



# QUILPIE SHIRE COUNCIL

## OPERATIONAL PLAN

2020-2021



*Adavale*

*Cheepie*

*Eromanga*

*Quilpie*

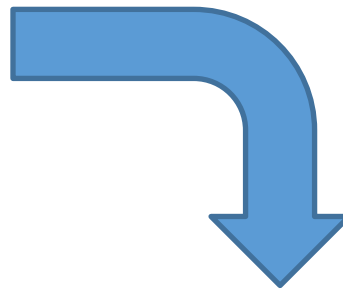
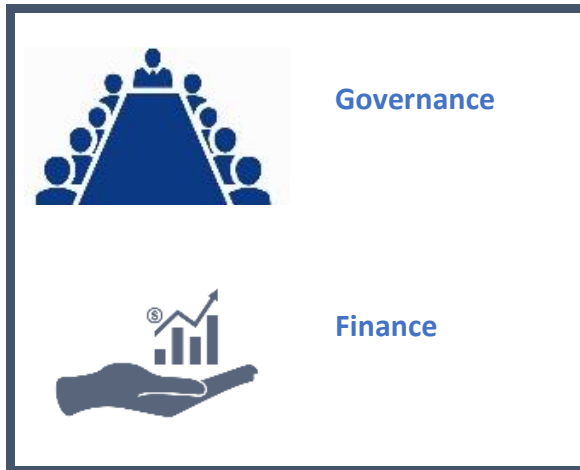
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## Introduction

The Quilpie Shire Council's Operational Plan is an important element of Council's overall strategic framework. This plan links relevant operational activities proposed for the 2020/2021 financial year directly to Council's 5 year Corporate Plan and to the 2020/2021 budget.

Council's Corporate Plan 2017 – 2022 identifies two foundation elements and four building blocks.

### The Foundations:



### The Building Blocks:



### The basis of all Council actions:



## About the Operational Plan

Our Operational Plan and Budget set the direction for the 2020/2021 financial year and identify how we will measure our performance. The Operational Plan is a one-year plan that details the day to day operations of council to deliver its services to the community, building and delivering on the Corporate Plan. The development of council's Operational Plan is a legislative requirement of the *Local Government Act 2009* and *Local Government Regulation 2012*. Legislation requires that the annual Operational Plan and Budget be consistent.

Council's budget outlines the financial plan to deliver the services and activities in the corporate and operational plan. The budget is also informed by the council's long-term asset management plan and the long-term financial plan which guide council's financial sustainability for the next ten years.

Council's Budget and Operational Plan have been developed consistent with the following local government principles prescribed in the *Local Government Act 2009*:

- Transparent and effective processes and decision making in the public interest;
- Ethical and legal behaviour of councillors and local government employees;
- Sustainable development and management of assets and infrastructure, and delivery of effective services;
- Good governance of, and by, local government;
- Democratic representation, social inclusion and meaningful community engagement.

## Aligning the Operational Plan to the Budget

The Budget and Operational Plan are structured in line with the services and projects delivered by council.

## Managing Operational Risks

The operational planning process includes management of council's strategic and operational risks. Council's commitment to risk management is outlined in the Enterprise Risk Management Policy.

In 2020/2021, council will progress the implementation of its Corporate Plan 2017/2022 and its risk management strategy.

## Measuring our Performance

Regular reporting provides council with the opportunity to ensure services are delivered in a timely manner and within allocated resources. It also enables council to be more responsive to significant changes in the operating environment that can impact on organisational capacity to deliver our services. To this end this Operational Plan will be reviewed on a quarterly basis.

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## 1 Foundation 1: Governance



Quilpie Shire Council aspires to be recognised as a highly regarded and reputable organisation. We have an obligation to show leadership and engage with the community, operate according to the law, ensure professional and ethical standards and plan services to meet the needs of current and future generations. Good governance will allow Council to achieve these goals and build community trust and pride in our organisation.

