



# CLONCURRY SHIRE COUNCIL

Operational Plan

2024 - 2025



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## Introduction

### Purpose of the Operational Plan

The annual Operational Plan sets out the activities that Council will undertake during the year to deliver the outcomes of the Corporate Plan. The deliverables in the Operational Plan inform the budget for the relevant financial year.

Together the following integrated documents form the local government's system of financial management:

- Corporate Plan 2021-26 incorporating community engagement.
- Long-term asset management plan and long-term financial forecast.
- 2024-25 annual budget and annual Operational Plan.

The Chief Executive Officer must present a written quarterly progress report to Council outlining progress towards implementing the annual Operational Plan. Council may amend the Operational Plan during the year by resolution.

### How we manage risk

The annual Operational Plan must state how operational risks are managed. Council manages risk through various instruments and frameworks, each of which has a governance regime to implement, monitor, review, and report on the various risks we face and how they are being mitigated. The requirements to manage these instruments and frameworks are outlined in the Operational Plan, with timeframes and accountabilities detailed throughout. Some of the key risk management instruments and frameworks are identified below.

Framework	Purpose
<b>Asset Management Plans</b>	Council's asset management plans ensure Council plans for the future maintenance, renewal and replacement of assets, as well as the implications of upgrades and new asset acquisitions.
<b>Business Continuity Plan</b>	Addresses the risks associated with continuation of the business of council in the case of a business disruption event.
<b>Strategic and Operational Risk Register</b>	Lists the various risks to Council's business, with mitigating strategies.
<b>Insurance</b>	Council maintains a wide-range of insurances (PL, PI, LGW, Cyber, project-based) to mitigate against the risks Council faces in day-to-day and project-specific activities.
<b>Internal Audit</b>	Internal auditing is an independent, objective assurance and consulting activity designed to add value and improve an organisation's operations. It helps an organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.
<b>Audit Committee</b>	Section 105 of the <i>Local Government Act 2009</i> requires Council to establish an Audit Committee to monitor and review the integrity of financial documents; the internal audit function; and the effectiveness and objectivity of the local government's internal auditors.
<b>External Audits</b>	The external audit provides independent assurance that Council's annual financial statements are reliable and comply with prescribed requirements. It is primarily a financial audit which assesses Council's internal control framework and focuses on the material components of council's financial statements and how significant financial reporting risks have been dealt with by management.
<b>Project Assessment Framework</b>	Council utilises the QTC and Building Queensland project assessment frameworks to drive consistency and best practice in project selection and development.
<b>Local Disaster Management Plan and Emergency Action Plans</b>	Addresses risks associated with natural disasters as well as specific risks associated with dam infrastructure.
<b>Fraud Risk Framework</b>	Comprises a fraud and corruption control plan and associated supporting documents including a fraud risk register to mitigate the risk of fraud and corruption within and against the Council.
<b>Training and Development</b>	Council invests in the training and development of its staff to ensure staff are aware of the risks associated with their roles and are equipped to manage and mitigate these risks.

# 1. INVESTING IN OUR COMMUNITIES, PEOPLE & LIFESTYLE

**KSA1:** Our family-friendly Shire and supportive community spirit are underpinned by sustainable facilities and institutions that promote positive community, health, educational and recreational outcomes.

	<b>INVESTMENT PRIORITIES</b> Liveable Communities Active Lifestyles Strong Service Network		<b>HOW OUR COMMUNITY ASSISTS</b> Volunteering Active Participation
	<b>KEY SERVICES</b> Community Events   Disaster Response and Recovery   Community Development Library Services   Sport and Recreation   Aged and Youth Services   Community Facilities (Swimming Pool, Equestrian Centre, Art Gallery, Early Learning Centre, Airport, Cemeteries)		

Focus	Activity	Measure
<b>1.1 Population Attraction &amp; Retention</b>	Council's suite of policies, projects and initiatives, its lobbying and advocacy efforts, its partnerships and investments all contribute to the sustainability, liveability and growth of Cloncurry.	<ul style="list-style-type: none"> <li>• Population</li> <li>• Number of businesses</li> </ul>
<b>1.2 Health Care Services (incl. Aged Care Services)</b>	Council facilitates the development of the Cloncurry Health Vision strategy and actively supports the delivery of the objectives elaborated within, including sustained advocacy for the upgrade of the Cloncurry Hospital.	<ul style="list-style-type: none"> <li>• Implementation of Health Vision 2021-24, 2024-27</li> <li>• Cloncurry Hospital Upgrade</li> </ul>
<b>1.3 Childcare Services</b>	Council supports, through direct investment or through facilitation and advocacy, childcare, and Out of School Hours Care services in Cloncurry.	<ul style="list-style-type: none"> <li>• Availability of services</li> <li>• Affordability of services</li> <li>• "Meets" or "Exceeds"</li> </ul>
<b>1.4 Housing &amp; Accommodation</b>	Council supports, through direct investment or through facility and advocacy, an increase in suitable residential accommodation in Cloncurry and Dajarra.	<ul style="list-style-type: none"> <li>• Housing availability</li> <li>• Housing affordability</li> </ul>
<b>1.5 Sport &amp; Recreation (Facilities and Events)</b>	Council supports, through direct investment or through facilitation and advocacy, the services, facilities, and clubs that enable and encourage participation in a diversity of sport and recreation activities and events.	<ul style="list-style-type: none"> <li>• Community satisfaction</li> <li>• Community wellbeing indicators</li> </ul>
<b>1.6 Community Events</b>	Council delivers and sponsors the delivery of a range of events that appeal to locals and visitors and encourage volunteering and promote liveability.	<ul style="list-style-type: none"> <li>• Events, donations, sponsorship budget</li> </ul>



Cloncurry Seniors' Cup



Cloncurry Outback Challenge

## INVESTING IN OUR COMMUNITIES, PEOPLE & LIFESTYLE

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 1.1.1.1	<b>Childcare Services - Curry Kids Upgrade</b> <ul style="list-style-type: none"> <li>Council substantially progresses the Curry Kids Early Learning Centre Upgrade Project with final delivery in Q1 25-26.</li> <li>Council receives monthly updates on Project progress.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Construction End Date: September 2025 (pending tender award).	Director of Projects	Project Manager
Measure of Success 1.1.1.2	<b>Housing &amp; Accommodation</b> <ul style="list-style-type: none"> <li>Council increases or improves its housing stock, inline with the Council Housing Policy and the Local Housing Action Plan.</li> <li>Council renews its Railway Avenue housing agreement with Queensland Rail (December 2024).</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Infrastructure and Environment	Director of Corporate Services Infrastructure Manager
Measure of Success 1.1.1.3	<b>Housing and Accommodation</b> <ul style="list-style-type: none"> <li>Council's Urban Renewal and Revitalisation Program provides a mechanism for encouraging investment to bring additional housing online.</li> <li>Council provides quarterly reporting on utilisation of Program.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Community Services and Economic Development	Planning and Environment Manager
Measure of Success 1.2.1.1	<b>Health Care Services</b> <ul style="list-style-type: none"> <li>% implementation of the Cloncurry Health Vision 2024-27 (Council-controlled items).</li> <li>Council coordinates updates from other agencies/entities as required to inform biannual reporting.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Biannual (May / October)	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 1.3.1.1	<b>Childcare Services - Waitlist Management</b> <ul style="list-style-type: none"> <li>Council minimises waiting list numbers through appropriate staff, infrastructure, and business systems investments.</li> <li>Council reports monthly on wait list numbers against age/cohort category.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Community Services and Economic Development	Director of Child Care
Measure of Success 1.3.1.2	<b>Childcare Services - financial viability</b> <ul style="list-style-type: none"> <li>Curry Kids is operationally breakeven, excluding depreciation.</li> <li>Council reports monthly on operating result.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly reporting to Council	Director of Community Services and Economic Development	Director of Child Care
Measure of Success 1.3.2.1	<b>Childcare Services - Quality Rating</b> <ul style="list-style-type: none"> <li>Council receives a "Meeting" or "Exceeding" rating for the Curry Kids Early Learning Centre (noting that Departmental reviews are not delivered every year, or even every other year).</li> </ul>	Jul 01, 2024	Jun 30, 2025	Annual	Director of Community Services and Economic Development	Director of Child Care
Measure of Success 1.3.3.1	<b>Out of Hours School Care</b> <ul style="list-style-type: none"> <li>Council supports, through continued advocacy or otherwise, initiatives to offer Out of Hours School Care (including vacation care) services in Cloncurry for 2024-2025.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Annual	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 1.4.1.1	<b>Housing and Accommodation: Perkins Street Housing Development</b> <ul style="list-style-type: none"> <li>Council completes long-term lease arrangements for the Perkins Street Housing Development.</li> <li>Council administers lease arrangements for Perkins Street Housing Development, including:                             <ul style="list-style-type: none"> <li>Annual inspections</li> <li>Annual rental adjustment</li> </ul> </li> </ul>	Jul 01, 2024	Jun 30, 2025	Annually	Director of Corporate Services	Shared Services Manager

## INVESTING IN OUR COMMUNITIES, PEOPLE & LIFESTYLE

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 1.5.1.1	<b>Sport and Recreation - Aquatic Facility</b> <ul style="list-style-type: none"> <li>Council receives monthly reporting on key operating parameters (operating revenue/costs, utilisation, regulatory compliance, maintenance etc.).</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly Reporting to Council	Director of Infrastructure and Environment	Infrastructure Manager
Measure of Success 1.5.1.2	<b>Sport and Recreation - Aquatic Facility</b> <ul style="list-style-type: none"> <li>Council tracks benefits realisation post-installation of heat pump and solar system via quarterly reporting:                             <ul style="list-style-type: none"> <li>Attendance (monthly)</li> <li>Operating costs for electricity (quarterly)</li> </ul> </li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly reporting to Council	Director of Infrastructure and Environment	Infrastructure Manager
Measure of Success 1.5.1.3	<b>Sport and Recreation (and Cultural Activities) – Dajarra</b> <ul style="list-style-type: none"> <li>Council provides support to enable Dajarra kids to access sporting, recreational, and cultural activities, including transport to Cloncurry for sport/swimming, attending the Cloncurry and District Show, etc.</li> <li>Council reports quarterly on support provided.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Annually	Director of Community Services and Economic Development	Community Activities Officer
Measure of Success 1.5.2.1	<b>Sport and Recreation   Tourism - Corella Dam</b> <ul style="list-style-type: none"> <li>Secure relevant tenure (freehold and reserve) over Corella Dam / Clem Walton (subject to review of Department of Resources comprehensive risk assessment of the asset).</li> <li>Co-contribute to telecommunications upgrade at Corella Dam / Clem Walton (December 2024).</li> </ul>	Jul 01, 2024	Jun 30, 2025	Annual	CEO	Director of Community Services and Economic Development
Measure of Success 1.5.2.2	<b>Sport and Recreation   Tourism - Chinaman Creek Dam</b> <ul style="list-style-type: none"> <li>Develop and review "Activation Plan" for Chinaman Creek Dam (kayaking and stand up paddleboarding, events, experiences etc.).</li> <li>Council reports on activation activities on a quarterly basis.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly progress reporting to Council	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 1.5.3.1	<b>Library Services</b> <ul style="list-style-type: none"> <li>First Five Forever Program delivered in line with program requirements.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Community Services and Economic Development	Library Services Coordinator
Measure of Success 1.5.3.2	<b>Library Services</b> <ul style="list-style-type: none"> <li>Longitudinal data on membership and utilisation developed and reported on monthly.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Community Services and Economic Development	Library Services Coordinator
Measure of Success 1.5.3.3	<b>Library Services</b> <ul style="list-style-type: none"> <li>Deliver and report on programming initiatives and activities to drive a positive library experience.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Community Services and Economic Development	Library Services Coordinator
Measure of Success 1.5.4.1	<b>Regional Arts and Development Fund (RADF)</b> <ul style="list-style-type: none"> <li>RADF terms of reference and committee membership reviewed and confirmed annually.</li> <li>Council delivers RADF program in line with program guidelines and Committee terms of reference (quarterly reporting)</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Community Services and Economic Development	RADF Committee
Measure of Success 1.5.5.1	<b>Venues and Facilities - Bookings Capability</b> <ul style="list-style-type: none"> <li>Maintenance of bookings management system to administer and report on bookings of Council venues and equipment.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Community Services and Economic Development	Venue & Marketing Coordinator
Measure of Success 1.5.5.2	<b>Venues and Facilities - User Group meetings</b> <ul style="list-style-type: none"> <li>Venue User Group meetings held quarterly (or as required).</li> <li>Minutes of meetings distributed.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Community Services and Economic Development	Venue & Marketing Coordinator

