Community	Ongoing
19	Information and Communication and Technology	Council has access to and maintains technical ICT support, enabling end users to continue day to day activities with minimal interruptions or downtime.	Continue to support the organisation with effective first point of contact support and back of house ICT operations, proactively minimising potential downtime, maintaining ICT infrastructure and taking steps to protect against information or infrastructure threats.	Corporate and Community	Ongoing
20	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 approval, inspection and compliance services, as required.	Corporate and Community	Ongoing
21	Local Laws Education and Compliance	Local laws are effectively enacted for the benefit of community.	Fit for purpose local laws are maintained and enforced as appropriate.	Corporate and Community	Ongoing
22	Waste Collection	Waste and Resource Recovery are managed in keeping with State legislation and policies.	Operate waste collection and resource recovery operations in accordance with adopted strategies and legislation.	Corporate and Community	Ongoing

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

#	Service Catalogue	Outcome	Action	Department	Due Date
23	Emergency Management	Local SES services can effectively support the region in times of need.	Support SES and explore sustainable models for future collaboration.	Works	Ongoing
24	Cemeteries	Provide well maintained and compliant cemeteries.	Cemeteries scheduled maintenance is undertaken in keeping with budget allocations and available resources.	Works	Ongoing
25	Urban Street Maintenance	Maintain a fit for purpose urban street network.	Undertake urban street maintenance in keeping with budget allocations and available resources.	Works	Ongoing
26	Rural Roads Maintenance	Rural roads provide connection across the region.	Undertake rural roads maintenance in keeping with budget addressing network needs in a timely manner, whilst also maintaining roadside vegetation and drainage.	Works	Ongoing
27	Rural Addressing	Rural addressing is processed consistently in keeping with policy.	Undertake rural addressing consistently pursuant to the policy.	Works	Ongoing
28	Bridges Maintenance	Bridges are safe and appropriate to road requirements.	Undertake bridge maintenance in keeping with budget allocations and available resources.	Works	Ongoing
29	Fleet	Safe and fit for purpose fleet is maintained by the organisation.	Work towards delivering fit for purpose fleet management and maintenance.	Works	Ongoing
30	Urban Water Delivery	A continuous supply of water is provided to the community, in serviced areas, which meets Australian Drinking Water Guidelines Health Standards.	Meet regulated drinking water standards in keeping with budget allocation and available resources.	Works	Ongoing
31	Essential Service Delivery	Wastewater is treated in keeping with reportable requirements.	Deliver effective wastewater services.	Works	Ongoing
32	Leasing and Contracts Management	Agreements to be in place with consistent or exclusive users of Council owned land or facilities, ensuring best operation of those facilities.	Continue leases and contracts implementation, maintenance and review, to efficiently provide Council owned facilities and land for community groups and commercial entities and meet public sector governance standards.	Corporate and Community	Ongoing

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

#	Service Catalogue	Outcome	Action	Department	Due Date
33	Natural Resources Management	The region's natural resources are managed for future generations.	Undertake natural resource management advice and education including regional weeds management, land protection and washdown bay operations, in keeping with budget allocations and available resources.	Corporate and Community	Ongoing
34	Environmental Health	Community and businesses are monitored and supported to ensure safe public environments.	Ensure safe communities through environmental health monitoring, permit provision and education.	Corporate and Community	Ongoing
35	Public Lighting	Street lighting is installed and operated for community safety and Council controlled asset security.	Provide urban street lighting across the region as appropriate.	Works	Ongoing
36	Customer Service	Customer service standards are clearly defined for council staff, setting targets to strive toward when interacting with the public, and are available to the public via our website.	Implement a revised customer experience charter.	Corporate and Community	30/06/2023



SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

#	Service Catalogue	Outcome	Action	Department	Due Date
37	North Burnett Transport Service	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	Ongoing
38	Libraries	Library services and programming delivered for the community that upholds State Library of Queensland service contract obligations and consistency across the region.	Deliver library services as per State Library of Queensland Service Agreement, including First Five Forever Programming.	Corporate and Community	Ongoing
39	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, budget and available resources.	Corporate and Community	Ongoing
40	Community Development	Local community groups can effectively operate, completing key projects and programs for the community's benefit.	Continue capacity building exercises with 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	Ongoing
41	Museums, Historical Societies and Art Galleries	Museums, historical societies and art galleries are supported to ensure rich cultural precincts.	Continue to work with the community to maintain and deliver museum and art gallery facility programs across the region.	Corporate and Community	Ongoing
42	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	Ongoing
43	Community Gyms	Council operated community gyms deliver an appropriate level of service for the community.	Deliver Mundubbera and Eidsvold community gym services whilst investigating longer term, sustainable delivery options.	Corporate and Community	Ongoing
44	TV Retransmission Towers	Digital television services are delivered in keeping with Council resolution.	Operate the remaining Eidsvold TV retransmission tower until early 2023 whilst planning for decommission pursuant to council resolution.	Corporate and Community	31/01/2023

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

#	Service Catalogue	Outcome	Action	Department	Due Date
45	Public Security - CCTV	In the public interest, authorities can access CCTV footage.	Continue to manage CCTV operations in key Council areas for community safety and asset security.	Corporate and Community	Ongoing
46	Disaster Management	The region is prepared for disaster.	Prepare for and enact disaster management plans, when and as required.	Works	Ongoing
47	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, having regard to policies, budget allocations and available resources.	Works	Ongoing
48	Waste Management	The region's waste transfer stations are maintained in a safe, usable manner.	Upgrade the Mt Perry waste transfer station to ensure personnel and visitor safety.	Corporate and Community	30/06/2023
49	Waste Management	Better waste management practices are planned with a path to follow in conjunction with other councils.	Work with Wide Bay Region of Councils to develop a regional waste management plan, investigating options for waste diversion, reuse and recycling programs.	Corporate and Community	30/12/2022
50	Caravans and Recreation Parks	Council owned Caravan and Recreation Parks are operated to support visitors.	Continue to operate and/ or have agreements in place for the effective operation of Council owned caravan and recreation parks, whilst investigating the most effective delivery mechanism going forward.	Works	Ongoing
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	Ongoing
52	Aerodromes	Airports are operated to support emergency services, commercial flights and recreation.	Continue to ensure safe operation of council controlled airports across the region.	Works	Ongoing
53	Showgrounds	Showgrounds are operated to support user groups events and operations.	Continue to maintain showgrounds that are Council's responsibility while engaging with key user groups on the most effective long term sustainable model for operation.	Works	Ongoing

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, having regard to policies, budget allocations and available resources.	Works	Ongoing
55	Quarries and Gravel Pits	Council operated quarries and gravel pits provide appropriate material for civil works.	Manage Council operated gravel pits safely and within legislated requirements.	Works	Ongoing
56	Community Pools	Community swimming pools provide recreational opportunities for the community and support the core skill development of learning to swim.	Operate community swimming pools within contractual agreements, having regard to policies, budget allocation, available resources and asset condition. Build on the condition assessment work that has been undertaken to date and conduct a full condition assessment of all five pools to guide future budget considerations.	Works	30/06/2023



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 region wide development.	Consider the development of amendments to the planning scheme following the release of the Wide Bay Burnett Regional Plan	Corporate and Community	Ongoing
58	Elected Members	Advocacy campaigns are planned and effectively delivered for maximum impact.	Support Councillors with a well-documented, targeted advocacy strategy.	Office of the CEO	Ongoing
59	Planning and Development Services	Planning and development applications are effectively assessed and supported in a timely manner.	Assess planning applications in keeping with state and local instruments and timeframes.	Corporate and Community	Ongoing
60	Economic Development	Small business is supported and local contractors are upskilled to access opportunities.	In partnership with relevant agencies, provide economic development support for the community.	Corporate and Community	Ongoing
61	Economic Development	Incentives are provided to businesses willing to ensure attractive appearances for their shop fronts.	Deliver streetscape funding program in keeping with endorsed policy.	Corporate and Community	Ongoing
62	Media, Communications and Engagement	The naturally beautiful North Burnett is promoted for visitors and potential visitors.	Leverage promotional opportunities for #VisitNorthBurnett and promote the region's tourism product through appropriate channels.	Office of the CEO	Ongoing
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 whilst investigating long term sustainable delivery options.	Corporate and Community	Ongoing