### 1.1 Enhance our community communication & engagement

#### 1.1.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Undertake a community satisfaction survey in 2021	Governance	01/04/20	01/06/21					
Issue community newsletters	Governance	01/07/20	30/06/21					
Maintain the corporate website and social media platforms	Governance	01/07/20	30/06/21					
Public meetings held in all townships	CEO	01/07/20	30/06/21					

#### 1.1.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
Increase in website hits	Governance	5%					
Increase in social media following	Governance	5%					
Community newsletters published	Governance	10					
Community meetings held	CEO	5					
“Wellspring” project updates provided to the community	Governance	5					

## 1.2 Enhance our customer service & service delivery practices

### 1.2.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Digitise council's cemetery records	Director Corp & Comm Services	01/07/20	30/06/21					
Review and test council's Business Continuity Plan	Director Corp & Comm Services	01/07/20	30/12/20					

### 1.2.2 Key performance indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
Increase in compliments from the community / businesses	Director Corp & Comm Services	5%					
Complaints against staff	Director Corp & Comm Services	0					
Administrative action complaint investigations completed within required timeframes	Director Corp & Comm Services	100%					

## 1.3 Provide open & accessible governance

### 1.3.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Report on the LGAQ benchmarking data annually	CEO	01/04/21	30/05/21					
Review Registers of Interest and Registers of Related Parties	Governance	01/07/20	30/06/21					
Upload full council meeting agenda document to the website 3 days minimum prior to a council meeting (with the exception of late reports)	Governance	01/07/20	30/06/21					
Keep the number of confidential reports and closed sessions to a minimum	CEO	01/07/20	30/06/21					

### 1.3.2 Key performance indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
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Council unconfirmed minutes published on council's website within 5 days	Governance	100%
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## 1.4 Undertake regional collaboration initiatives

### 1.4.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Participate in regional groups including SWLGA, SWRED, SWRRTG, DD Council of Mayors, South West Hospital & Health Board, RAPAD	CEO	01/07/20	30/06/21					
Meet with State Member and Federal Member	CEO	01/07/20	30/06/21					
Seek support and advice from partnerships with Local Government Managers Australia, LGAQ, State and Federal Governments	CEO	01/07/20	30/06/21					
Provide secretariat services support to relevant South West Regional Groups	CEO	01/07/20	30/06/21					

### 1.4.2 Key performance indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
SWRRTG meetings attended	CEO	3					
SWRED meetings attended	CEO	6					

## 1.5 Ensure our staff get home safely

### 1.5.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Implement SafePlan KPI's and report on regularly	Manager WHS	01/07/20	30/06/21					
Annual plan completed and reported on	Manager WHS	01/07/20	30/10/20					

### 1.5.2 Key performance indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
Compliance with LGW auditing tool	Manager WHS	>70%					
WHS advisory group meetings per annum	Manager WHS	3					
Completion of all Quarterly Action Plans (QAPs).	Manager WHS	90%					



Completion of Hazard Inspections as outlined in QAPs.	Manager WHS	90%
Completion of all Rectification Action Plan Items as outlined from their proposed completion date.	Manager WHS	90%
Completion of WHS Training.	Manager WHS	90%
Quarterly reports are provided on statistics for lost time Injury's and any Incident Trends.	Manager WHS	100%
Lost time injury claims	Manager WHS	<55% of all worker's comp claims
Reduction in injuries from the previous year.	Manager WHS	10%
Completion of all Incident Report including investigations and implementation of any identified actions	Manager WHS	100%

## 1.6 Engaged & productive employees

### 1.6.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
All People & Culture policies and procedures reviewed, updated and communicated to staff	HR Officer	01/07/20	30/06/21					
Staff survey undertaken and results communicated to staff	HR Officer	01/02/21	30/05/21					
Undertake staff training needs analysis and update the rolling training program	HR Officer	01/02/21	30/06/21					
Convene regular meetings of the staff Consultative Committee	CEO	01/07/20	30/06/21					

### 1.6.2 Key performance indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
Employee turnover remains stable	HR Officer	1% reduction					
Employee newsletters per annum	Governance	4					
Refresher training on key policies per annum	HR Officer	6					