## INVESTING IN OUR COMMUNITIES, PEOPLE & LIFESTYLE

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 1.6.1.1	<b>Events – Council</b> <ul style="list-style-type: none"> <li>Council budgets for and delivers the following events: Australia Day, Poetry Competition, International Women's Day, Anzac Day, Beat the Heat, Seniors Week, Christmas Party, Cloncurry Meeting of the Mines Conference, and other events as budgeted. Council and community Christmas events are coordinated.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Community Services and Economic Development	Community Activities Officer
Measure of Success 1.6.1.2	<b>Events – Other</b> <ul style="list-style-type: none"> <li>Council actively markets and seeks hosting responsibilities for business and industry events.</li> <li>Council reports on number / type of events held on a quarterly basis.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Ongoing - Quarterly reporting	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 1.6.2.1	<b>Events – Community</b> <ul style="list-style-type: none"> <li>Council budgets for and supports community events in line with relevant policies (e.g. Grants to Community Organisations).</li> <li>Council reports quarterly on allocations against the Community Grants budget.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly grant rounds	Director of Community Services and Economic Development	Community Support Officer
Measure of Success 1.6.2.2	<b>Events – Community</b> <ul style="list-style-type: none"> <li>Council reviews and progresses required submissions to confirm:                             <ul style="list-style-type: none"> <li>Show Day Holidays</li> <li>Special Event Holidays</li> </ul> </li> </ul>	Jul 01, 2024	Jun 30, 2025	Annually	CEO	Executive Support
Measure of Success 1.6.2.3	<b>Clubs, Committees, and Associations</b> <ul style="list-style-type: none"> <li>Council supports and enables local clubs, committees, and associations to progress and deliver identified outcomes and objectives.</li> <li>Council reports on support provided on a quarterly basis.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Community Services and Economic Development	Community Support Officer



## 2. STRENGTHENING OUR ECONOMY & SUPPORTING GROWTH

**KSA2:** Our local economy is built upon its strengths. Innovation and good planning support prosperity in existing businesses, attracts new businesses and maximises opportunity for local employment.

	<p><b>INVESTMENT PRIORITIES</b></p> <p>Attracting population growth at a sustainable rate</p> <p>Experience Cloncurry</p> <p>North West Transport Hub</p>		<p><b>HOW OUR COMMUNITY ASSISTS</b></p> <p>Friendliest Spirit</p> <p>Buy Local</p> <p>Create opportunities for traineeships, work experience and apprenticeships</p>
	<p><b>KEY SERVICES</b></p> <p>Tourism &amp; Events   Economic Development   Planning &amp; Development   Regional Collaboration   Cloncurry Unearthed   Cloncurry Airport   John Flynn Place   Saleyards   Building Services   Marketing, Communication &amp; Media</p>		

Focus	Activity	Measure
<p><b>2.1 Advocacy: Local, Regional, State, and National</b></p>	<p>Council secures positive outcomes for the Shire or leverages its memberships in key organisations to drive positive outcomes for the Shire and the region.</p>	<ul style="list-style-type: none"> <li>Value derived from memberships and delegations</li> </ul>
<p><b>2.2 Local Business and Industry</b></p>	<p>Council supports the development of competitive local business and industry in line with Council's Economic Development Strategy and in concert with relevant regional and state-wide strategies.</p>	<ul style="list-style-type: none"> <li>No. of businesses</li> <li>No. of employees / trainees / apprenticeships</li> <li>Use of Preferred &amp; Prequalified Suppliers</li> <li>Sale and/or development of industrial lots</li> </ul>
<p><b>2.3 Digital Investments: Connectivity, Reliability, Speed, Data</b></p>	<p>Council invests directly in, or supports through lobbying and advocacy efforts, the continued improvement of digital connectivity in Cloncurry and the region.</p>	<ul style="list-style-type: none"> <li>Impact of support / investments on digital inclusion: coverage, speed, data, reliability</li> </ul>
<p><b>2.4 Council Business Units</b></p>	<p>Council's business units are commercially viable (Cloncurry Saleyards, Cloncurry Aerodrome, Curry Kids Early Learning Centre)</p>	<ul style="list-style-type: none"> <li>Revenue</li> <li>Profitability</li> </ul>

Focus	Activity	Measure
<p><b>2.5 Tourism &amp; Events</b></p>	<p>Council and key stakeholders promote Cloncurry as a Tourism Destination, driving investments in new businesses, (events and facilities) and generating new revenue streams for existing businesses.</p>	<ul style="list-style-type: none"> <li>Average length of stay</li> <li>Overnight visitor expenditure</li> <li>% implementation of Economic Development Strategy Action Plan</li> <li>Signature multi-purpose tourism facility constructed</li> </ul>
<p><b>2.6 Broadening the Economic Base</b></p>	<p>Council supports and invests in opportunities that promote economic diversification and a broadening of the Shire and the region's economic base.</p>	<ul style="list-style-type: none"> <li>Irrigated Ag initiatives</li> <li>Business/Industry Forums and Events</li> <li>Drone/aviation activity</li> </ul>
<p><b>2.7 Urban Renewal and Enhancement</b></p>	<p>Council's planning, policies and investments improve urban amenity and connectivity in Cloncurry</p>	<ul style="list-style-type: none"> <li>No. of urban renewal and enhancement projects completed</li> </ul>
<p><b>2.8 Commercial Accommodation</b></p>	<p>Council invests directly in, or facilitates investment to grow the no. of commercial accommodation rooms available in Cloncurry.</p>	<ul style="list-style-type: none"> <li>Total no. of rooms</li> </ul>
<p><b>2.9 Planning &amp; Development</b></p>	<p>Council's Planning Scheme and associated policies support sustainable growth and development.</p>	<ul style="list-style-type: none"> <li>Planning decisions meet statutory requirements</li> <li>Major Amendment to Planning Scheme</li> </ul>



Cloncurry Unearthed Visitor Information Centre



## STRENGTHENING OUR ECONOMY & SUPPORTING GROWTH

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 2.1.1.1	<b>General Advocacy</b> <ul style="list-style-type: none"> <li>Council advocates for and secures positive outcomes for the Shire and the region, leveraging media campaigns to assist as appropriate.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Ongoing	Mayor	CEO
Measure of Success 2.1.1.2	<b>Advocacy - Cloncurry Hospital Upgrades</b> <ul style="list-style-type: none"> <li>Council advocates for upgrades to the Cloncurry Hospital.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Mayor/Elected Members	CEO
Measure of Success 2.1.1.3	<b>Advocacy - Bridge Upgrades</b> <ul style="list-style-type: none"> <li>Council advocates for Malbon Creek, Tommy's Creek, Butcher's Creek and Corella Bridge Upgrades.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Mayor/Elected Members	CEO
Measure of Success 2.1.1.4	<b>Advocacy - Copperstring 2032</b> <ul style="list-style-type: none"> <li>Council advocates for all necessary enabling and ancillary projects in support of Copperstring 2032.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Mayor/Elected Members	CEO
Measure of Success 2.1.1.5	<b>Advocacy - Irrigated Agriculture Projects and Initiatives</b> <ul style="list-style-type: none"> <li>Council advocates for irrigated agriculture projects and initiatives.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Mayor/Elected Members	CEO
Measure of Success 2.1.1.6	<b>Advocacy - Sealing of 7708</b> <ul style="list-style-type: none"> <li>Council advocates for the sealing of 7708 (Duchess to Dajarra section).</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Mayor/Elected Members	CEO
Measure of Success 2.1.1.7	<b>Advocacy - Water Security and Access</b> <ul style="list-style-type: none"> <li>Advocacy linked to water security and access, including submission to review of Gulf Water Plan.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Mayor/Elected Members	CEO
Measure of Success 2.1.1.8	<b>Advocacy - Sport and Recreation</b> <ul style="list-style-type: none"> <li>Support, either directly or through advocacy, access to quality coaching, training, participation, and competition opportunities, to reduce barriers to Cloncurry Shire kids achieving their sporting goals.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Annually	Mayor/Elected Members	CEO
Measure of Success 2.2.1.1	<b>Development of Competitive Local Business and Industry – Procurement</b> <ul style="list-style-type: none"> <li>Maintain registers of pre-qualified suppliers for:                             <ul style="list-style-type: none"> <li>Trades &amp; Services</li> <li>Plant Hire</li> <li>Quarry &amp; Construction Materials</li> <li>Mechanical, Auto-electrical, Tyres, Tubes &amp; Associated Services</li> </ul> </li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Corporate Services	Procurement Manager
Measure of Success 2.2.1.2	<b>Development of Competitive Local Business and Industry – Procurement</b> <ul style="list-style-type: none"> <li>Quarterly reporting on procurement by volume, value, locality (Level 1, Level 2, Non-Local), and ROPS engagements.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Corporate Services	Procurement Manager
Measure of Success 2.2.2.1	<b>Development of Competitive Local Business &amp; Industry - Local Business Network</b> <ul style="list-style-type: none"> <li>Provide secretarial support to LBN and attend all meetings.</li> <li>Annual review of Terms of Reference</li> <li>Annual review of LBN membership</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 2.2.2.2	<b>Development of Competitive Local Business &amp; Industry - Local Business Network</b> <ul style="list-style-type: none"> <li>Council supports (directly/indirectly) a range of events and initiatives (e.g. "Buy Local") aimed at building the sustainability, resiliency, efficiency, capability of local businesses.</li> <li>Council reports on initiatives via monthly Council meeting and Small Business annual reporting.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 2.2.3.1	<b>Land Sales – Industrial</b> <ul style="list-style-type: none"> <li>Implement strategies to sell and/or develop balance of Stage 1 Industrial Lots.</li> <li>Provide quarterly reporting on progress against above.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	CEO	Director of Corporate Services

