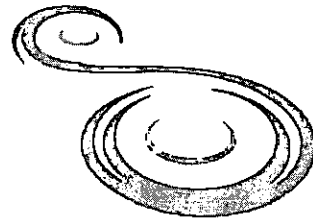


## Attachment C



**Somerset Regional Council**

# **OPERATIONAL PLAN**

**2016 – 2017**

# Natural Somerset

*A place where the natural environment and rural lifestyle are valued and protected.*

	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
1.	Active advocacy	Work with Council of Mayors and LGAQ to address forestry, landcare, rivercare and related issues.	Participation in Council of Mayors and LGAQ according to resources and priorities. Responsibility: Chief Executive Officer, Mayor, Councillors, Managers.
2.	Council and the community are informed about regional, state and national land use and development plans and strategies which are relevant to the Somerset region.	Inform Council and the community about elements of regional, state and national land use and development plans and strategies which are relevant to the Somerset region.	<ul style="list-style-type: none"> <li>• Council briefed on significant issues.</li> <li>• Community updated through internet and newsletters about significant issues which are not addressed by local press.</li> </ul> Responsibility: Manager Planning and Development
3.	Community informed about local heritage.	Provide information about Regional heritage, heritage grants and heritage contacts on internet and in shopfronts.	Community has access to local heritage information. Responsibility: Manager Planning and Development; Tourism and Promotions Officer
4.	Funding provided to match State and Federal environmental funds.	Maintain an environmental levy in the budget.	Draft resolutions are to be prepared in time for budget meeting agenda. Responsibility: Manager Finance.
5.	Update cost estimates for remediation and seek to progress the matter.	Pursue funding to implement remediation works.	Funding obtained. Responsibility: Development and Design Engineer
6.	For Council's Free Tree Programme, investigate appropriate tree species and procure for nursery.	Encourage the planting of appropriate trees in urban and rural areas.	Number of trees collected at Free Tree Programme. Responsibility: Natural Resource Management Officer
7.	Investigate options and methods for improvement.	Continue to progressively rationalise waste services until they are at a sustainable level.	Further rationalisation opportunities identified. Responsibility: Development and Design Engineer.
8.	Investigate ways and means of minimising volumes to landfill.	Develop management options to reduce waste to landfill.	Volume disposed at landfill. Responsibility: Development and Design Engineer.

	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
9.	Maximise utilisation of cell space to extend life of the cell.	Continue to operate the existing cell at Esk Landfill and develop a new cell in accordance with the procedures and site based management plan.	Operation in accordance with EPA licence. Responsibility: Development and Design Engineer.
10.	Continue to seek opportunities with neighbouring Councils to improve waste management practices.	Communicate with neighbouring Councils on the progress of waste management issues.	Options developed, investigated and prioritised. Responsibility: Development and Design Engineer.
11.	Keep abreast of recent developments and investigate options.	Continue to seek opportunities for recycling/innovative waste disposal and/or minimisation solutions.	Options developed, investigated and prioritised. Responsibility: Development and Design Engineer.
12.	Continue to investigate viability of recycling paper/plastics.	Continue to seek recycling opportunities for paper, plastics etc.	Options developed, investigated and prioritised. Responsibility: Development and Design Engineer.
13.	Investigate options to expand the program.	Continue to provide a "Drum Muster" program.	Program provided. Responsibility: Development and Design Engineer
14.	Environmental harm is minimised.	Conduct ongoing compliance program.	Requests actioned within specified timeframes. Successful compliance actions. Responsibility: Senior Environmental Health Officer
15.	Pest management program is implemented.	Continue public awareness programme to educate the community on declared pest impacts, identification and control.  Implement actions listed in the Pest Management Plan.	Number of awareness activities conducted. Responsibility: Senior Environmental Health Officer  Actions implemented. Responsibility: Senior Environmental Health Officer