Decrease in Council's overall leave liability	HR Officer	5%
New starters inducted	HR Officer	100%
Monthly team meetings held	CEO	11
Monthly team meetings held	Director Corp & Comm Services	11
Monthly team meetings held	Director Engineering Services	11
Monthly team meetings held	Manager Financial Services	11
Staff BBQs held	HR Officer	2
All of workforce meeting held	HR Officer	1

## 1.7 Ensure a high level of governance, accountability & compliance

### 1.7.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Provide elected members with training and professional development opportunities	CEO	01/07/20	30/06/21					
Maintain Council's Risk Management Register and progress risk management activities.	Governance	01/07/20	30/06/21					
Review the Corporate Plan	CEO	01/04/21	30/06/21					
Review Council policies	CEO	01/07/20	30/06/21					
Finalise the Annual Report	Governance	01/07/20	30/10/20					
Review the Delegations Register	Governance	01/07/20	30/06/21					
Undertake internal audit function	CEO	01/07/20	30/06/21					
Undertake audit committee function	CEO	01/07/20	30/06/21					
Legislative compliance system implemented and utilised	Governance	01/07/20	30/06/21					
Implement all legislative changes relating to elected members	CEO	01/07/20	30/06/21					

### 1.7.2 Key performance indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
Registers of Interest and Registers of Related Parties updated	Governance	Twice annually					
Audit Committee meetings held	CEO	4					
Fraud management plan reported on per annum	Governance	2					

## 1.8 Enhance council's asset management capability

### 1.8.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Implement an asset management improvement program	CEO	01/07/20	30/06/21					
Develop and implement a condition assessment program for all council houses and facilities	Director Corp & Comm Services	01/07/20	30/12/20					
Undertake a regional asset management improvement strategy	CEO	01/07/20	30/06/21					

### 1.8.2 Key performance indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
House inspections undertaken per annum	Director Corp & Comm Services	2					
Transport Services Asset Management Plan reviewed and adopted	CEO	100%					

## 2 Foundation 2: Finance



Quilpie Shire Council maintains a strong financial position. We have an obligation to ensure Council remains financially sustainable now and for future generations. We will undertake our financial management activities responsibly, in line with legislative requirements and strive to meet best practice performance.

### 2.1 Ensure our financial sustainability

#### 2.1.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Review Council's Long Term Financial Plan and Long Term Financial Forecast	Manager Financial Services	01/04/21	30/05/21					
Review long term financial sustainability ratios	Manager Financial Services	01/04/21	30/05/21					

#### 2.1.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
Asset sustainability ratio	Manager Financial Services	>90%					
Operating surplus ratio	Manager Financial Services	0 – 10%					
Net financial liabilities ratio	Manager Financial Services	<60%					

### 2.2 Ensure sound financial management & reporting

#### 2.2.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Provide accurate financial reporting to Council on a monthly basis	Manager Financial Services	01/07/20	30/06/21					
Budget reviews undertaken a minimum of three times per year	Manager Financial Services	01/07/20	30/06/21					
Asset registers are reviewed annually	Manager Financial Services	01/07/20	30/06/21					
Finalise the annual financial statements	Manager Financial Services	01/07/20	30/09/20					

## 2.2.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
Creditors paid within 30 days	Manager Financial Services	100%					
Debtors in excess of 90 days	Manager Financial Services	5%					
Maximum rates arrears	Manager Financial Services	5%					
Finance related internal and external audit recommendations completed within defined timeframes	Manager Financial Services	90%					

### 3 Foundation 3: Natural Environment



Quilpie Shire Council has a local, regional and global responsibility to current and future generations to protect and enhance the quality of our environment. Preserving our natural environment will ensure that the unique biodiversity of the far southwest is maintained. In planning for the future, Council will lead by example in valuing, promoting and protecting the ecological values of the region and try to influence key environmental issues such as climate change, waste management and healthy waterways.