## STRENGTHENING OUR ECONOMY & SUPPORTING GROWTH

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 2.2.4.1	<b>Tourism and Economic Development - Strategy implementation</b> <ul style="list-style-type: none"> <li>Report quarterly on % implementation of 2024-25 Action Plan from Tourism &amp; Economic Development Strategy (funded/resourced items only, including advocacy).</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 2.3.1.1	<b>Digital Connectivity</b> <ul style="list-style-type: none"> <li>Support initiatives that improve digital connectivity, speed, data and reliability.</li> <li>Quarterly reporting on initiatives supported: e.g., Cloncurry to Normanton Telecommunications Corridor, Quamby &amp; Sally Creek RT upgrade projects, the Dajarra 4GX project, improved comms at Corella Dam, dark fibre to Depot etc.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Annual	CEO	Director of Community Services and Economic Development
Measure of Success 2.4.1.1	<b>Saleyards - Bull Sales</b> <ul style="list-style-type: none"> <li>Facility hosts bull sale in March/April 2025</li> <li>Council reports on bull sale statistics</li> </ul>	Mar 01, 2025	Apr 30, 2025	Annual	CEO	Media and Public Relations Officer
Measure of Success 2.4.1.2	<b>Saleyards – Operations</b> <ul style="list-style-type: none"> <li>Monthly reporting provided on Saleyards Management Operations in line with contract deliverables.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	CEO	Director of Corporate Services
Measure of Success 2.4.1.3	<b>Saleyards - Implementation of Masterplan</b> <ul style="list-style-type: none"> <li>Complete renewal / upgrade of Rail Load Out Facility and acquit grant Insert additional masterplan projects</li> </ul>	Jul 01, 2024	Jun 30, 2025	Construction End Date: September 2024	Director of Projects	Project Manager
Measure of Success 2.4.2.1	<b>Cloncurry Airport - Implementation of Masterplan</b> <ul style="list-style-type: none"> <li>Progressive implementation of priority/budgeted items in Airport Masterplan (CapEx and OpEx), subject to receipt of funding as appropriate: <ul style="list-style-type: none"> <li>Complete PWD (Persons with a Disability) upgrades to facility</li> <li>Complete requisite design for main runway and cross strip renewals, lighting and electrical systems.</li> <li>Secure funding to deliver renewals/upgrades in 2025-26 financial year.</li> </ul> </li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly reporting to Council	Director of Infrastructure and Environment	Airport Manager Director of Projects
Measure of Success 2.4.2.2	<b>Cloncurry Airport – Financials</b> <ul style="list-style-type: none"> <li>Cloncurry Airport remains financially viable (in line with adopted budget)</li> <li>Council reports monthly on key operating details: passenger throughput (FIFO/RPT), revenue, expenditure, etc.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly Reporting to Council	Director of Infrastructure and Environment	Airport Manager
Measure of Success 2.4.2.3	<b>Cloncurry Airport – compliance</b> <ul style="list-style-type: none"> <li>Council completes annual review of operating manual in line with CASA requirements</li> <li>Council completes annual audits as required and implements rectification action plans</li> <li>Council completes annual emergency exercise for airport operations</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly reporting	Director of Infrastructure and Environment	Airport Manager
Measure of Success 2.4.2.4	<b>Cloncurry Airport - Cloncurry Flight Test Range</b> <ul style="list-style-type: none"> <li>Council enters into and manages licence arrangement for the Cloncurry Flight Test Range</li> <li>Council reports quarterly and annually on operational activity.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	CEO	Director of Infrastructure and Environment
Measure of Success 2.4.3.1	<b>Childcare Services - financial viability</b> <ul style="list-style-type: none"> <li>Curry Kids is operationally breakeven, excluding depreciation.</li> <li>Council reports monthly on operating result.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly reporting to Council	Director of Community Services and Economic Development	Director of Child Care

## STRENGTHENING OUR ECONOMY & SUPPORTING GROWTH

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 2.5.1.1	<b>Sport and Recreation - Tourism - New Initiatives</b> <ul style="list-style-type: none"> <li>Develop and deliver "Tracks and Trails" project for Cloncurry (November 2024).</li> </ul>	Jul 01, 2024	Jun 30, 2025	November 2024	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 2.5.2.1	<b>Sport and Recreation   Tourism - Great Walk</b> <ul style="list-style-type: none"> <li>Great Walk Project (Cloncurry to Mt Isa): prepare advocacy document and advocacy strategy to generate project awareness with the aim of securing support for this initiative.</li> </ul>	Jul 01, 2024	Jun 30, 2025	December 2024	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 2.5.2.2	<b>Sport and Recreation   Tourism - Rail Trail</b> <ul style="list-style-type: none"> <li>Cloncurry to Kjabbi Rail Trail Project - Options Analysis / Feasibility Study to determine the viability of establishing a Rail Trail offering in Cloncurry.</li> </ul>	Jul 01, 2024	Aug 31, 2024	August 2024	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 2.5.2.3	<b>Tourism, Recreation, and Community Facility - JFP Renewal and Expansion</b> <ul style="list-style-type: none"> <li>Complete detailed design for JFP renewal and expansion (June 2025).</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Projects	Director of Community Services and Economic Development
Measure of Success 2.5.2.4	<b>Sport and Recreation   Tourism - Dam Activation (Chinaman Creek Dam, Corella Dam)</b> <ul style="list-style-type: none"> <li>Council, leveraging previous work completed in this area, substantively progresses an Options Analysis and Business Plan for the Corella Dam.</li> </ul>	Jul 01, 2024	Jun 30, 2025	March 2025	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 2.5.3.1	<b>Tourism - Visitor Information Centre</b> <ul style="list-style-type: none"> <li>Develop, implement and report on initiatives designed to sustain and increase visitor numbers.</li> <li>Develop, implement and report on initiatives designed to increase merchandise sales.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 2.5.4.1	<b>Tourism - John Flynn Place</b> <ul style="list-style-type: none"> <li>Develop, implement and report on initiatives designed to sustain and increase visitor numbers.</li> <li>Develop, implement and report on initiatives designed to increase merchandise sales.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 2.5.5.1	<b>Tourism - RV Friendly Policy</b> <ul style="list-style-type: none"> <li>Review "RV Friendly Policy"</li> <li>Progressive implementation of "RV Friendly" Policy for Cloncurry.</li> <li>Quarterly reporting on RV Friendly Policy, including annual confirmation to continue with RV Friendly Area.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 2.5.5.2	<b>Tourism</b> <ul style="list-style-type: none"> <li>% implementation of Tourism &amp; Economic Development Strategy (Tourism Items: funded/resourced/advocacy items only).</li> <li>Quarterly reporting against Action Plan items.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 2.6.1.1	<b>Urban Renewal / Revitalisation</b> <ul style="list-style-type: none"> <li>Review of Urban Renewal and Revitalisation Policy</li> <li>Allocation of funding to facilitate/enable objectives of Policy</li> <li>Quarterly (Operational Plan updates) and annual reporting (Annual Report) on initiatives funded</li> </ul>	Jul 01, 2024	Jun 30, 2025	Ongoing	Director of Community Services and Economic Development	Economic Development and Tourism Manager Planning and Environment Manager
Measure of Success 2.6.2.1	<b>Economic Diversification - Irrigated Agriculture</b> <ul style="list-style-type: none"> <li>Council continues to support initiatives to increase irrigated agriculture investments in Cloncurry.</li> <li>Council seeks to acquire or support initiatives to acquire appropriate land for the siting of a cotton gin in Cloncurry.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Projects	CEO

## STRENGTHENING OUR ECONOMY & SUPPORTING GROWTH

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 2.6.3.1	<b>Economic Diversification - Film and TV</b> <ul style="list-style-type: none"> <li>No. and success of advocacy efforts to attract film and TV production to Cloncurry.</li> <li>Report on Return on Investment for film and TV initiatives.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 2.6.3.2	<b>Economic Diversification - Commercial Accommodation</b> <ul style="list-style-type: none"> <li>Council completes an options analysis for the development of additional commercial accommodation in Cloncurry.</li> <li>Council promotes opportunities for additional commercial accommodation in Cloncurry.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly reporting	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 2.6.3.3	<b>Economic Development - Recruitment Taskforce</b> <ul style="list-style-type: none"> <li>Reinvigorate the Recruitment Taskforce to focus on recruitment attraction and retention strategies for Cloncurry.</li> </ul>	Jul 01, 2023	Sep 30, 2023	Biannual	CEO	Director of Community Services and Economic Development
Measure of Success 2.7.1.1	<b>Chinaman Creek Dam Rec Area   Mary K Park   FCP   Sheaffe Street   Robertson Park   Cemetery   Sport and Recreation Grounds</b> <ul style="list-style-type: none"> <li>Service level standards developed for key sites and enshrined in Asset Management - Levels of Service Manual.</li> </ul>	Jul 01, 2024	Jun 30, 2025	September	Director of Infrastructure and Environment	Works Manager
Measure of Success 2.7.1.2	<b>Chinaman Creek Dam Rec Area   Mary K Park   FCP   Sheaffe Street   Robertson Park   Cemetery   Sport and Recreation Grounds</b> <ul style="list-style-type: none"> <li>Works programs, inspections, audits, defect logging program in place to monitor adherence to service level standards.</li> </ul>	Jul 01, 2024	Jun 30, 2025	September	Director of Infrastructure and Environment	Works Manager
Measure of Success 2.8.1.1	<b>Economic Development - Commercial Accommodation</b> <ul style="list-style-type: none"> <li>Council completes options analysis for increasing commercial accommodation in Cloncurry</li> <li>Council advocates to attract investment in additional commercial accommodation in Cloncurry.</li> </ul>	Jul 01, 2024	Jun 30, 2025	September 2024	Director of Community Services and Economic Development	Economic Development and Tourism Manager
Measure of Success 2.9.1.1	<b>Planning Scheme &amp; Documents</b> <ul style="list-style-type: none"> <li>Council completes the major amendment to the Planning Scheme (March 2025).</li> <li>Council substantially progresses a Level 3 Flood Study by 30 June, subject to receipt of QRRRF funding.</li> <li>Council adopts its Local Heritage Plan (September 2024).</li> </ul>	Jul 01, 2024	Jun 30, 2025	June 2025	CEO	External Consultancy Planning and Environment Manager
Measure of Success 2.9.1.2	<b>Planning Scheme - Planning Applications</b> <ul style="list-style-type: none"> <li>All planning applications are considered and dealt with within legislated timeframes.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Planning and Environment Manager	External Consultancy

### 3. BUILDING AND MAINTAINING OUR INFRASTRUCTURE

**KSA3:** Our infrastructure is strategically planned and well maintained to ensure the delivery of quality services to our community and to facilitate growth opportunities where viable.