# Vibrant Somerset

*An integrated and welcoming place with something for everyone.*

	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
16.	Council's facilities are provided which meet users' needs.	Maintain Council's facilities and property.	Maintenance completed within the budget estimates. Responsibility: Manager Corporate Services; Manager Operations
17.	Operate Indoor Sports Facilities	Provide a range of activities at each Indoor Centre.	No. of participants in Centre activities. Responsibility: Sport and Recreation Officer
18.	Public health risks are minimised.	Conduct ongoing compliance program for local government public health risks.	Requests actioned in specified time frames. Successful compliance actions. Responsibility: Senior Environmental Health Officer
19.	Swimming pools maintained in operating condition.	Carry out maintenance to keep public swimming pools in operating condition.	Number of days swimming pools are unavailable for use in the swimming season. Responsibility: Sport and Recreation Officer
20.	Swimming pool water quality meets health standards.	Ensure water quality and treatment of swimming pools meet standards.	Compliance with the Queensland Health Swimming & Spa Pool Water Quality & Operational Guidelines (2004) Responsibility: Senior Environmental Health Officer
21.	Active advocacy for improved health services.	Carry out appropriate advocacy activities to improve health services in the Region.	Level of state health services in the Region increased. Responsibility: Community Liaison Officer
22.	Immunisation clinics are conducted and more children are immunised.	Provide immunisation programs to school children for certain specified diseases.	Services are delivered in line with the Service Provider Agreement with Queensland Health. Responsibility: Senior Environmental Health Officer
23.	Increased awareness of sport, recreation and healthy lifestyle issues relevant in the region.	Publication of Active & Healthy newsletter and page on Council website.	Number of newsletters published. Responsibility: Sport and Recreation Officer
24.	Assessment of the needs of the community for the delivery of sport and recreation.	Attend community meetings on sport and recreation matters.	Number of community meetings attended. Responsibility: Sport and Recreation Officer

	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
25.	Community participation in physical activity	<p>Coordinate a variety of activities and events as part of the Active &amp; Healthy program that maximise facility use and provide access to opportunities and quality tuition for residents, particularly young people.</p> <p>Coordinate the Somerset Rail Trail fun Run.</p>	<p>Number of activities held. Responsibility: Sport and Recreation Officer</p> <p>Event participant numbers Responsibility: Sport and Recreation Officer</p>
26.	Develop appropriate management strategies	Identify any impediments to access to recreation facilities.	<p>Number of complaints received. Responsibility: Sport and Recreation Officer</p>
27.	More community participation in physical activity	Progressively implement Parkland Strategies and Recreation Framework as resources become available.	<p>Implementation of Recreation Framework commenced. Responsibility: Manager of Planning and Development; Sport and Recreation Officer</p>
28.	Multiple use of recreation reserves	Encourage cooperative arrangements and multi-use strategies for the use of recreational land and facilities.	<p>Level of assistance provided to Recreation Reserve Co-ordination Committees. Responsibility: Sport and Recreation Officer</p>
29.	More information is made available to clubs to enable the clubs to operate effectively.	Continue to promote the web-based club administration kit available on Council's website.	<p>Feedback from community as to utility of information. Responsibility: Sport and Recreation Officer</p>
30.	Grants approved.	If requested, provide assistance to community groups with the preparation of applications for grants.	<p>Level of assistance provided. Responsibility: Sport and Recreation Officer</p>
31.	Sports equipment library developed.	Maintain and promote sports equipment library.	<p>Number of equipment loans and number of new items added. Responsibility: Sport and Recreation Officer</p>
32.	Skill development of local artists.	Contribute towards the cost of projects approved under the Regional Arts Development Fund.	<p>Number of projects approved. Responsibility: Regional Librarian</p>
33.	Outlets available in the region for the sale of local art works.	Encourage artists and craft workers to identify business opportunities in the Region.	<p>Number of customers assisted. Responsibility: Manager Planning and Development</p>
34.	Library services provided which meet the recreational, information and cultural needs of region's residents.	Operate an independent library service.	<p>Compliance with service agreement conditions. Responsibility: Regional Librarian</p>

