



Operational Plan 2020/21



Strategic Direction 1: Building Our Economy



Objective	Activity	Success Measures
Building Our Economy		
1.1 Support development to facilitate networks and partnerships between local business, industry groups and government to promote innovative industries.	1.1.1 Deliver an Innovation Forum that engages a diversity of stakeholders to find solutions, overcome challenges and realise opportunities through collaboration and action.	Forum delivered and number of stakeholders engaged.
	1.1.2 Support local businesses to ensure they are well informed to capitalise on opportunities.	Local Businesses are well informed of opportunities.
	1.1.3 Advocate for economic development and tourism opportunities within the Cloncurry Shire.	Number of opportunities sought.
1.2 Promote Cloncurry as a tourist destination.	1.2.1 Promote and provide high quality Visitor Information Services and museums.	Number of visitors and level of visitor satisfaction.
	1.2.2 Encourage visitation to Cloncurry with the delivery of key events.	Support and deliver community events.
	1.2.3 Increase awareness of tourism experiences in Cloncurry Shire.	Tourism marketing plan delivery including social media engagement and increased visitors to the Cloncurry VIC & local museums.

Objective	Activity	Success Measures
Building Our Economy		
1.3 Support rural industries	1.3.1 Ensure saleyard facilities are sustainable, maintained and upgraded.	Saleyards capital works program completed in line with budget.
	1.3.2 Saleyards provides a positive financial return for Council.	Saleyards operations monitored for efficiency and opportunities for improvements investigated and implemented.
1.4 Enhance the retail shopping environment	1.4.1 Support businesses to enhance shop fronts to encourage improved streetscape & increased patronage.	Shopfront Revitalisation Grants Program delivered and level of participation.

Strategic Direction 2: Building & Maintaining Infrastructure



Objective	Activity	Success Measures
Building & Maintaining Infrastructure		
2.1 Provide transport services that meet community expectation	2.1.1 Develop a plan for the future re-development of the Works Depot.	Develop a master plan for the future redevelopment of the Works Depot.
	2.1.2 Maintain infrastructure and services.	Works programs delivered.
	2.1.3 Airport infrastructure maintained.	Airport capital works completed in accordance with budget.
	2.1.4 Airport provides for appropriate levels of security for passengers and staff.	Security service reviewed post December 2020 changes and implemented in accordance with budget.
	2.1.5 Undertake restoration of flood damaged roads under Disaster Recovery Funding arrangements (DRFA) in a timely manner.	Deliver 80% of all flood damage funding.
	2.1.6 Undertake front-end engineering options analysis and preliminary designs for potential future infrastructure projects.	Number of programs / project studies completed.
	2.1.7 Deliver all capital works and grant funded programs for the replacement, upgrade, renewal or new construction of all infrastructure assets.	Deliver 80% of program through new PMO (internal and external project managers).
	2.1.8 Undertake Department of Transport & Main Roads works to specification and in accordance with the Road Maintenance Performance Contract (RMPC).	Completion of RMPC works within agreed timeframes and within approved budget.
	2.1.9 Implement Asset Management Strategy.	Delivery of Asset Management targets according to adopted milestones and budget.
	2.1.10 Ensure that mining Notifiable Road User Agreements are established and maintained.	Notifiable Road User Agreements in place for all instances where mines haul > 10,000 tonnes/annum of mineral product on Council roads.

Objective	Activity	Success Measures
Building & Maintaining Infrastructure		
2.2 Improve community access to affordable internet and telecommunications.	2.2.1 Ensure Council is provided with the best and most cost-effective internet service, review alternative suppliers for cost savings and improvements in service.	Internet service improved and/or cost savings achieved.
	2.2.2 Council staff provided with up to date content on the intranet to provide staff with easy access to key documents and guidelines.	Intranet updated in line with Council website software and regular interaction from staff.
	2.2.3 Maintain a modern, reliable and cost- effective Plant and Fleet that meets the current and future needs of Council.	Plant and Fleet maintenance schedules in place to optimise utilisation. Plant Renewal Program delivered on time and within approved budget.
	2.2.4 Provision of cost effective and environmentally responsible waste management services and facilities.	Compliance with Council's Environmental Authority for Waste Disposal
2.3 Ensure infrastructure and utility services can cater for long term sustainability while providing services in a timely and efficient manner.	2.3.1 new PMO Project Delivery Directorate Implemented.	Staff recruited.
	2.3.2 Project Management Office (PMO) established.	PMO operating effectively. Processes and systems in place. Project improvement processes established and informing future decision making.
2.4 Improve water quality and security	2.4.1 Develop a Shire wide Water Plan	Develop and adopt Plan Stage infrastructure works Develop Operation Plans

Strategic Direction 3: Investing in Our Lifestyle



Objective	Activity	Success Measures
Investing In Our Lifestyle		
3.1 Enhance provision of community services, facilities and infrastructure	3.1.1 Quality childcare services available for families living in Cloncurry.	Delivery of quality childcare service.
	3.1.2 Deliver community engagement activities in Cloncurry and Dajarra.	Residents gain access to community activities and level of participation.
	3.1.3 Provide support to community groups and services through the provision of grants.	Number of community groups engaged, and number of grants provided.
	3.1.4 Facilitate community wellbeing activities to aid in disaster recovery and build community resilience across the Cloncurry Shire.	Community Wellbeing activities are delivered in Cloncurry and Burke & Wills to promote community wellbeing.
	3.1.5 Provide disaster information and awareness raising activities for residents across the Shire.	Increased preparedness for Communities to respond and recover from disaster events.
	3.1.6 Deliver cemetery and associated services that meet current and future burial and remembrance needs. Revitalisation of cemetery grounds.	Capital works completed, cemetery signage upgraded, Lawn Cemetery brought up to standard in line with Council Policy.
	3.1.7 Old cemetery records are currently manual, data to be GPS mapped and updated into council's computer system.	Cemetery records to provide the community with up to date and appropriate information.