	<p><b>INVESTMENT PRIORITIES</b></p> <ul style="list-style-type: none"> <li>Asset Management</li> <li>Township Renewal &amp; Enhancement</li> <li>Strong Transport Network</li> </ul>		<p><b>HOW OUR COMMUNITY ASSISTS</b></p> <ul style="list-style-type: none"> <li>Water Wise</li> <li>Waste Reduction</li> <li>Civic Participation</li> </ul>
	<p><b>KEY SERVICES</b></p> <p>Road, Drainage &amp; Footpath Construction &amp; Maintenance   Parks &amp; Gardens   Construction &amp; Maintenance   Water &amp; Sewer Treatment &amp; Supply   Workshop and Fleet Management   Project Management</p>		

Focus	Activity	Measure
<p><b>3.6 Water Supply, Treatment and Distribution</b></p>	<p>Council provides safe and reliable access to treated water in line with its Drinking Water Quality Management Plans and Customer Service Standards..</p>	<ul style="list-style-type: none"> <li>• % compliance with DWQMP</li> <li>• % conformance with Customer Service Standards</li> </ul>



Focus	Activity	Measure
<p><b>3.1 Asset Management Framework and Capabilities</b></p>	<p>Council develops, implements, and maintains an effective and compliant asset management framework.</p>	<ul style="list-style-type: none"> <li>• Asset Management Plans in place and updated for all asset classes</li> </ul>
<p><b>3.2 Asset Investments: Transport, Water, Sewer, Buildings &amp; Other Structures, Sport and Recreation, Plant, and Fleet</b></p>	<p>Council manages, maintains, renews, and upgrades assets in line with relevant plans, policies, strategies, budgets and in line with relevant funding program requirements.</p>	<ul style="list-style-type: none"> <li>• Whole of Life Costing embedded in all asset investment decisions.</li> <li>• Operating surplus ratio</li> <li>• Asset sustainability ratio</li> </ul>
<p><b>3.3 Resilient Infrastructure, Resilient Communities</b></p>	<p>Council identifies opportunities and leverages funding to build more resilient infrastructure.</p>	<ul style="list-style-type: none"> <li>• Number and value of Betterment projects and initiatives delivered.</li> </ul>
<p><b>3.4 Efficient and Effective Services</b></p>	<p>Council invests in projects and initiatives that improve efficiencies in service delivery while achieving the same or a higher level of service.</p>	<ul style="list-style-type: none"> <li>• Operating Surplus Ratio</li> </ul>
<p><b>3.5 Water Security and Access</b></p>	<p>Council investments and advocacy are directed toward achieving improved water security and access.</p>	<ul style="list-style-type: none"> <li>• Improved coordination of NW Water Resources</li> <li>• Initiatives that deliver improved water security/access for Cloncurry.</li> </ul>

## BUILDING AND MAINTAINING OUR INFRASTRUCTURE

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 3.1.1.1	<b>Asset Management - Condition Assessments</b> <ul style="list-style-type: none"> <li>Council develops an asset condition assessment plan with associated budget (e.g. for housing, buildings, culverts, bridges, sporting facilities, sewer, sealed road network etc.).</li> <li>Council delivers asset condition assessment plan for 2024-25.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Infrastructure and Environment	Infrastructure Manager Works Manager Asset Engineer
Measure of Success 3.1.2.1	<b>Asset Valuations</b> <ul style="list-style-type: none"> <li>Council completes a desktop asset valuation for the 2024-25 financial year (Feb-May 2025).</li> </ul>	Jul 01, 2024	May 30, 2025	May 2025	Director of Corporate Services	Finance Manager
Measure of Success 3.1.3.1	<b>Asset Management - Asset Register</b> <ul style="list-style-type: none"> <li>Asset capitalisation and disposal takes place on a quarterly basis and is informed by Project Completion Reports.</li> <li>Asset inspections and condition assessments inform updates to Council's Asset Register (annual).</li> <li>Asset desktop revaluation informs updates to Council's Asset Register (2024-25).</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Corporate Services	Director of Projects Works Manager Infrastructure Manager Asset Engineer Finance Manager
Measure of Success 3.1.4.1	<b>Asset Management - Asset Management Policy &amp; Strategy</b> <ul style="list-style-type: none"> <li>Asset Management Policy reviewed by Council biennially or as required (Mar 2025).</li> <li>Asset Management Strategy reviewed by ELT biennially or as required (Mar 2025).</li> </ul>	Feb 01, 2025	Jun 30, 2025	March	CEO	Director of Infrastructure and Environment
Measure of Success 3.1.5.1	<b>Asset Management - Asset Management Plans</b> <ul style="list-style-type: none"> <li>Asset Management Plans reviewed biennially for the following asset classes: transport, water supply, sewer, buildings and other structures (Dec 2024)</li> <li>Improvement Plan from each AMP informs budget development/adoption process on an annual basis (Feb - May).</li> </ul>	Sep 01, 2024	Jun 30, 2025	December	Director of Infrastructure and Environment	Infrastructure Manager
Measure of Success 3.1.6.1	<b>Transport Infrastructure - RMPC - Registration &amp; RMPC Plans</b> <ul style="list-style-type: none"> <li>Council maintains its Traffic Management Registration Scheme Status (TMRS) to work on State-controlled Roads.</li> <li>Council's WHS, Quality, and Environmental Management Plans are reviewed and endorsed by May 2025.</li> </ul>	Jul 01, 2024	May 30, 2025	July	Director of Infrastructure and Environment	Works Manager
Measure of Success 3.1.6.2	<b>Transport Infrastructure - RMPC - Program Development and Delivery</b> <ul style="list-style-type: none"> <li>Council delivers &gt;65% of RMPC Program by 30 November 2024 and 100% of RMPC Program by 15 June 2025 and actively lobbies for additional funding to meet road maintenance requirements and/or access program underspends.</li> <li>All invoicing and forward list of works submitted in line with contract requirements.</li> <li>Revision of plant rates for RMPC 2025-26 completed by 15 May 2025.</li> </ul>	Jul 01, 2024	Jun 15, 2025	Monthly	Director of Infrastructure and Environment	Works Manager
Measure of Success 3.2.1.1	<b>Plant and Fleet - Plant Acquisition &amp; Replacement Program</b> <ul style="list-style-type: none"> <li>1 to 10-year plant acquisition and replacement program developed, updated and presented to Council as part of budget development and adoption process.</li> <li>Annual plant acquisition and replacement program adopted (June each year).</li> <li>Delivery of plant acquisition and replacement program reported on monthly.</li> </ul>	Jul 01, 2024	Jun 30, 2025	April	Director of Infrastructure and Environment	Works Manager

## BUILDING AND MAINTAINING OUR INFRASTRUCTURE

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 3.2.1.2	<b>Plant and Fleet – Reporting</b> <ul style="list-style-type: none"> <li>Workshop &amp; Fleet develops and implements a plant/fleet maintenance program that tracks, at a minimum, scheduled servicing, and the planned vs. unplanned maintenance ratio.</li> <li>Workshop &amp; Fleet benchmarks plant utilisation against sector and industry standards (using IPWEA and VisionLink benchmarks) for identified plant.</li> <li>Council reviews fuel consumption patterns.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Works Manager	Director of Infrastructure and Environment
Measure of Success 3.2.2.1	<b>Project - Planning (Water and Sewer)</b> <ul style="list-style-type: none"> <li>Sewer Pump Station maintenance, renewal, replacement program developed.</li> </ul>	Jul 01, 2024	Nov 28, 2024	March 2025	Director of Infrastructure and Environment	Infrastructure Manager
Measure of Success 3.2.2.2	<b>Project - Planning (Water and Sewer)</b> <ul style="list-style-type: none"> <li>Underground asset condition inspection and replacement program prepared.</li> </ul>	Jul 01, 2024	Nov 28, 2024	November 2024	Director of Infrastructure and Environment	Director of Projects
Measure of Success 3.2.2.3	<b>Project Planning (Water and Sewer)</b> <ul style="list-style-type: none"> <li>Council completes options analysis + requisite design work to secure funding to progress the upgrade to the Clear Water Storage Tank.</li> <li>Council completes options analysis + requisite design work to secure funding to progress replacement of the Rapid Mixing Tank.</li> <li>Council completes options analysis + requisite design work to secure funding to progress renewal/replacement of the clarification and filtration system at the Cloncurry WTP.</li> </ul>	Jul 01, 2024	Mar 28, 2025	March 2025	Director of Projects	Project Manager
Measure of Success 3.2.3.1	<b>Project - Planning (Reseal Program)</b> <ul style="list-style-type: none"> <li>Council reviews and approves reseal program for following financial year as part of budget process.</li> </ul>	Jan 27, 2025	May 29, 2025	May	Director of Infrastructure and Environment	External Consultancy
Measure of Success 3.2.4.1	<b>Transport - Maintenance and Operations</b> <ul style="list-style-type: none"> <li>Develop 1 to 3-year maintenance and operations program for Transport Infrastructure.</li> <li>Deliver 2024-25 maintenance program for transport infrastructure.</li> </ul>	Jul 01, 2024	Mar 31, 2025	March	Director of Infrastructure and Environment	Works Manager
Measure of Success 3.2.4.2	<b>Drainage: pre- and post-wet</b> <ul style="list-style-type: none"> <li>Pre- and post-wet drainage maintenance program developed and delivered in 2024-25.</li> </ul>	Nov 01, 2024	Mar 31, 2025	November to March	Works Manager	Director of Infrastructure and Environment
Measure of Success 3.2.4.3	<b>Transport - Airport Operations</b> <ul style="list-style-type: none"> <li>Council completes annual audit of Cloncurry Airport</li> <li>Council provides quarterly progress updates on rectification action items identified in the relevant audit.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Infrastructure and Environment	Airport Manager
Measure of Success 3.2.4.4	<b>Transport - Airport Operations</b> <ul style="list-style-type: none"> <li>Council completes 6 monthly inspections of Burke &amp; Wills, Kajabbi, Duchess, and Dajarra airstrips.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Biannually	Director of Infrastructure and Environment	Airport Manager
Measure of Success 3.2.5.1	<b>Transport – CapEx</b> <ul style="list-style-type: none"> <li>Deliver 2024-25 CapEx program for Transport Infrastructure: <ul style="list-style-type: none"> <li>Granada Upgrade to Seal Project</li> <li>Coppermine Creek Bridge Upgrade Project</li> <li>Duchess to Phosphate Reseal</li> </ul> </li> </ul>	Jul 01, 2024	Jun 30, 2025	March	Director of Projects	Director of Infrastructure and Environment Project Manager