	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
35.	Increase in library members.	Provide an effective library service.	<ul style="list-style-type: none"> <li>• Expenditure per capita</li> <li>• Library membership as a percentage of population</li> </ul> Responsibility: Regional Librarian
36.	Internet access available at all libraries.	Continue to provide the public with access to multi-media technology and the internet at Council libraries.	Actual internet use hours as a percentage of available hours. Responsibility: Regional Librarian
37.	Community has increased opportunities and capacity to participate in the development of effective community service responses.	<p>Support the community development initiatives identified through the Somerset Region Neighbourhood Centre service.</p> <p>Review and implement the Youth Engagement strategy including the development of a program of activities and identified funding sources.</p>	<p>Extent of compliance with conditions of the funding agreement.</p> <p>Responsibility: Community Development Co-ordinator</p> <p>Responsibility: Youth Development Officer</p>
38.	Increase in the number of transactions at the Lowood QGAP agency.	Promote the Queensland Government Agency services available at the Lowood Library.	Number of newsletter articles published. QGAP Marketing Plan prepared annually. Responsibility: Customer Service Team Leader
39.	Annual inspection and licensing program is implemented.	Ensure that food businesses prepare and sell food that is safe and suitable. Ensure that businesses comply with licence and approval conditions.	<p>Inspections are carried out at agreed frequencies (Food x1, ERAs x 1 and Poultry x 2 per annum).</p> <p>Responsibility: Senior Environmental Health Officer</p> <p>Reported compliance issues are actioned.</p> <p>Responsibility: Senior Environmental Officer</p>

	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
40.	Food business, community groups and the general public are better informed about Food Safety.	<p>Conduct a community awareness program to promote food safety and hygiene practices for:</p> <ul style="list-style-type: none"> <li>• Food businesses</li> <li>• Community Groups</li> <li>• Schools and the general public.</li> </ul> <p>Provide free online 'I'm ALERT' food safety training.</p>	<p>Number of users who complete the online 'I'm ALERT' food safety training.</p> <p>Responsibility: Senior Environmental Health Officer</p>
41.	Mosquito program is implemented.	<p>Yearly surveys are conducted in line with Queensland Health management plans.</p> <p>Requests relating to mosquito management are actioned appropriately.</p>	<p>Survey completed.</p> <p>Number of requests actioned.</p> <p>Responsibility: Senior Environmental Health Officer</p>
42.	Community is better informed about mosquito management.	Provide mosquito education information on Council's website, newsletter, media releases and customer service centres.	<p>Up to date information is provided on Council's website. Number of articles published.</p> <p>Responsibility: Senior Environmental Health Officer</p>
43.	Animal monitoring and control services are provided.	<p>Conduct an ongoing compliance program for dogs and kennels across the Region.</p> <p>Investigate and take action on animal control complaints.</p> <p>Encourage responsible pet ownership by providing:</p> <ul style="list-style-type: none"> <li>a. Accurate and timely responses to all queries concerning animal ownership;</li> <li>b. Relevant information in the Council newsletter; and</li> <li>c. Information brochures at Council offices.</li> </ul>	<p>Compliance action against unregistered dogs and kennels without approval.</p> <p>Responsibility: Local Laws Officer/Regulatory Services Officers</p> <p>All complaints investigated within specified time frames.</p> <p>Responsibility : Local Laws Officer/Regulatory Services Officers</p> <ul style="list-style-type: none"> <li>a. Number of valid complaints about responses.</li> <li>b. Number of articles published</li> <li>c. Number of brochures issued</li> </ul> <p>Responsibility: Local Laws Officer</p>



	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
44.	Advocate for increased public use of Wivenhoe Dam.	Provide advice to the SEQ Water to ensure greater accessibility to Wivenhoe Dam for boating, camping and fishing.	Submissions made to SEQ Water. Responsibility: Manager Planning & Development
45.	Toogoolawah Cultural Precinct	Operate the Toogoolawah Cultural Precinct.	Number of activities held in the facility. Responsibility: Tourism and Promotions Officer