#### 3.1 Assist the rural sector to prosper through effective & sustainable pest animal & weed control

##### 3.1.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Yearly pest weed control plan prepared and completed	Director Corp & Comm Services	01/07/20	30/06/21					
Pest animal baiting programs undertaken	Director Corp & Comm Services	01/07/20	30/06/21					

##### 3.1.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
Number of properties baited under Council organised programs	Director Corp & Comm Services	60					
Amount of bait meat used	Director Corp & Comm Services	20 tonne					
Number of wild dog scalps surrendered to Council	Director Corp & Comm Services	300					
Area of weed control undertaken	Director Corp & Comm Services	1500km2					
Exclusion fence projects completed	Director Corp & Comm Services	100%					

#### 3.2 Actively pursue regional collaboration on pest animal & weed issues

##### 3.2.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Map all exclusion fencing within the Shire	Director Corp & Comm Services	01/07/20	30/06/21					

Participate in the Shire Rural Lands Officer Group	Director Corp & Comm Services	01/07/20	30/06/21
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### 3.2.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
Wild Dog Advisory Group Meetings held	Director Corp & Comm Services	3					

## 3.3 Manage our natural environment

### 3.3.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Annual report on the implementation of the Biosecurity Plan completed	Director Corp & Comm Services	01/04/21	30/06/21					
Review the Regional Waste Management Plan	CEO	01/07/20	30/06/21					
Promote the container exchange program for recycling	Governance	01/07/20	30/06/21					
Review the Stock Route Management Plan	Director Corp & Comm Services	01/04/21	30/06/21					
Implement an education program for use of landfill sites	Governance	01/07/20	30/06/21					

### 3.3.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
Annual Environmental Return completed	Director Engineering Services	100%					
100% of non-conformance issues with licensing provisions for landfill are resolved by 31/12/21	Director Engineering Services	100%					
Common musters undertaken	Director Corp & Comm Services	2					
Articles in community newsletter on the environment and compliance	Governance	8					

## 4 Foundation 4: Built Environment



Well planned, effectively staged and delivered infrastructure is critical to support growth and to ensure transport and communications are effective and efficient. When providing infrastructure, it is critical that it is designed, operated and maintained to minimise lifecycle costs. Infrastructure should assist our communities by providing a “liveable” and safe environment. In challenging economic times, successful key partnerships and a range of funding options will be critical.

### 4.1 Increased emphasis & funding for maintenance & renewal of infrastructure

#### 4.1.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Housing and facility inspections undertaken and report compiled	Director Corp & Comm Services	01/02/21	30/04/21					
Annual road maintenance program prepared	Director Engineering Services	01/07/20	30/08/20					
Ten year reseal program developed	Director Engineering Services	01/07/20	30/06/21					
Ten year renewal program developed for major asset classes	CEO	01/07/20	30/06/21					

#### 4.1.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
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### 4.2 Achieve a high level of delivery for the annual capital works program

#### 4.2.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Progress of the capital works program to be closely monitored and reported on	CEO	01/07/20	30/06/21					
Consultation across departments to be undertaken effectively	Director Corp & Comm Services Director Engineering Services	01/07/20	30/06/21					

#### 4.2.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
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Capital and major operating projects within area of responsibility completed on time and within budget	CEO	90%
Capital and major operating projects within area of responsibility completed on time and within budget	Director Corp & Comm Services	90%
Capital and major operating projects within area of responsibility completed on time and within budget	Director Engineering Services	95%

### 4.3 Identify strategic local road upgrades

#### 4.3.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Implement relevant aspects of the SWRRTG Strategic Plan	Director Engineering Services	01/07/20	30/06/21					
Completion of all road programs funded by R2R, TIDS and TMR	Director Engineering Services	01/07/20	30/06/21					
Prepare funding submissions under the TIDS program for priority road projects and for Roads to Recovery Program	Director Engineering Services	01/07/20	30/06/21					

#### 4.3.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
TIDS, R2R, RMPC and RPC claims made within required timeframes	Director Engineering Services	100%					
Quality Assurance program maintained	Director Engineering Services	100%					
SWRRTG Technical Committee meetings attended	Director Engineering Services	5					

