

2022/23 Operational Plan – Q1 Progress Update

ESSENTIAL SERVICE DELIVERY - GETTING THE BASICS RIGHT

ID#	Service	Outcome	Action	End Date	Comments
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.	Ongoing	Ongoing reviews and updates of key WHS management system documentation (in consultation with workers and management) remained on track. Resourcing constraints in the WH&S team delayed the process, however, with two new WHS Advisors appointed this quarter, these delays should be minimal moving forward. This quarter, two new WHS organisational Procedures were developed, 16 safe work method statements were endorsed and new risk assessment forms for employees were utilised. The Skytrust System is currently implemented to 90% of the organisation and expiry of the paper-based Incident Reports, Hazard Reports and Hazard Inspections are to be completed by a target date of December 2022. The average compliance of employees has been above 85% for the worksite inspections during this quarter and will continue to be monitored.
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.	Ongoing	The introduction of quarterly performance reporting has led to improvements in financial reporting related to Council's operations. Additionally, as part of the forensic review in FY22, Council has successfully implemented software to streamline the annual financial statement preparation with this being utilised during the quarter.
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.	30/06/2024	Following a successful application for grant funding Council has appointed a consultant to prepare detailed design plans and the Request for Tender documents for the proposed Mundubbera Landfill Expansion Project.
4	Information and Communications 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.	30/06/2023	Draft strategy has been developed. Working group established to review and finalise draft before adoption.
5	Libraries	The vision for Council Libraries considers State Library of Queensland contract obligations including literacy for all.	Continue development of a Libraries Strategy.	30/06/2023	Libraries strategy research and drafting has commenced and will be delivered by June 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.	30/06/2023	During Q1 FY23 a total of 6 staff completed their Certificate IV Civil Construction Supervision. There have been opportunities for employees to act in higher level positions when there are vacancies and/ or additional project work has been identified, providing employees with on-the-job training and experience. Training and pathway opportunities are an ongoing priority as a part of the People & Performance strategy.

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7	Continuous Improvement	Progressive review of business processes with evidence based continuous improvements and incremental change pursual 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.	Ongoing	Lean process improvement activities continued during the quarter. Several opportunities relating to procurement and stores are currently being explored with further stakeholder engagement to continue into FY23 Q2.
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, wastewater 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.	30/06/2023	A business as usual (BAU) function for the operational team. Currently, ongoing higher than anticipated expenditure in the OPEX area will need reviewing in the following budget review.
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.	30/06/2023	Negotiations have been terminated in relation to a design and construct contract for replacement of plant and a new raw water reservoir after extended efforts to accommodate tenderer failed to reach agreement on project completion timing in line with funding conditions and rise and fall conditions. A new open tender process has commenced. Construction to commence FY23. Completion anticipated FY24. A variation will be submitted to the funding body to seek setback of all project milestones as a result of the difficult business climate.
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.	31/12/2023	Staff are currently reviewing road assets in line with the previously adopted Asset Management Plan (AMP) and their consistency with the adopted road classifications.
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.	Ongoing	Further work continued on the service catalogue during the quarter with a number of rough drafts being developed to act as starting points for various departments. Consideration is being given to the integration of the service catalogue to ensure the document will remain current and it can be used as an effective planning tool, ensuring maximum value of the catalogue.
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.	31/12/2022	The current draft community engagement framework and related documents underwent refinement during the quarter. Further refinement and internal stakeholder engagement is expected to continue into FY23 Q2 with a target to have the documents finalised by the end of the quarter, resources permitting.
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.	Ongoing	During FY22 activities included: <ol style="list-style-type: none"> 1. Creation of a Strategic Risk Register based on the requirements of Australian Standard AS/NZS ISO 31000:2018 Risk Management – Guidelines. 2. Implementation of SkyTrust - A software platform to enable a centralised system to record, manage and monitor both Strategic and Operational Risks. 3. Further work has continued into FY23 to develop and manage risk and embed a culture of risk management.