# Prosperous Somerset

*A place that embraces economic opportunities.*

	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
46.	Participation and promotion in regional associations and local events.	<p>Maintain and distribute a Regional events calendar.</p> <p>Support coordinated promotional activities.</p> <p>Support development and enhancement of local events.</p> <p>Implement agreed key strategies of the Destination Management Plan.</p>	<p>Events calendar regularly updated and distributed. Responsibility: Tourism and Promotions Officer</p> <ul style="list-style-type: none"> <li>• Coordinate Tourism Advisory Committee.</li> <li>• Use advertising opportunities provided by Brisbane Marketing, SEQ Country.</li> <li>• Participant in local tourism and event promotions.</li> </ul> <p>Responsibility: Tourism and Promotions Officer</p> <ul style="list-style-type: none"> <li>• Assist local event organisers to get access to grants and advertising.</li> <li>• Provide financial support and other Council resources to agreed events eg. Australia day; Fun-Run; Seniors Day; International Volunteers Day.</li> </ul> <p>Responsibility: Tourism and Promotions Officer</p> <p>Number of strategies implemented. Responsibility: Tourism and Promotions Officer</p>
47.	Regular update of assets and attractions list and distribution of promotional material.	<p>Maintain and distribute lists of Regional assets and attractions.</p> <p>In preparing promotional material, focus on lakes, valleys, rivers and heritage as avenues for recreation, tourism and lifestyle.</p>	<p>Assets and attractions lists updated and distributed. Responsibility: Tourism and Promotions Officer</p> <p>Promotional material highlights the opportunities provided by the Region's lakes, valleys, rivers and heritage Responsibility: Tourism and Promotions Officer</p>

	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
48.	Cultural events conducted successfully.	Cultural events encouraged and support provided for agreed events.	<ul style="list-style-type: none"> <li>• Cultural events included in Calendar of Events.</li> <li>• Financial, technical and in-kind support given as agreed by Council.</li> </ul> Responsibility: Tourism and Promotions Officer
49.	Small projects are completed which provide a benefit or service to the local community.	Provide community assistance grants to community organizations for projects, events and services that benefit the community.	Number of community groups supported. Responsibility: Human Resources & Customer Service
50.	Investigate areas where development expansion can be encouraged.	Assess surplus capacity in existing infrastructure.	Viability of areas. Responsibility: Development and Design Engineer
51.	Customers are informed promptly on planning requirements.	Staff provide responsive and facilitative development management services.	Timely advice is provided. Responsibility: All Planning and Building Services staff
52.	Advice is provided on an as needs basis.	<p>Progress projects which will help protect and utilise the economic assets of the Region.</p> <p>Support regional planning and economic development initiatives.</p> <p>Facilitate training opportunities for local businesses, potential employers and employees.</p>	<p>Progress the following project:</p> <ul style="list-style-type: none"> <li>• Park and recreation strategy.</li> </ul> Responsibility: Manager Planning and Development; Sport and Recreation Officer <p>Assist the following projects</p> <ul style="list-style-type: none"> <li>• Healthy Land-Healthy Water (Western Catchment Group)</li> <li>• Regional Water Quality</li> <li>• Catchment management plans for upper and mid Brisbane River catchments.</li> </ul> Responsibility: Manager Planning and Development <ul style="list-style-type: none"> <li>• Support training programs and facilitate implementation of programs.</li> </ul> Responsibility : Manager Planning and Development
53.	Development application tracking system available to users on line	Continue to participate in the program for electronic lodgement of development applications.	Software system installed and maintained. Responsibility: Manager Planning and Development / Systems Administrator

# Well Planned Somerset

*A place where planning and design look to the future while respecting the past.*

	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
54.	Ten (10) year financial plan	Ten year financial plan prepared by 31 July each year to enable approval of any new loans if required.	Plan prepared by due date. Responsibility: Manager Finance
55.	External funding/subsidy for capital works are maximised.	Identify and make application for external funding/subsidy.	% of capital works funded externally. Responsibility: Manager Operations
56.	Council interests are reflected in regional land use and development strategies	Prepare submissions, briefs and presentations to ensure Council interests are reflected in regional land use and development strategies.	Timely responses to significant regional, state and national land use and development strategies. Responsibility: Manager Planning and Development
57.	Local Government Infrastructure Plan (LGIP) completed.	Complete Local Government Infrastructure Plan and integrate into Planning Scheme.	Local Government Infrastructure Plan completed. Responsibility: Manager Operations.
58.	Undertake capital works program for roadworks and drainage projects.	Programme various phases of the projects and achieve completion on time.	Completion on time and budget. Responsibility: Manager Operations
59.	A ten (10) year reseal cycle for the sealed road network.	Update, reseal register, carry out condition assessment and prepare reseal programme.	<ul style="list-style-type: none"> <li>• Average cost per sq. metre.</li> <li>• % of network resealed per year</li> <li>• Average seal age</li> <li>• Programme completed on time.</li> </ul> Responsibility: Works Manager
60.	Systematic road maintenance carried out on all elements of the road network including pavement, drainage, vegetation, road furniture and footpath/bikeways	Based on a rating system, carry out condition assessment/inspections and programme required maintenance	<ul style="list-style-type: none"> <li>• Average response time compared with set service standard.</li> <li>• Monitoring and control of expenditure compared with budget.</li> </ul> Responsibility: Works Manager
61.	A prioritised list of works is prepared based on a pavement management approach.	<ul style="list-style-type: none"> <li>• Carry out condition assessment.</li> <li>• Carry out traffic counts.</li> <li>• Carry out bridge inspection and analysis.</li> <li>• Prepare forward list of works.</li> </ul>	Realistic programme able to be funded Responsibility: Works Manager