### 4.4 Sustainable planning & development & compliance

#### 4.4.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Conduct a public awareness campaign for building approvals and compliance	Governance	01/07/20	30/06/21					
Maintain the Quilpie aerodrome ensuring audits are undertaken and all audit issues are actioned	Director Engineering Services	01/07/20	30/06/21					

EHO inspections undertaken bi-annually	CEO	01/07/20	30/06/21
Maintain / collect information required to meet Council's obligations regarding Environmentally Relevant Activities and associated annuals returns / reporting	Director Engineering Services	01/07/20	30/06/21

#### 4.4.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
Annual Building Return completed	CEO	100%					
Enforcement of swimming pool legislation	WHS	100%					
Development applications processed within statutory timeframes	CEO	100%					
Articles in community newsletter about community compliance with legislated requirements	Governance	5					
2 x Airport management committee meeting held	Director Engineering Services	2					
Airport inspections completed and remedial actions completed within required timeframes	Director Engineering Services	100%					
Number of food premises that are non-compliant	BEPO	0					
Compliance with the customer service standards for urban water supplies	Director Engineering Services	90%					
Amend DWQMP once new artesian bore is connected to reticulation	Director Engineering Services						

#### 4.5 Look to the future for sustainable solutions

##### 4.5.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Complete Solar Installation at Quilpie Depot	Director Engineering Services	01/07/20	30/06/21					
Investigate the feasibility and options in relation to an extended Wi-Fi service	CEO	01/07/20	30/06/21					
Pursue the proposal for the national energy grid to connect SE Qld to SA through the region	CEO	01/07/20	30/06/21					

Investigate opportunities to improve digital connectivity across the Shire	CEO	01/07/20	30/06/21
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#### 4.5.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4

## 5 Foundation 5: Economy



Our quality of life is dependent on a strong economic base. This economic base can only be sustained and grown by sustaining traditional businesses, supporting existing businesses and encouraging new businesses. To do this we must work together as a community to identify, promote and activate new initiatives whilst protecting those lifestyle and community traits that we value.

### 5.1 Work with landholders to enhance primary production

#### 5.1.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Facilitate on-farm training and information sessions	Director Corp & Comm Services	01/07/20	30/06/21					
Investigate possible funding options to increase the take-up of exclusion fencing	Director Corp & Comm Services	01/07/20	30/06/21					

#### 5.1.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
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### 5.2 Enhance the capabilities of local businesses & employment

#### 5.2.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Prepare a business case for the “Wellspring” project	CEO	01/07/20	30/12/20					
Proactively engage with industry stakeholders, key institutions, SWRED, and government	CEO	01/07/20	30/06/21					
Run a social media training campaign for local businesses	Manager Tourism	01/07/20	30/06/21					
Facilitate access to information from Government for Small Business								
Undertake a Buy Local campaign	Governance	01/10/20	31/01/21					

### 5.2.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
Business Development Group meetings	CEO	3					

## 5.3 Enhance the focus on tourism & develop key tourism & economic development projects

### 5.3.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Implement Outback Golf Masters and Bash Break on Brolga event in 2021.	Manager Tourism	01/07/20	30/06/21					
Develop a Museum cultural plan of Council owned museum spaces focusing on management and increasing visitor engagement	Manager Tourism	01/07/20	30/06/21					
Develop new ½ - 3day itineraries for Quilpie Shire	Manager Tourism	01/07/20	30/03/21					
Finalise Quilpie Opal Fossicking Area concept plan	Manager Tourism	01/07/20	30/08/20					
Provide marketing support, incentives and advice for the major events in the Shire	Manager Tourism	01/07/20	30/06/21					
Participate actively in Natural Sciences Loop, The Dowling Track and Qld Southern Outback initiatives	Manager Tourism	01/07/20	30/06/21					
Regular posts to Facebook and Instagram	Manager Tourism	01/07/20	30/06/21					
Update ATDW for events	Manager Tourism	01/07/20	30/06/21					
Maintain VIC accreditation	Manager Tourism	01/07/20	30/06/21					