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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.	Ongoing	<p>During FY22 Council formally connected with Queensland South Native Title Services (QSNTS) and a number of representatives of the Wakka Wakka people, with the intent of establishing communication channels and closer working relationships.</p> <p>The first meeting of the above group was held in Q1 FY23.</p> <p>There are a number of Native Title claims over land within the North Burnett Council region that remain before the Courts for determination. Further work will be undertaken with regard to Indigenous Land Use Agreements (ILUA) in FY23.</p>
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.	Ongoing	Council continued to actively identify government and commercial grant opportunities and undertake proactive grants management to complement essential services, as well as bespoke and value-added Council activities.
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.	Ongoing	During Q1 FY23 People and Performance have continued to deliver recruitment services across the organisation. A total of fifteen (15) new employees were welcomed into the organisation during the quarter. Various staff have participated in Traffic Management Implementation Planning training and the Verification of Competency Program. Council's Trainee and Apprentice Program has continued to progress, and a submission has been made to the department for FY23 placements. EB negotiations commenced in September and will continue throughout Q2 & Q3.
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.	Ongoing	A business as usual (BAU) activity. A Digitisation Policy has been developed and procedures to modernise Council's records management processes are underway (to make reference to compliance/ standards requirements)
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.	Ongoing	A review has been completed of Procurement. An implementation program to improve stores and purchasing practices has commenced. This includes analysis of providing a centre-led procurement model and further scoping surrounding potential stores enhancements.
19	Information and Communications 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.	Ongoing	A business as usual (BAU) item. The computer replacement program continued in keeping with the approved budget to ensure information, communication & technology equipment remains current and fit for purpose.
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.	Ongoing	Council's Building and Development team assess and make recommendations in regard to applications or seek assistance from a specialist planning consultant as required. Plumbing inspections and compliance is undertaken by an external consultant on an annual basis.
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.	Ongoing	Local Laws 1, 2 & 3 are currently being reviewed with the assistance of an external consultant. The first draft review is anticipated to occur during October 2022 with any proposed changes to be reviewed against Local Laws 4,5 and 6 before being adopted.

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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.	Ongoing	The kerbside waste collection service is provided by an external service provider that is also contracted to service waste transfer station bulk waste movement to the centralised landfill. In FY23 Council will prepare a scope of works and tender the service to award a new contract prior to the existing contract end date (June 2024). Resource recovery is conducted at the Mundubbera landfill with supporting recycling services offered at Gayndah, Biggenden and Mundubbera waste transfer stations.
23	Emergency Management	Local SES services can effectively support the region in times of need.	Support SES and explore sustainable models for future collaboration.	Ongoing	Ongoing liaison and support occurs for SES personnel, plant, equipment, activity program, review and improvement.
24	Cemeteries	Provide well maintained and compliant cemeteries.	Cemeteries scheduled maintenance is undertaken in keeping with budget allocations and available resources.	Ongoing	Ongoing maintenance is a business-as-usual (BAU) function for the Works team. Work is undertaken according to a planned schedule.
25	Urban Street Maintenance	Maintain a fit for purpose urban street network.	Undertake urban street maintenance in keeping with budget allocations and available resources.	Ongoing	Ongoing business as usual (BAU) activity. The budget will need reviewing as the financial year continues to ensure any overspend is captured.
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.	Ongoing	Ongoing business as usual (BAU) activity however the budget constraints make maintaining a suitable road network challenging. Recommend a budget review.
27	Rural Addressing	Rural addressing is processed consistently in keeping with policy.	Undertake rural addressing consistently pursuant to the policy.	Ongoing	Ongoing business as usual (BAU) activity. No anomalies to report currently.
28	Bridges Maintenance	Bridges are safe and appropriate to road requirements.	Undertake bridge maintenance in keeping with budget allocations and available resources.	Ongoing	Ongoing business as usual (BAU) activity. No anomalies to report currently.
29	Fleet	Safe and fit for purpose fleet is maintained by the organisation.	Work towards delivering fit for purpose fleet management and maintenance.	Ongoing	Rationalised the fleet assets and identified excess or underused plant for disposal by auction on 07 October 2022. Also engaged with the end user to ascertain functional requirements before procurement. Maintenance workflows have been enhanced by innovative defect reporting such as NBRC web forms.
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.	Ongoing	A business as usual (BAU) function for the operational team. Currently maintaining safe supplies in all systems. NBRC recently hosted an inspection visit by the Office of Water Supply Safety team where operational staff provided a fine example of their competence to the Regulator.