## BUILDING AND MAINTAINING OUR INFRASTRUCTURE

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 3.2.5.2	<b>Scarr Street Revitalisation Project</b> <ul style="list-style-type: none"> <li>Complete detailed design for Scarr Street Revitalisation Project (December) in preparation for submission for funding application.</li> <li>Complete procurement to enable delivery from Q1 2025-26 (subject to confirmation of funding).</li> <li>Monthly reporting on progress provided.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly reporting to Council	Director of Projects	Project Manager
Measure of Success 3.2.5.3	<b>Coppermine Creek Bridge Upgrade</b> <ul style="list-style-type: none"> <li>Council commences and completes the delivery of the Coppermine Creek Bridge Upgrade Project (June 2025).</li> </ul>	Jul 01, 2024	Jun 30, 2025	Subject to timing and receipt of funding - Forecast Construction End Date: June 2025	Director of Projects	Project Manager
Measure of Success 3.2.5.4	<b>Quarry Management</b> <ul style="list-style-type: none"> <li>Council reviews and updates its Quarry Management Plan for 2024-25</li> </ul>	Jul 01, 2024	Sep 30, 2024	September	Director of Infrastructure and Environment	Planning and Environment Manager Works Manager External Consultancy
Measure of Success 3.2.6.1	<b>Water Supply and Treatment - Maintenance and Operations</b> <ul style="list-style-type: none"> <li>Develop 1 to 3-year maintenance and operations program for Water (every March).</li> <li>Deliver 2024-25 maintenance and operations program for Water.</li> </ul>	Jul 01, 2024	Jun 30, 2025	March	Director of Infrastructure and Environment	Infrastructure Manager
Measure of Success 3.2.6.2	<b>Water Infrastructure - Chinaman Creek Dam – Reporting</b> <ul style="list-style-type: none"> <li>Annual Safety Inspection completed (November 2024)</li> <li>Annual Safety Statement submitted as required (December 2024)</li> </ul>	Oct 01, 2024	Dec 20, 2024	October - December	Director of Infrastructure and Environment	CEO Infrastructure Manager Planning and Environment Manager
Measure of Success 3.2.6.3	<b>Water Infrastructure - Chinaman Creek Dam – Training</b> <ul style="list-style-type: none"> <li>Completion of compulsory Dam Safety / Surveillance Training.</li> </ul>	Jul 01, 2024	Dec 20, 2024	Annually	Director of Infrastructure and Environment	CEO Infrastructure Manager Planning and Environment Manager
Measure of Success 3.2.6.4	<b>Water Infrastructure - Chinaman Creek Dam - Maintenance &amp; Upgrades</b> <ul style="list-style-type: none"> <li>Vegetation management program/project developed and delivered</li> </ul>	Jul 01, 2024	Nov 29, 2024	November	Director of Infrastructure and Environment	CEO Infrastructure Manager Planning and Environment Manager
Measure of Success 3.2.6.5	<b>Water Infrastructure - Chinaman Creek Dam - Maintenance &amp; Upgrades</b> <ul style="list-style-type: none"> <li>Levee repairs scoped and delivered (subject to available funding).</li> </ul>	Jul 01, 2024	Nov 29, 2024	November	Director of Infrastructure and Environment	CEO Infrastructure Manager
Measure of Success 3.2.7.1	<b>Water Supply, Treatment and Distribution – CapEx</b> <ul style="list-style-type: none"> <li>Council delivers the following in 2024-25: <ul style="list-style-type: none"> <li>Cloncurry: installation of electro-chlorination system (August)</li> <li>Dajarra: dual reticulation project and installation of additional bore supply (subject to confirmation of NWG funding).</li> </ul> </li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Projects	Director of Infrastructure and Environment
Measure of Success 3.2.8.1	<b>Sewer - Maintenance and Operations</b> <ul style="list-style-type: none"> <li>Develop 1 to 3-year maintenance and operations program for Sewer (each March).</li> <li>Deliver 2024-25 maintenance and operations program.</li> </ul>	Jul 01, 2024	Jun 30, 2025	March	Director of Infrastructure and Environment	Infrastructure Manager



## BUILDING AND MAINTAINING OUR INFRASTRUCTURE

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 3.2.9.1	<b>Sewer – CapEx</b> <ul style="list-style-type: none"> <li>There are no Sewer CapEx projects scheduled for delivery in 2024-25.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Annual	Director of Projects	Project Manager
Measure of Success 3.2.10.1	<b>Waste Management - Maintenance and Operations</b> <ul style="list-style-type: none"> <li>Develop 1 to 3-year maintenance and operations program for Waste Management.</li> <li>Deliver 2024-25 maintenance and operations program for Waste Management.</li> </ul>	Jul 01, 2024	Jun 30, 2025	March	Director of Infrastructure and Environment	Planning and Environment Manager
Measure of Success 3.2.11.1	<b>Waste Management – CapEx</b> <ul style="list-style-type: none"> <li>There are no waste management CapEx projects scheduled for 2024-25.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Annual	Director of Projects	Project Manager
Measure of Success 3.2.12.1	<b>Buildings and Other Structures - Maintenance and Operations - Housing &amp; Accommodation</b> <ul style="list-style-type: none"> <li>Council develops, maintains, and reviews 1 to 3-year maintenance program for Council-owned Housing and Accommodation, including STAGs (Mar-May each year).</li> <li>Council delivers 2024-25 Housing &amp; Accommodation maintenance program (monthly).</li> <li>Council reports on progress against maintenance program on a monthly basis (monthly).</li> </ul>	Jul 01, 2024	Jun 30, 2025	March	Director of Infrastructure and Environment	Infrastructure Manager
Measure of Success 3.2.12.2	<b>Buildings and Other Structures - Maintenance and Operations</b> <ul style="list-style-type: none"> <li>Develop 1 to 3-year maintenance program for Buildings and Other Structures.</li> <li>Deliver 2024-25 maintenance program for Buildings and Other Structures.</li> </ul>	Jul 01, 2024	Jun 30, 2025	March	Director of Infrastructure and Environment	Infrastructure Manager
Measure of Success 3.2.12.3	<b>Buildings and Other Structures - Options Review for Key Assets</b> <ul style="list-style-type: none"> <li>Council completes an Options Analysis for the future of William Pressley Place and the existing Child Care facility.</li> </ul>	Jul 01, 2024	Aug 30, 2024	August 2024	Director of Projects	Project Manager
Measure of Success 3.2.12.4	<b>Buildings and Other Structures - Housing &amp; Accommodation - RTA management</b> <ul style="list-style-type: none"> <li>Council conducts biannual rental inspections of housing stock in line with Residential Tenancy Agreements.</li> <li>Inspections inform 1 to 3-year maintenance program.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Biannual	Infrastructure Manager	Property Management Coordinator

## BUILDING AND MAINTAINING OUR INFRASTRUCTURE

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 3.2.13.1	<b>Buildings and Other Structures – CapEx</b> <ul style="list-style-type: none"> <li>• Council delivers the following CapEx program for Buildings and Other Structures in 2024-25: <ul style="list-style-type: none"> <li>○ Perkins Street Housing Subdivision Project completed</li> <li>○ Curry Kids Early Learning Centre Upgrade Project substantially progressed (finalisation of site required to confirm final delivery timeframe)</li> <li>○ JFP Detailed Design completed</li> <li>○ Upgrade to Cattle Rail Load Out Facility completed</li> <li>○ Cloncurry Saleyards Shade Upgrades completed</li> <li>○ Cloncurry Swimming Pool - 100kVa solar installation completed</li> <li>○ Dajarra Airstrip Shade Structure completed</li> <li>○ Dajarra Playground Installation (subject to confirmation of co-contributions)</li> <li>○ Cloncurry Lawn Cemetery Footstone Plinths completed</li> <li>○ Cloncurry Airport Passenger Accessibility Improvements completed</li> <li>○ Cloncurry Business Incubator Shed Project substantially progressed (completed Sep 2025).</li> <li>○ Cloncurry Solar Installation at Airport and Precinct completed (Apr 2025, subject to confirmation of CEUF funding)</li> <li>○ Cloncurry Shire Hall AC replacement</li> </ul> </li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Projects	Project Manager
Measure of Success 3.2.14.1	<b>Housing and Accommodation: Perkins Street Housing Development</b> <ul style="list-style-type: none"> <li>• Council completes long-term lease arrangements for the Perkins Street Housing Development.</li> <li>• Council administers lease arrangements for Perkins Street Housing Development, including: <ul style="list-style-type: none"> <li>○ Annual inspections</li> <li>○ Annual rental adjustment</li> </ul> </li> </ul>	Jul 01, 2024	Jun 30, 2025	Annually	Director of Corporate Services	Shared Services Manager
Measure of Success 3.2.15.1	<b>Housing and Accommodation</b> <ul style="list-style-type: none"> <li>• Progressive implementation of Local Housing Action Plan.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	CEO	Executive Support
Measure of Success 3.2.16.1	<b>Transport Infrastructure - Delivery of TIDS</b> <ul style="list-style-type: none"> <li>• All TIDS (Transport Infrastructure Development Scheme) projects meet eligibility, time, quality, budget and reporting requirements for nominated projects.</li> <li>• Council selects projects that enable delivery of TIDS prior to the Christmas close.</li> <li>• Nominated projects for 2024-25 are: <ul style="list-style-type: none"> <li>○ TIDS: Coppermine Creek Bridge.</li> </ul> </li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Projects	External Consultancy
Measure of Success 3.2.17.1	<b>Transport Infrastructure - R2R</b> <ul style="list-style-type: none"> <li>• Council completes R2R projects in line with program guidelines</li> <li>• Council aims to complete R2R projects in first half of year to avoid issues associated with project delivery.</li> <li>• Council allocates 2024-25 R2R funding to assist in delivery of Council's reseal program, including works on Link Road and Sedan Dip Road.</li> </ul>	Jul 01, 2024	Dec 01, 2024	December	CEO	Director of Infrastructure and Environment