Objective	Activity	Success Measures
Investing In Our Lifestyle		
3.2 Improve cultural experiences in the Shire	3.2.1 Seek out partnership opportunities to deliver arts & cultural activities.	Number of arts and cultural activities delivered.
	3.2.2 Promote and deliver the Regional Arts Development Fund.	Number of applications received for arts projects.
3.3 Affordable living options for the community	3.3.1 Seek opportunities to increase and maintain the Council Employee Housing Stock Program.	Number of new housing stock secured. Improvements made to existing housing stock.
	3.3.2 Provide well planned and maintained open space and parks compliant with asset inspection and maintenance schedules.	All inspections and maintenance activities are completed in accordance with adopted standards.

Strategic Direction 4: Protecting our Environment



Objective	Activity	Success Measures
Protecting our Environment		
4.1 Maintain programs to ensure impacts of development and land use on people and the environment are minimised.	4.1.1 Review and implement Animal Control Program - Implement 1080 Baiting Program.	Animal Control Program delivered in line with adopted biosecurity plan and approved budget.
	4.1.2 Continue with implementing improvements to Sewage Treatment Plant (STP) upgrade in accordance with STP master plan to meet environmental license and town planning requirements.	Deliver Sewage Treatment Plant upgrade (Stage 3) on time and within the approved budget.
	4.1.3 Ensure that statutory timeframes for reporting on all treatment plant license conditions, dam safety and public health requirements is achieved.	Regular testing regime in place for all licence parameters. Potable water is supplied in accordance with the Drinking Water Quality Management Guidelines. Undertake annual SWIM reporting. Provide dam safety reporting as per requirements.
	4.1.4 Provide building, plumbing and drainage regulatory services to meet legislative requirements.	Total number of applications processed.

Strategic Direction 5: Effective and Inclusive Governance



Objective	Activity	Success Measures
Effective and Inclusive Governance		
5.1 Council strategic plans assist the community in achieving their goals.	5.1.1 Develop new Corporate & Operations Plan.	Operational Plan adopted with 2020-21 Budget. Corporate Plan consultation completed and new 2021-2026 plan to be adopted prior to June 30, 2021.
	5.1.2 Review and implement Disaster Management Plan.	Local Disaster Management Plan to be reviewed.
5.2 Develop and maintain collaborative partnerships between Council, State and Federal Government, the community and industry.	5.2.1 Elected members and officer's professional development. Councilor attendance at Annual LGAQ Conference.	Number of Councilors' attendance at Annual LGAQ conference and Elected Member Update training.

Objective	Activity	Success Measures
Effective and Inclusive Governance		
5.3 Ensure decision making is inclusive and transparent, that decisions are communicated to the broader community and based on sound community engagement policies and strategies.	5.3.1 Promote use of Innovation platform to gather ideas from the community and arrange community forum to provide feedback - annual report to be published.	Increase in input from the community with the Innovation Platform. Inclusion of projects into the Annual Budget.
	5.3.2 Maintain an internal audit function to focus on risk priority areas- Implement recommendations identified by Internal Auditor.	New Audit Committee established, review the current Charter, and ensure that all legislative requirements are met.
	5.3.3 Risk Management – Conduct an annual fraud risk assessment.	Risk Management and Fraud policies reviewed and updated.
	5.3.4 HR Strategy objectives implemented, and the strategy reviewed.	Implementation of the HR Strategy provides a reduction in staff turnover. Delivery of activities through Wellbeing Committee improves staff culture.
	5.3.5 Staff training targeted at improving productivity and culture.	Staff have appropriate qualifications and provided with regular training to complete their assigned responsibilities.

Objective	Activity	Success Measures
Effective and Inclusive Governance		
5.3 Ensure decision making is inclusive and transparent, that decisions are communicated to the broader community and based on sound community engagement policies and strategies	5.3.6 Annual Budget reviewed, and monthly financial reports reported against budget.	Annual Budget reviewed at least once, and 2021-2022 budget process commenced March and completed by June.
	5.3.7 Annual Financial Statements are completed according to legislative timeframes and requirements.	Financial statements audited without qualification.
	5.3.8 Financial system provides improved reporting capabilities for managers and supervisors.	SynergySoft to be implemented (due date Nov 2020) on time and all modules functioning well.
	5.3.9 Ongoing enhancements to Safety- Implement an electronic Safety Management System.	<p>Skytrust has been rolled out, training for staff continues and an increase in the number of functions implemented to improve reporting capabilities for senior management.</p> <p>Safety Management Plan 2020 guidelines are followed, and objectives completed, the plan is reviewed and implemented for 2021.</p>



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