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31	Essential Service Delivery	Wastewater is treated in keeping with reportable requirements.	Deliver effective wastewater services.	Ongoing	<p>A business as usual (BAU) function for the operational team. Currently maintaining ongoing compliance in all but Biggenden Sewage Treatment Plant (STP) where higher than licence TDS is being caused by the nature of the source water in the area. A pre-lodgement meeting to renegotiate Biggenden STP licence to take account of raw water quality in the area will be arranged when sufficient data can be collected to support Council's application.</p> <p>An overflow occurred at Gayndah's Bamboo Street Pump Station due to pump failure. There was only one operational pump in the pumpstation, due to extended supply line issues around Covid and international economic issues. Without a backup pump, the station went to overflow on failure of the single pump. There are four other pump stations in the region currently with only one pump for the same reasons. The solution applied to the Gayndah SPS is systematically being applied to all these. That is: a bypass arrangement allowing a mobile pumpset to be used to bypass the pumpstation in a pump failure is being installed.</p>
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.	Ongoing	Review and updating of leases have commenced for Council owned facilities and land with community groups and/or commercial entity tenants. Council has completed the leases for pool contractors.
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.	Ongoing	<p>Council has four Land Protection Officers (LPO's) operating throughout the local government area conducting inspections of stock routes and addressing invasive weed and wandering livestock reports. The LPO's also conduct 1080 baiting programs and roadside spraying programs while also meeting with regulatory agencies to understand current and impending biosecurity issues.</p> <p>Operation of existing wash bay facilities is currently being reviewed.</p>
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.	Ongoing	Council Environmental Health Officers (EHO's) continue to monitor environmental issues - including public health advice in conjunction with Qld Health and conduct food licencing inspections, monitor pool water quality, investigate illegal dumping sites and assess vegetation burn requests. The team works with external regulatory agencies to update the community as appropriate.
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.	Ongoing	Ongoing business as usual (BAU) activity. No anomalies to report currently.
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.	30/06/2023	A review of the customer experience charter has commenced.

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

ID#	Service	Outcome	Action	End Date	Comments
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.	Ongoing	A business as usual (BAU) function. The Transport service is being delivered in keeping with contractual requirements, with a significant increase in revenue, as a result of new contract with Translink current until 2026 with options to extend to 2028.
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.	Ongoing	State Library of Queensland Service Level Agreement requirements are being met. Libraries programming has recommenced with a range of events including Under 8's Day, First 5 Forever sessions at targeted events, Kindy visits and School holiday Science and Robotics workshops. Staff training for First 5 Forever programming has occurred with key staff. Further training in this program is planned with all customer service and library staff during 2022-23. First 5 Forever Library programs will recommence in Q2, 2022-23.
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.	Ongoing	A business as usual (BAU) function. 2023 Australia Day event planning has commenced. Youth Week planning to commence closer to the function along with supporting Seniors Weeks and NAIDOC events in collaboration with community groups.
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.	Ongoing	Workshops to build volunteer management capacity for non-profit groups were held in Monto, Mundubbera and Biggenden in partnership with Volunteering Queensland. Exploring further partnership opportunities with Volunteering Queensland and capacity building workshops. Partnered with Red Cross to deliver and facilitate Community-Led Recovery Workshops in Biggenden and Mundubbera.
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.	Ongoing	Ongoing support provided for Mundubbera Art Gallery. Support extended to Reginald Murray Williams Australian Bush Learning Centre Gallery to display rolling exhibitions throughout the year. Ongoing meetings and support provided to Gallery groups across the region.
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.	Ongoing	In-kind support applications continue to be assessed on the regular basis. Community grants (Major events, small events and projects) will be released Q2 in 2022 to enable Not-for-profit groups to apply for funding.
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.	Ongoing	Both Gyms are operating and with stable membership base.
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.	31/01/2023	As per Council resolution on 28/04/2021 to decommission the sites, Moonford and Bukali have been decommissioned on 28/01/2022 and 30/06/2022 respectively. Eidsvold is scheduled to be decommissioned on 27/01/2023.
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.	Ongoing	A business as usual (BAU) function. Policies and procedures are being developed to include upgrading of aging systems, identify and prioritise installation locations, and develop an appropriate maintenance program.