## BUILDING AND MAINTAINING OUR INFRASTRUCTURE

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 3.2.18.1	<b>Transport Infrastructure - DRFA - Project Management</b> <ul style="list-style-type: none"> <li>DRFA (Disaster Recovery Funding Arrangements) project management services meet contract KPIs.</li> <li>DRFA project management services delivered in accordance with Council's DRFA Policy.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Projects	External Consultancy
Measure of Success 3.2.18.2	<b>Transport Infrastructure - DRFA – Policy</b> <ul style="list-style-type: none"> <li>Council completes an annual review of its DRFA Policy to ensure the policy is correct.</li> <li>Council reviews performance against Policy objectives.</li> </ul>	Jul 01, 2024	May 30, 2025	May 2025	Mayor/Elected Members	CEO
Measure of Success 3.2.19.1	<b>Transport Infrastructure - DRFA - Project/Program Delivery</b> <ul style="list-style-type: none"> <li>All DRFA projects are compliant with regard to eligibility, time, cost, quality and reporting requirements, with the aim of completing REPA works as early as practicable and in line with DRFA Policy.</li> <li>Council receives monthly DRFA program updates.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Projects	External Consultancy
Measure of Success 3.2.20.1	<b>Road Use Agreements / Regulation of Heavy Vehicles</b> <ul style="list-style-type: none"> <li>Road Use Agreement (RUA) signed where &gt;10,000t of relevant material carted on a local controlled road or utilises Revenue Statement "Special Rate" as appropriate.</li> <li>Progress and complete RUA pilot program subject to receipt of State Government funding.</li> <li>Quarterly review of RUAs to confirm movements/compensation payable.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Ongoing	CEO	Legal
Measure of Success 3.2.20.2	<b>Road Use Agreements / Regulation of Heavy Vehicles</b> <ul style="list-style-type: none"> <li>NHVR permits/licences reviewed as and when required.</li> <li>Road closures have regard to GVM.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Ongoing	Director of Infrastructure and Environment	Asset Engineer Works Manager
Measure of Success 3.2.21.1	<b>Project - Completion Reports</b> <ul style="list-style-type: none"> <li>Project Completion Reports submitted to Council Workshop as soon as practicable following project completion.</li> <li>Project Completion Reports contain information on performance against cost, time, resources + contain all relevant as-constructed drawings, warranties etc.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Projects	Project Manager
Measure of Success 3.3.1.1	<b>Transport Infrastructure - DRFA - Betterment Projects</b> <ul style="list-style-type: none"> <li>Council substantially progresses the Granada Road Betterment Project in Q4 24-25, with project completion in Q1 25-26.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Q4 24-25 and Q1 2025-26	Director of Projects	External Consultancy
Measure of Success 3.3.1.2	<b>Resilient infrastructure, Resilient communities – LRAP</b> <ul style="list-style-type: none"> <li>Council maintains and reviews its Local Resilience Action Plan on an annual basis or as required (May 2025).</li> </ul>	Jul 01, 2024	May 30, 2025	May 2025	CEO	Director of Infrastructure and Environment Director of Projects Director of Community Services and Economic Development
Measure of Success 3.4.1.1	<b>Roads - Gates and Grids</b> <ul style="list-style-type: none"> <li>Council establishes an asset register for gates, grids and associated signage in REFLECT.</li> <li>Council develops and implements a grid inspection program.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Annually	Director of Infrastructure and Environment	Works Manager

## BUILDING AND MAINTAINING OUR INFRASTRUCTURE

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 3.4.2.1	<b>Roads Off Alignment</b> <ul style="list-style-type: none"> <li>Council completes Roxmere Road "road off alignment" rectification items by Feb 25, subject to confirmation of any impact of the NT Determination in August 2024.</li> <li>Council scopes and prices "road off alignment" rectification project for northern roads.</li> </ul>	Sep 01, 2024	Feb 28, 2025	February 2025	CEO	Planning and Environment Manager
Measure of Success 3.4.3.1	<b>Geographic Information Systems (GIS)</b> <ul style="list-style-type: none"> <li>Council's Geographic Information System (GIS) is up to date, containing: all relevant asset layers, gravel pit information, CH clearance information, rateable property information, leases and licences, as-constructed drawings etc.</li> <li>Updates to Asset Register and GIS are completed as part of Project Close Out processes.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Infrastructure and Environment	Director of Projects Asset Engineer Infrastructure Manager
Measure of Success 3.4.4.1	<b>Asset Management - Financial Reporting</b> <ul style="list-style-type: none"> <li>Monthly finance report details operational expenditure by asset class (water, wastewater, transport, buildings and other structures etc.).</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Corporate Services	Finance Manager
Measure of Success 3.4.5.1	<b>Asset Management - Efficient and Effective Services</b> <ul style="list-style-type: none"> <li>Council investigates opportunities to improve the efficiency and/or effectiveness of the services that it delivers.</li> <li>Council identifies and reports on the benefits realisation associated with these improvements.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Biannual	CEO	Director of Infrastructure and Environment Director of Community Services and Economic Development Director of Projects Director of Corporate Services
Measure of Success 3.5.1.1	<b>Water Security</b> <ul style="list-style-type: none"> <li>Council investments and advocacy improve water security for the communities of Cloncurry:</li> <li>Council secures funding to deliver the Dajarra Reticulation Project Council secures funding to advance the renewal/replacement of key water assets in Cloncurry: Clear Water Storage, Rapid Mixing Tank, Clarification and Filtration process.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly reporting	Director of Projects	Director of Infrastructure and Environment Project Manager
Measure of Success 3.6.1.1	<b>Water Supply and Security</b> <ul style="list-style-type: none"> <li>Council reports on water supply by source in monthly Council meeting reports.</li> <li>Council tracks \$ per k/L costs of collection and treatment by source on a quarterly basis.</li> <li>Council tracks and reports on volume of consumption (bore, town supply, treated effluent) for parks, gardens, recreation facilities.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly reporting to Council	Director of Infrastructure and Environment	Infrastructure Manager



## 4. VALUING OUR ENVIRONMENT

**KSA4:** Our natural resources are valued, our cultural heritage is protected, and our landscape amenity is improved.

	<b>INVESTMENT PRIORITIES</b> Biosecurity Cultural Heritage Landscape Amenity		<b>HOW OUR COMMUNITY ASSISTS</b> Animal Care Waste Reduction Civic Participation
	<b>KEY SERVICES</b> Regulation & Compliance   Waste Management   Recycling & Reuse   Environmental Health Biosecurity Program   Rural Land Management   Environmental Services		

Focus	Activity	Measure
<b>4.1 Biosecurity</b>	Local government biosecurity plans bring together all sectors of the local community to manage invasive plants and animals. They ensure resources are targeted at the highest priority pest management activities, and those most likely to succeed.	<ul style="list-style-type: none"> <li>• % implementation of Biosecurity Plan (annual action plan)</li> <li>• % implementation of Operational Plan deliverables in pest management (weed and animal control)</li> </ul>
<b>4.2 Waste Management Operations</b>	Council's waste reduction, waste management and recycling activities and initiatives promote improved environmental outcomes for the Shire and the region.	<ul style="list-style-type: none"> <li>• Compliance with Environmental Authority – Waste</li> <li>• % implementation of Waste Reduction and Recycling Plan</li> </ul>
<b>4.3 Utilities</b>	Council's utility services are efficient, effective, and compliant with the Environmental Authorities and other regulatory instruments that govern these services as well as with Council's Customer Service Standards.	<ul style="list-style-type: none"> <li>• Compliance with Environmental Authority – Water, Wastewater</li> <li>• Compliance with Drinking Water Quality Management Plan</li> <li>• OpEx cost of service per capita</li> <li>• Customer Service Standards</li> </ul>
<b>4.4 Energy</b>	Council investments and advocacy activity contribute to more reliable and affordable energy.	<ul style="list-style-type: none"> <li>• No. of initiatives supported that improve reliability of energy.</li> <li>• No. of initiatives supported that reduce costs of accessing energy.</li> </ul>



Chinaman Creek Dam

## VALUING OUR ENVIRONMENT

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 4.1.1.1	<b>Biosecurity - Weed and Animal Management</b> <ul style="list-style-type: none"> <li>Review Regional Biosecurity Plan (April).</li> </ul>	Jan 01, 2025	Apr 30, 2025	Quarterly	Director of Infrastructure and Environment	Planning and Environment Manager
Measure of Success 4.1.1.2	<b>Biosecurity - Weed and Animal Management</b> <ul style="list-style-type: none"> <li>Deliver 2 x aerial 1080 baiting programs per annum.</li> <li>Deliver min. 2 x mosquito fogging campaigns per annum.</li> <li>Maintain and report on bounties for wild dogs, feral cats etc.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Twice per annum	Director of Infrastructure and Environment	Planning and Environment Manager
Measure of Success 4.1.1.3	<b>Biosecurity - Weed and Animal Management</b> <ul style="list-style-type: none"> <li>Develop and deliver weed management program, including:                             <ul style="list-style-type: none"> <li>1 x major initiative scoped and delivered</li> <li>2 x minor campaigns scoped and delivered</li> <li>Weed management program for Chinaman Creek Dam scoped and delivered</li> <li>Support for volunteer initiatives</li> </ul> </li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Infrastructure and Environment	Planning and Environment Manager
Measure of Success 4.2.1.1	<b>Waste Management Compliance - General Waste - Monitoring and Reporting</b> <ul style="list-style-type: none"> <li>Implement verification monitoring program for waste management services in Cloncurry and Dajarra in line with Environmental Authority requirements.</li> <li>Develop, maintain and report on longitudinal data sets for all monitored parameters.</li> <li>Complete and submit all monthly, quarterly and annual reporting in line with EA and any other mandatory reporting requirements.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Infrastructure and Environment	Planning and Environment Manager
Measure of Success 4.2.1.2	<b>Waste Management - Tidy Town</b> <ul style="list-style-type: none"> <li>Council develops and implements a Tidy Town campaign to ensure Cloncurry retains and builds on its reputation as a clean and tidy town.</li> <li>Council reports quarterly on the Tidy Town campaign.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Infrastructure and Environment	Planning and Environment Manager Media and Public Relations Officer
Measure of Success 4.2.1.3	<b>Waste Management – Recycling</b> <ul style="list-style-type: none"> <li>Complete options analysis for kerbside recycling in the context of Mount Isa City Council's decision to construct and operate a Materials Recovery Facility.</li> </ul>	Jul 01, 2024	Dec 20, 2024	December 2024	Director of Infrastructure and Environment	Planning and Environment Manager
Measure of Success 4.2.2.1	<b>Waste Management Compliance - Regulated Waste - Monitoring and Reporting</b> <ul style="list-style-type: none"> <li>Council meets its responsibilities for tracking regulated waste streams (e.g. asbestos, batteries etc).</li> <li>Council meets its responsibilities in relation to waste tracking certificates for relevant waste streams.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Infrastructure and Environment	Planning and Environment Manager
Measure of Success 4.3.1.1	<b>Sewer Treatment - Environmental Authority and Release to Land Arrangements</b> <ul style="list-style-type: none"> <li>Council identifies and progresses opportunities for re-use of recycled water.</li> <li>Council reports on outcomes of beneficial re-use of recycled water</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly reporting	Director of Infrastructure and Environment	Infrastructure Manager