	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
62.	Implement and improve maintenance program and procedures.	Maintain clean, litter free streets, grates, footpaths, parks and gardens and maintain a mowing program.	Number of complaints monitored through the Customer Service System. Responsibility: Works Manager
63.	Reports and recommendations are provided to Department Main Roads in accordance with Council's stewardship role.	<ul style="list-style-type: none"> <li>Identify and quantify routine maintenance needs.</li> <li>Input into the Queensland Transport and Road Implementation Programme (QTRIP) and Regional Roads Group (RRG) programme.</li> </ul>	<ul style="list-style-type: none"> <li>Successful negotiation of RMPC</li> <li>Inclusion of desired works in the RRG and QTRIP documents.</li> </ul> Responsibility: Works Manager
64.	Maintenance and construction schedules prepared for Council land and buildings.	Maintain Council land and assets.	Land and assets maintained to standards endorsed by Council. Responsibility: Manager Corporate & Community Services
65.	Planning Scheme provides adequate guidance for development application.	Monitor Planning Scheme implementation.	Scheme amendments made as necessary. Responsibility: Manager Planning and Development
66.	Prepare preliminary reports on future expansion.	Develop local area plans in conjunction with planning section.	Viability of scheme to proceed Responsibility: Development and Design Engineer
67.	Information is made available to customers.	Develop local area plans in conjunction with planning section	Statistics updated as they become available. Responsibility: Manager Planning and Development; Building Surveyor
68.	Participation in LDMG and DDMG meetings	Facilitate the maintenance of an effective Disaster Management Plan.	Disaster Management Plan kept current. Responsibility: Disaster Management Officer
69.	Matters discussed at Local Disaster Management Group (LDMG) meetings	Provide support to control authority for disaster events.	Responsibilities set in Disaster Management plan effectively carried out. Responsibility: Disaster Management Officer
70.	Disaster recovery plans are updated and maintained	Demonstrate to external auditors that disaster recovery plans have been satisfactorily maintained prior to audit certification.	Update of plan completed. Responsibility: Disaster Management Officer

	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
71.	Act as control authority for the threat of flood, cyclone, storm and earthquake as per disaster management plan	Conduct mock exercises as required from time to time.	Responsibilities set out in the disaster management plan discharged effectively. Responsibility: Disaster Management Officer
72.	Appropriate rural fire and State Emergency Service levies are set in the budget	Draft budget resolutions that meet legal and other requirements for relevant rate or charge.	Draft resolutions are to be prepared in time for budget meeting agenda. Responsibility: Manager Finance
73.	Flood Recovery Local Plan is implemented.	Review and implement the activities identified under each of the programs contained in the Flood Recovery Local Plan, including community preparedness for future events.	Human Social Program. Responsibility: Manager Corporate Governance Natural Environment Program. Responsibility: Senior Environmental Health Officer Infrastructure Program Responsibility: Manager Operations Economic Program Responsibility: Manager Planning & Development
74.	Fernvale Drainage	Implement the requirements of the Fernvale Drainage Report, including the undertaking of works.	Drainage infrastructure charge adopted by Council. Responsibility: Manager Planning & Development Works completed: Manager Operations