SUSTAINABLE COMMUNITIES - TO RETAIN POPULATION AND ATTRACT INVESTMENT

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46	Disaster Management	The region is prepared for disaster.	Prepare for and enact disaster management plans, when and as required.	Ongoing	Plans implemented during FY22 after significant rain and flooding events. Council remains ready to enact as required
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.	Ongoing	A business as usual (BAU) function. Maintenance programs are exercised to ensure serviceability.
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.	30/06/2023	Council has allocated funds in the 22/23 budget to address access to the site and improve waste disposal practices for users.
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.	30/12/2022	Council is a member of a newly formed working group with other Wide Bay Burnett regional Councils to develop a regional waste management plan (RWMP). The RWMP is part of a State Government initiative to reduce waste to landfill, divert resources for reuse, increase investment in waste management/recycling and to adopt circular economy principals for waste and resource recovery.
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.	Ongoing	Some challenges sourcing affordable management staff but continuing with the search for this resource.
51	Council Housing	Council housing is maintained to provide accommodation for staff in a region of low rental availability.	Provide Council housing as required.	Ongoing	A business as usual (BAU) function. Maintenance program exercised to ensure serviceability.
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.	Ongoing	Ongoing maintenance is a business-as-usual (BAU) function for the Works team. Therefore, work and inspections are undertaken according to a planned schedule and the CASA standards. Several key improvements were made to Aerodromes in FY22, including animal-proof fencing upgrades on four of the region's aerodromes.
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.	Ongoing	Ongoing maintenance is a business-as-usual (BAU) function for the Works team. Further work is required across departments to assist with transition to a sustainable model.
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.	Ongoing	Ongoing business as usual (BAU) activity. No anomalies to report currently.
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.	Ongoing	Ongoing business as usual (BAU) activity. Moving forward, a full review of operations and legislation against NBRC requirements is in progress.

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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.	30/06/2023	Pools have been successfully leased. Maintenance completed as required and in line with lease terms.

PROSPEROUS FUTURE - TO ENSURE ECONOMIC GROWTH FOR FUTURE GENERATIONS

ID#	Service	Outcome	Action	End Date	Comments
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	Ongoing	Wide Bay Burnett Regional Plan (WBBRP) has not yet been issued. The NBRC planning Scheme amendments are currently on hold pending the release of the WBBRP.
58	Elected Members	Advocacy campaigns are planned and effectively delivered for maximum impact.	Support Councillors with a well-documented, targeted advocacy strategy.	Ongoing	Predominant advocacy has related to Federal Assistance Grants and improving Council's allocation. A comprehensive advocacy program is yet to be established, endorsed and actioned. Discovery and scoping efforts commenced in the quarter with further work to continue into Q2 FY23.
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.	Ongoing	A business as usual (BAU) function. Applications are assessed in keeping with the legislative requirements.
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.	Ongoing	Predominantly delivered via Council's partnership with Burnett Inland Economic Development Organisation (BIEDO).
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.	Ongoing	The Communities team continue to support the Streetscape funding program in lieu of an economic development team. Applications continue to be submitted for this program and supported by local businesses.
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.	Ongoing	Ongoing publicity maintained during the quarter with a target of two posts per week via all available Visit North Burnett social media pages.
63	Reginald Murray Williams Australian Bush Learning Centre	The Reginald Murray Williams Australian Bush Learning Centre is operated in the most effective manner.	Operate the Reginald Murray Williams Australian Bush Learning Centre whilst investigating long term sustainable delivery options.	Ongoing	Reginald Murray Williams Australian Bush Learning Centre has been staffed and continues to trade. Centre services are currently delivered with fixed term / casual staff. Expression of Interest for sale or lease of the facility was completed without success in May 2022. A formal tender process related to facility ownership and centre operation is pending.