## VALUING OUR ENVIRONMENT

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 4.3.2.1	<b>Sewer Treatment Operations - Monitoring and Reporting</b> <ul style="list-style-type: none"> <li>Implement verification monitoring program for sewer treatment services in Cloncurry and Dajarra in line with Environmental Authority requirements (monthly testing).</li> <li>Develop, maintain and report on longitudinal data sets for all monitored parameters. Complete and submit all monthly, quarterly and annual reporting in line with EA and any other mandatory reporting requirements.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Infrastructure and Environment	Infrastructure Manager
Measure of Success 4.3.3.1	<b>Drinking Water Quality Management Plan</b> <ul style="list-style-type: none"> <li>Council complies with DWQMP reporting, reviewing and auditing requirements:                             <ul style="list-style-type: none"> <li>Audit: 30 November 2024</li> <li>Annual review and report: 30 November 2024</li> </ul> </li> </ul>	Jul 01, 2024	Nov 29, 2024	August - October	Director of Infrastructure and Environment	Infrastructure Manager
Measure of Success 4.3.3.2	<b>Drinking Water Quality Management Plan – RMIP</b> <ul style="list-style-type: none"> <li>Council's annual budget has reference to the DWQMP's Risk Management Improvement Plan.</li> </ul>	Nov 01, 2024	Apr 30, 2025	Annually	Director of Infrastructure and Environment	Infrastructure Manager
Measure of Success 4.3.4.1	<b>Cloncurry Water Treatment - Customer Service Standards</b> <ul style="list-style-type: none"> <li>Review and adopt Customer Service Standards with reference to relevant statutory requirements (November)</li> <li>Host CSS on Council's website (November)</li> <li>Report against key metrics on a monthly basis (monthly)</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Infrastructure and Environment	Infrastructure Manager
Measure of Success 4.3.4.2	<b>Cloncurry Water Treatment - Monitoring and Reporting Requirements</b> <ul style="list-style-type: none"> <li>Implement verification monitoring program outlined in DWQMP for Cloncurry</li> <li>Develop and maintain longitudinal dataset for all monitored parameters</li> <li>Complete and submit all monthly, quarterly and annual reporting in line with CSS, SWIM, EA and DWQMP requirements.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Infrastructure and Environment	Infrastructure Manager
Measure of Success 4.3.5.1	<b>Dajarra Water Treatment - Monitoring and Reporting Requirements</b> <ul style="list-style-type: none"> <li>Implement verification monitoring program outlined in DWQMP for Dajarra.</li> <li>Develop and maintain longitudinal dataset for all monitored water quality parameters.</li> <li>Develop and maintain longitudinal dataset for key plant performance parameters.</li> <li>Complete and submit all monthly, quarterly and annual reporting to meet requirements for SWIM, Council's EA, the DWQMP and Council's Customer Services Standards.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Infrastructure and Environment	Infrastructure Manager
Measure of Success 4.4.1.1	<b>Renewable Energy - Solar Installation</b> <ul style="list-style-type: none"> <li>Seek funding to deliver solar upgrades and installs at the Cloncurry Airport and at the Admin / Precinct building.</li> <li>Deliver solar upgrades, subject to receipt of funding.</li> <li>Track impact on operating costs.</li> </ul>	Jul 01, 2024	Dec 13, 2024	Q2 2024-25	Director of Projects	Project Manager



## 5. EFFECTIVE & INCLUSIVE GOVERNANCE

**KSAs:** Council decision-making processes are efficient, effective, transparent, and inclusive. Decision-making promotes and balances the long-term sustainability of our community, our environment, our assets, and our finances. As an organisation, we are committed to quality customer service and continuous improvement.

	<p><b>INVESTMENT PRIORITIES</b></p> <p>Communication Tools Continuous Improvement System Training &amp; Development</p>		<p><b>HOW OUR COMMUNITY ASSISTS</b></p> <p>Supportive Engagement Timely Payments</p>
	<p><b>KEY SERVICES</b></p> <p>Workplace, Health &amp; Safety   Human Resource Management   Financial Services   Information Technology   Customer Service   Governance   Grant Management   Property Management   Business Improvement   Disaster Management</p>		

Focus	Activity	Measure
<p><b>5.1 Stakeholder Consultation &amp; Engagement</b></p>	<p>Consultation and engagement is undertaken in a way that is appropriate to the scope and potential impact of Council decisions and respects the position and opinion of all stakeholders</p>	<ul style="list-style-type: none"> <li>Community Satisfaction Survey</li> <li>No. of engagements (surveys, forums, events etc.)</li> </ul>
<p><b>5.2 Corporate Strategies</b></p>	<p>Review, update and implement the deliverables of key strategic plans (tourism, economic development, biosecurity)</p>	<ul style="list-style-type: none"> <li>% implementation of strategic plans</li> <li>Continued consultation on plans</li> </ul>
<p><b>5.3 Advocacy</b></p>	<p>Council advocates for and secures positive outcomes for the Shire and the region. Council leverages its memberships in key organisations to drive positive outcomes for the Shire and the region.</p>	<ul style="list-style-type: none"> <li>Value derived from memberships and delegations</li> </ul>
<p><b>5.4 Sustainability</b></p>	<p>Council's budgeting and investment decisions ensure Council's continued financial sustainability</p>	<ul style="list-style-type: none"> <li>Financial sustainability ratios</li> </ul>
<p><b>5.5 ICT / Business Systems &amp; Applications</b></p>	<p>Council invests in technology where such investments drive improved compliance, productivity, customer service and security.</p>	<ul style="list-style-type: none"> <li>Continuous improvement (efficiency / effectiveness)</li> </ul>

Focus	Activity	Measure
<p><b>5.6 Governance and Risk Management Frameworks</b></p>	<p>Council develops, implements, and maintains effective and compliant governance and risk frameworks (governance, finance, risk, assets, projects)</p>	<ul style="list-style-type: none"> <li>Operational Plan deliverables (Local Laws, Registers, Delegations, internal audit, Audit Committee)</li> </ul>
<p><b>5.7 Organisational Culture</b></p>	<p>HR &amp; WHS systems and processes drive a culture of safety, compliance, performance, productivity and accountability. Council's focus on training and development drives a culture of continual improvement.</p>	<ul style="list-style-type: none"> <li>Staff retention rates</li> <li>Productivity metrics including absenteeism rates</li> </ul>
<p><b>5.8 Disaster Management</b></p>	<p>Minimise the impact of natural disasters and ability to recover from natural disasters and support the community for rapid recovery including support of the Local Disaster Management Group</p>	<ul style="list-style-type: none"> <li>Annual review and exercise of Local Disaster Management Plan (LDMP) and Chinaman Creek Dam Emergency Action Plan (EAP)</li> <li>Betterment/Resiliency projects delivered</li> </ul>
<p><b>5.9 Ethical and Lawful Conduct</b></p>	<p>Conduct of Councillors and staff is ethical and lawful</p>	<ul style="list-style-type: none"> <li>Complaints recorded / upheld reported in Annual Report</li> <li>All registers maintained in line with legislative requirements.</li> <li>All compulsory training requirements completed.</li> </ul>



Cloncurry Shire Council Administration Office



## EFFECTIVE & INCLUSIVE GOVERNANCE

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 5.1.1.1	<b>Stakeholder Consultation and Engagement - Community Forums</b> <ul style="list-style-type: none"> <li>Community Forums x 2 per annum</li> </ul>	Jul 01, 2024	Jun 30, 2025	Twice per annum	CEO	Executive Support
Measure of Success 5.1.1.2	<b>Stakeholder Consultation and Engagement - Smoko with the Mayor</b> <ul style="list-style-type: none"> <li>Smoko with the Mayor (monthly)</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	CEO	Executive Support
Measure of Success 5.1.1.3	<b>Stakeholder Consultation and Engagement</b> <ul style="list-style-type: none"> <li>Community Surveys released where relevant (e.g. to test and/or demonstrate support for particular projects/initiatives or components thereof)</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	CEO	Director of Community Services and Economic Development
Measure of Success 5.1.1.4	<b>Community &amp; Stakeholder Engagement – Media</b> <ul style="list-style-type: none"> <li>Council utilises appropriate media channels to keep stakeholders informed and/or to advocate on behalf of Council.</li> <li>Council reports monthly on media/PR activity.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly reporting	CEO	Media and Public Relations Officer
Measure of Success 5.2.1.1	<b>Corporate Plan</b> <ul style="list-style-type: none"> <li>Corporate Plan reviewed annually as part of budget development process (May) or as otherwise required.</li> </ul>	Apr 01, 2025	May 31, 2025	May	CEO	Director of Infrastructure and Environment Director of Projects Director of Community Services and Economic Development Director of Corporate Services
Measure of Success 5.2.1.2	<b>Corporate Plan</b> <ul style="list-style-type: none"> <li>Performance against Corporate Plan deliverables outlined in Annual Report.</li> </ul>	Oct 31, 2024	Nov 29, 2024	November	CEO	Director of Infrastructure and Environment Director of Community Services and Economic Development Director of Projects Director of Corporate Services
Measure of Success 5.2.2.1	<b>Operational Plan - Quarterly Progress Report</b> <ul style="list-style-type: none"> <li>Present Quarterly Progress Report to Council (and publish on Council's website).</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	CEO	Governance & Risk Coordinator
Measure of Success 5.2.2.2	<b>Operational Plan</b> <ul style="list-style-type: none"> <li>Draft of Operational Plan for following financial year presented to Council (April - June)</li> <li>Operational Plan for subsequent financial year adopted (June).</li> </ul>	Apr 01, 2025	Jun 30, 2025	May	CEO	Director of Infrastructure and Environment Director of Community Services and Economic Development Director of Projects Director of Corporate Services
Measure of Success 5.2.3.1	<b>ICT Strategy</b> <ul style="list-style-type: none"> <li>ICT Strategy implemented with coverage of governance; emerging trends and technologies; business systems and applications; infrastructure and technology; IT business continuity; security; IT project management; information management.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Corporate Services	IT Coordinator
Measure of Success 5.3.1.1	<b>LGAQ Conference</b> <ul style="list-style-type: none"> <li>Council sends the Mayor, one Councillor, and the CEO to the annual LGAQ conference.</li> </ul>	Oct 01, 2024	Oct 31, 2024	October	CEO	Executive Support
Measure of Success 5.3.1.2	<b>Advocacy - Council representation at regional meetings</b> <ul style="list-style-type: none"> <li>Council representatives attend NWQROC and RRTG meetings.</li> <li>Council representatives attend RDA/MITEZ/OQTA meetings and conferences.</li> <li>Council representatives attend QWRAP meetings.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Mayor/Elected Members	CEO Executive Support