# United Somerset

*An active place which values participation.*

	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
75.	Better informed community about Council's role, responsibilities and activities.	Maintain currency of information on Council's website.  Publish and distribute Council newsletters to residents.	<ul style="list-style-type: none"> <li>Community feedback.</li> </ul> Responsibility: Communications Coordinator
76.	Better informed community and Council.	Conduct public consultation meetings on important community issues and invite submissions.	Number of public meetings held and number of advertisements inviting submissions. Responsibility: All Managers
77.	Information is made available to customers.	<ul style="list-style-type: none"> <li>Produce information pamphlets, handouts and website information for IDAS and Planning Scheme.</li> <li>Information and GIS systems updated and integrated.</li> </ul>	<ul style="list-style-type: none"> <li>Pamphlets completed</li> </ul> Responsibility: Manager Planning and Development.  <ul style="list-style-type: none"> <li>Systems installed and updated</li> </ul> Responsibility: Manager Planning and Development; Manager Corporate Services
78.	Community informed about road construction and maintenance activities and costs.	<ul style="list-style-type: none"> <li>Provide information through local media of work activities.</li> <li>Provide information through Council newsletter.</li> </ul>	<ul style="list-style-type: none"> <li>Number of media releases.</li> <li>Number of newsletters and relevant articles.</li> </ul> Responsibility: Manager Operations & Communications Coordinator
79.	Participation in local and regional forums	Participate in local and regional forums and strategies.	Council is represented on appropriate groups including: Council of Mayors Responsibility: Various Officers and Councillors
80.	Input provided at meetings as required.	Attend local meetings of business, community and government organisations.	<ul style="list-style-type: none"> <li>Attend meetings for key issues and updates.</li> <li>Streamline arrangements by using inter-agency groups and forums.</li> </ul> Responsibility: Various Officers
81.	Facilitative process through Traffic Safety Advisory Committee meetings.	Assist community groups to participate in road and traffic management and community/road safety initiatives.	Level of participation by community. Responsibility: Manager Operations

	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
82.	Customer service requests are recorded, investigated and answered within adopted response time limits.	Maintain a customer service request system which records details of requests and responses, and which produces management reports on outstanding requests and the level of activity.	Management reports on customer service requests produced monthly. Responsibility: Customer Service System Administrator
83.	All correspondence is recorded, classified and referred to Council Officers for action or information promptly.	Process inwards and outwards correspondence within a twenty-four hour period.	Number of times that inward correspondence is not distributed on the day received. Responsibility: Records Team Leader
84.	Increase in percentage of responses to correspondence within set timeframes.	Maintain a reporting system on unanswered correspondence.	Management reports on correspondence activity are produced fortnightly. Responsibility: Records Team Leader
85.	Compliance with Right to Information Act 2009.	Gather information and respond to applications under the Right to Information Act. Complete a statistical report on applications.	Response given to applications and statistical report completed within the prescribed time limit. Responsibility: Manager Corporate Services
86.	Compliance with Information Privacy Act 2009.	Develop policies regarding compliance with the legislation. Complete a statistical report on compliance.	Policies developed.  Statistical report completed. Responsibility: Manager Corporate Services
87.	Sustainable budget to be adopted by Council by 31 July each year.	Draft budget resolutions that meet legal and other requirements.	Draft resolutions are to be prepared in time for budget meeting agenda. Responsibility: Manager Finance
88.	Retain a lower differential rate for owner occupied residential premises.	Draft budget resolutions that meet legal and other requirements for relevant rate or charge.	Draft resolutions are to be prepared in time for budget meeting agenda. Responsibility: Manager Finance
89.	A differential rating system favouring certain classes of land will be maintained.	Draft budget resolutions that meet legal and other requirements for relevant rate or charge.	Draft resolutions are to be prepared in time for budget meeting agenda. Responsibility: Manager Finance
90.	Special charges are included in the draft budget to recover relevant costs from specified land owners.	Draft budget resolutions that meet legal and other requirements for relevant rate or charge.	Draft resolutions are to be prepared in time for budget meeting agenda. Responsibility: Manager Finance
91.	Achieve unqualified audit certificate for annual financial statements.	Maintain systems and prepare reports that meet the legal and accounting requirements in full.	Obtain an unqualified audit certificate by 31 October each year. Responsibility: Manager Finance