### 5.3.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
Attendance at caravan / camping shows	Manager Tourism	2					
Implementation of new itineraries for Quilpie Shire	Manager Tourism	3					
Increase in website hits	Manager Tourism	5%					
Increase in social media following	Manager Tourism	5%					
Increase in visitor numbers to the Visitor Information Centre	Manager Tourism	5%					

Increase in visitation to Hell Hole Gorge National Park	Manager Tourism	5%
Commence implementation of the Quilpie Shire Economic Development & Tourism Strategy	Manager Tourism	30%
Source funding to implement the plan for the Quilpie Opal Fossicking Area	Manager Tourism	1
Increase overall management and engagement at Museums	Manager Tourism	5%

## 6 Foundation 6: Social



Our communities have a long and proud history. Changing times and often harsh conditions have necessitated a deep resilience. To continue to thrive, our communities need to be cohesive and strong, our people supportive and engaged, our towns attractive and liveable.

### 6.1 Enhance sporting, recreational & cultural facilities & activities

#### 6.1.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Secure RADF funding, provide annual reports and coordinate the RADF program	Director Corp & Comm Services	01/07/20	30/06/21					
Cultural activities / initiatives implemented and/or supported	Director Corp & Comm Services	01/07/20	30/06/21					
Collect and collate oral histories of elderly residents	Director Corp & Comm Services	01/07/20	30/06/21					
Organise, host or assist in delivering the Annual Community Events Program	Director Corp & Comm Services	01/07/20	30/06/21					

#### 6.1.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
Issue regular Seniors newsletters	Director Corp & Comm Services	8					
Oral histories collected and collated	Director Corp & Comm Services	12					
RADF acquittals completed	Director Corp & Comm Services	100%					
RADF funds distributed	Director Corp & Comm Services	100%					

### 6.2 Ensure our towns are excellent places to live & work

#### 6.2.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Participate in the Community Advisory Network and the Quilpie Interagency Group	Director Corp & Comm Services	01/07/20	30/06/21					



Provide Centrelink services	Director Corp & Comm Services	01/07/20	30/06/21
Undertake annual clean-up in all towns including car bodies	Director Engineering Services	01/02/21	30/04/21
Manage community grants / requests for assistance	Director Corp & Comm Services	01/07/20	30/06/21
Complete the Brolga Street streetscape project	Director Engineering Services	01/07/20	30/03/21
Implement and monitor the Community Health Officer role	Director Corp & Comm Services	01/07/20	30/06/21
Provide a seniors program	Director Corp & Comm Services	01/07/20	30/06/21

### 6.2.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
Artour shows held	Director Corp & Comm Services	2					
Community events supported / organised	Director Corp & Comm Services	5					

## 6.3 Engage with our youth

### 6.3.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Implement the youth program including Youth Club, craft and Robotics Club	Director Corp & Comm Services	01/07/20	30/06/21					
Investigate the feasibility of delivering a youth holiday camp	Director Corp & Comm Services	01/07/20	30/06/21					
Support local schools, kindy and the “Activate Support Group” in developing suitable programs and activities	Director Corp & Comm Services	01/07/20	30/06/21					

### 6.3.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
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## 6.4 Disaster management preparedness

### 6.4.1 Milestone

Action	Responsible Person	Start Date	End Date	Status	Result Q1	Result Q2	Result Q3	Result Q4
Review and update the Local Disaster Management Plan	Director Corp & Comm Services	01/07/20	30/12/20					
Implement a flood warning system	Director Engineering Services	01/10/20	30/09/20					
Complete the annual LDMG review	Director Corp & Comm Services	01/07/20	30/12/20					

### 6.4.2 Key performance Indicator

Indicator	Responsible Person	Target	Status	Result Q1	Result Q2	Result Q3	Result Q4
LDMG meetings held	Director Corp & Comm Services	2					
Disaster management exercise undertaken	Director Corp & Comm Services	1					