	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
92.	A risk management framework and risk register are maintained.	Demonstrate to external auditors that a risk management framework and risk register is in place prior to audit certification.	No audit comment received in relation to non-maintenance of a risk management framework and risk register. Responsibility: Manager Finance
93.	Computer network performing effectively.	Manage the computer network to meet user needs.	Installation completed of computer hardware and software as defined in the budget. Responsibility : Systems Administrator
94.	Councillors are familiar with staff members and roles. Staff are familiar with Councillors and roles.	<ul style="list-style-type: none"> <li>Introduce new staff members to existing staff and Councillors via personal introduction, staff newsletter and at the next Ordinary Council meeting.</li> <li>Provide new staff with formal induction training covering Council procedures.</li> </ul>	Ability to identify Councillors and staff. Responsibility: Manager HR & Customer Service
95.	Increased knowledge on relevant issues.	Provide training opportunities for Councillors.	Number of workshops, seminars and conferences attended. Responsibility: Chief Executive Officer
96.	Effective streamlined decision-making.	Provide considered and professional guidance to assist Councillors in their decision processes.	Effective streamlined decision-making. Responsibility: Chief Executive Officer
97.	Councillors equipped to perform role effectively.	Provide Councillors with sufficient resources to perform their role.	Councillors' satisfaction with resource provisions. Responsibility: Chief Executive Officer
98.	Policies and procedures adopted.	Develop standardised HR policies and procedures.	Policies and procedures accepted by CEO. Responsibility: Manager HR & Customer Service
99.	Recruitment of appropriate staff (casual and permanent) as approved by CEO.	Prepare selection criteria, publish recruitment advertisement, organise selection panel and conduct interviews for new staff.	Staff recruited within timeframe of not more than six weeks from position approval to appointment offer for permanent staff. Responsibility: Manager HR & Customer Service
100.	Staff inducted on commencement of employment.	Conduct formal induction in workplace procedures, including workplace health and safety, upon appointment.	Induction record signed off for all new appointments. Responsibility: Manager HR & Customer Service
101.	Communication with staff on relevant issues.	Produce an in-house newsletter for staff.	Newsletter prepared and delivered with each fortnight's payslip. Responsibility: Manager HR & Customer Service

	OUTPUT	ACTIVITY REQUIRED	PERFORMANCE MEASURES
102.	Improved knowledge and training courses completed.	Identify and estimate cost of all mandatory legislative required training. Source and promote education and training courses. Assess the training needs of staff annually through individual performance appraisals.	Completion of approved training courses completed. Responsibility: Manager HR & Customer Service
103.	Enhanced staff knowledge and career path with Council.	Promote study assistance policy and encourage staff to undertake private study.	Number of study assistance applications approved. Responsibility: Manager HR & Customer Service
104.	Traineeships, apprenticeships and labour market programmes.	Apply for government funding for labour market programmes.	Number of successful applications. Responsibility: Manager HR & Customer Service
105.	Improved efficiencies due to the ability of employees to rotate between various tasks.	Encourage multi-skilling and relief job rotation.	Ability of employees to rotate between various tasks. Responsibility: Manager HR & Customer Service
106.	Performance of all staff members appraised annually.	Coordinate performance appraisals for staff.	Performance appraisals conducted within four weeks of anniversary dates. Responsibility: Manager HR & Customer Service
107.	Compliance with legislation and Local Government Workcare's SAFE PLAN.	Promote workplace health and safety by auditing systems, completing risk assessments and developing rectification action plan.	Rectification action plans completed. Responsibility: Manager HR & Customer Service
108.	Procedures established within the Quality Assurance system that are vetted for safety matters.	Continue to review procedures and take into account safety issues.	Procedures reviewed. Responsibility: Safety Advisor
109.	Fleet Management	Maintain and update Council's fleet in accordance with budgeting limits.	Extent of plant usage. Cost of maintenance per plant item. Responsibility: Manager Operations
110.	Policy Review	Review current policies as required to ensure consistency.	Responsibility: Manager Corporate Services
111.	Local Law Review	Review Local Laws as required to identify any deficiencies.	Responsibility: Manager Corporate Services