## EFFECTIVE & INCLUSIVE GOVERNANCE

Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 5.4.1.1	<b>Rates – Levy</b> <ul style="list-style-type: none"> <li>1st half rates levied</li> <li>2nd half rates levied</li> </ul>	Aug 01, 2024	Feb 28, 2025	August 2024	Director of Corporate Services	Finance Manager Rates Officer
Measure of Success 5.4.1.2	<b>Rates - managing rates arrears</b> <ul style="list-style-type: none"> <li>Monthly Finance Report tracks rates revenue and rates arrears.</li> <li>Council actively manages rates arrears in line with relevant policies (Rates &amp; Debt Recovery Policy) and pursuant to its regulatory powers under the Local Government Act 2009 and Local Government Regulation 2012.</li> <li>Council targets reduction in rates arrears to 7.5% of Rates Revenue (stretch target of 5%).</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Corporate Services	Shared Services Manager
Measure of Success 5.5.1.1	<b>ICT &amp; Business Systems – CCTV</b> <ul style="list-style-type: none"> <li>Council manages and maintains its CCTV network.</li> <li>Council provides selected access to CCTV network to the QPS.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Ongoing	Director of Corporate Services	Shared Services Manager
Measure of Success 5.5.2.1	<b>ICT &amp; Business Systems - Review of Business Systems</b> <ul style="list-style-type: none"> <li>Review effectiveness of key Business Systems and seek opportunities to progress improvements to system operations:                             <ul style="list-style-type: none"> <li>Synergy Soft</li> <li>Altus</li> <li>Definitiv</li> <li>Power BI</li> <li>Martian Logic</li> <li>Resolve</li> <li>Envisio</li> <li>Reflect</li> <li>Recover</li> <li>Bookable</li> <li>MagiQ Documents</li> <li>Other systems as relevant</li> </ul> </li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Corporate Services	Finance Manager Governance & Risk Coordinator Shared Services Manager HR and WHS Manager
Measure of Success 5.5.2.2	<b>ICT &amp; Business Systems – Cybersecurity</b> <ul style="list-style-type: none"> <li>Council implements and maintains a virtual CISO service</li> <li>Council completes biannual cybersecurity audit</li> </ul>	Jul 01, 2024	Jun 30, 2025	Biannual	CEO	Governance & Risk Coordinator Director of Corporate Services
Measure of Success 5.5.2.3	<b>ICT &amp; Business Systems - Managed Services</b> <ul style="list-style-type: none"> <li>Managed Services arrangement scoped and costed.</li> <li>Managed Services arrangement entered into, subject to feasibility of the above in 2024-25.</li> </ul>	Jul 01, 2024	Jun 30, 2025	March	Director of Infrastructure and Environment	Asset Engineer
Measure of Success 5.6.1.1	<b>Budget Process - Rates, Fees &amp; Charges</b> <ul style="list-style-type: none"> <li>Council's budget development and adoption process provides clear coverage of the following:                             <ul style="list-style-type: none"> <li>Rates &amp; Charges</li> <li>Fees &amp; Charges</li> <li>Plant Acquisition &amp; Replacement Program</li> <li>CapEx prioritisation</li> <li>Road Program, including Flood Damage, Reseal Program, Rural Road Maintenance Program</li> <li>Operational budget and levels of service discussion</li> <li>Long-term financial forecast</li> <li>Sustainability indicators</li> </ul> </li> </ul>	Jan 01, 2025	Jun 30, 2025	Quarterly	CEO	Director of Corporate Services

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Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 5.6.1.2	<b>Budget Process – Adoption</b> <ul style="list-style-type: none"> <li>The Budget is adopted in line with ss169-172 of the LGR 2012</li> </ul>	Apr 01, 2025	Jun 30, 2025	June	CEO	Director of Corporate Services
Measure of Success 5.6.1.3	<b>Budget Process – Amendment</b> <ul style="list-style-type: none"> <li>The Budget is reviewed/amended in line with ss169-172 as required.</li> </ul>	Feb 01, 2025	Mar 30, 2025	February	CEO	Director of Corporate Services
Measure of Success 5.6.2.1	<b>External Audit - EOFY and Financial Statements</b> <ul style="list-style-type: none"> <li>Audit Opinion: Unmodified</li> <li>Timing: <ul style="list-style-type: none"> <li>Signed audit report on or before 31 October 2024.</li> <li>Annual report published within 30 Days of signing of audit report</li> </ul> </li> </ul>	Jul 01, 2024	Nov 30, 2024	Annual	Director of Corporate Services	Finance Manager Shared Services Manager
Measure of Success 5.6.2.2	<b>External Audit - Internal Controls</b> <ul style="list-style-type: none"> <li>Internal Controls (Prior Year) <ul style="list-style-type: none"> <li>All prior year Significant Deficiencies addressed</li> </ul> </li> <li>Internal Controls (Current Year) <ul style="list-style-type: none"> <li>0 Significant Deficiencies</li> <li>No more than 1 Deficiency</li> </ul> </li> </ul>	Jul 01, 2024	Oct 31, 2024	Annual	Director of Corporate Services	Finance Manager
Measure of Success 5.6.2.3	<b>External Audit - EOFY and Financial Statements</b> <ul style="list-style-type: none"> <li>Financial Statement Preparation: Satisfactory to external audit contractor and Queensland Audit Office <ul style="list-style-type: none"> <li>End of Financial Year Processes</li> <li>Timeliness</li> <li>Quality</li> </ul> </li> </ul>	Jul 01, 2024	Oct 31, 2024	Annual	Director of Corporate Services	Finance Manager
Measure of Success 5.6.3.1	<b>External Audit - AG Report</b> <ul style="list-style-type: none"> <li>Observation Report tabled in line with LGR 2012 timeframes.</li> </ul>	Oct 01, 2024	Nov 28, 2024	November	Mayor	Director of Corporate Services CEO
Measure of Success 5.6.4.1	<b>Internal Audit</b> <ul style="list-style-type: none"> <li>Develop and adopt an Internal Audit Plan for the financial year (identifying operational risks, how they have been evaluated, which are the most significant, the control measures that CSC has adopted or is to adopt, to manage the most significant operational risks).</li> <li>Appoint internal auditor(s) to complete the audits identified in the internal audit plan.</li> <li>Prepare progress report on the internal audit and present to the Audit &amp; Risk Committee</li> </ul>	Jul 01, 2024	Jun 30, 2025	Adopt by end of August of the relevant FY	CEO	Director of Corporate Services
Measure of Success 5.6.5.1	<b>Internal Audit</b> <ul style="list-style-type: none"> <li>Deliver 2 x internal audits in 2024-25 in line with the Internal Audit Plan.</li> </ul>	Oct 01, 2024	Jun 30, 2025	April 2025	CEO	Director of Corporate Services
Measure of Success 5.6.6.1	<b>Audit and Risk Committee – Membership</b> <ul style="list-style-type: none"> <li>Budget for Audit Committee developed and adopted (June).</li> <li>Composition of Audit &amp; Risk Committee confirmed in accordance with the requirements of the LGA 2009 and LGR 2012: <ul style="list-style-type: none"> <li>Independent Member appointed</li> <li>Councillor representatives appointed at post-election Council meeting</li> </ul> </li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	CEO	Director of Corporate Services

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Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 5.6.7.1	<b>Audit Committee – Meetings</b> <ul style="list-style-type: none"> <li>Audit Committee meeting schedule confirmed for financial year and updated as appropriate.</li> <li>Audit Committee meetings held in accordance with schedule.</li> <li>Audit Committee reviews the internal audit function, internal audit progress reports, draft financial statements, enterprise risk management frameworks and risk registers and other items as identified.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	CEO	Director of Corporate Services
Measure of Success 5.6.7.2	<b>Audit Committee – Meetings</b> <ul style="list-style-type: none"> <li>Audit Committee self-assessment completed.</li> </ul>	Jul 01, 2024	Jun 30, 2025	May	CEO	Director of Corporate Services
Measure of Success 5.6.8.1	<b>Enterprise Risk Management – Framework</b> <ul style="list-style-type: none"> <li>Progressive review of elements of the Enterprise Risk Management Framework throughout the year. This includes: <ul style="list-style-type: none"> <li>Risk Management Policy, Guidelines and Framework reviewed (July)</li> <li>Update Corporate Risk Register (in line with Audit &amp; Risk Committee meetings or as otherwise required)</li> <li>Business Continuity Plan reviewed (November - December)</li> <li>Business Continuity Plan exercise completed (November - December)</li> <li>Fraud and Corruption Policy reviewed (August)</li> <li>Fraud and Corruption Management Plan reviewed (August)</li> <li>Fraud Risk Register reviewed (August)</li> </ul> </li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	CEO	Director of Corporate Services
Measure of Success 5.6.9.1	<b>Delegations and Delegation Register - Council to CEO</b> <ul style="list-style-type: none"> <li>Complete annual review of Council to CEO delegations register (November).</li> <li>Complete rolling review of Council to CEO delegations register to capture legislative/regulatory amendments (as and when).</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	CEO	Shared Services Manager Governance & Risk Coordinator
Measure of Success 5.6.9.2	<b>Delegations and Delegation Register</b> <ul style="list-style-type: none"> <li>Review CEO to Officer delegations register in bulk or as appropriate.</li> <li>Training on delegations incorporated into employee on-boarding.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	CEO	Shared Services Manager Governance & Risk Coordinator
Measure of Success 5.6.10.1	<b>Local Laws</b> <ul style="list-style-type: none"> <li>Local Laws reviewed where necessary.</li> <li>Local Laws revised/updated where necessary.</li> </ul>	Jul 01, 2024	Jun 30, 2025	As required	CEO	Planning and Environment Manager Shared Services Manager Governance & Risk Coordinator
Measure of Success 5.6.11.1	<b>Information and Records Management</b> <ul style="list-style-type: none"> <li>A records management system compliant with the <i>Public Records Act 2023</i> (effective date 5 December 2024) in all material respects.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Corporate Services	Shared Services Manager Governance & Risk Coordinator
Measure of Success 5.6.11.2	<b>Information and Records Management</b> <ul style="list-style-type: none"> <li>Relevant policies and procedures maintained, including implementation of Disposal of Source Records Policy.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Corporate Services	Governance & Risk Coordinator Shared Services Manager
Measure of Success 5.6.11.3	<b>Information and Records Management</b> <ul style="list-style-type: none"> <li>Reduction of hard-copy records kept with a particular focus on digitisation and/or destruction of records.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Corporate Services	Shared Services Manager Governance & Risk Coordinator
Measure of Success 5.6.11.4	<b>Information and Records Management</b> <ul style="list-style-type: none"> <li>Retention and disposals undertaken on a timely basis in accordance with legislative, policy and procedural requirements.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Corporate Services	Shared Services Manager Governance & Risk Coordinator

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Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 5.6.12.1	<b>Website Compliance</b> <ul style="list-style-type: none"> <li>Council's website content complies with information requirements outlined in relevant local government legislation (plans, policies, registers etc.).</li> <li>Compliance self-assessment completed quarterly (or more frequently as required to meet).</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Corporate Services	Governance & Risk Coordinator
Measure of Success 5.6.13.1	<b>Insurance</b> <ul style="list-style-type: none"> <li>Relevant insurances maintained (PL, PI, Workcover, Cyber, Assets).</li> <li>Relevant insurance / risk questionnaires completed</li> </ul>	Apr 01, 2025	Jun 30, 2025	Annual	Director of Corporate Services	Shared Services Manager HR and WHS Manager
Measure of Success 5.6.13.2	<b>Insurance</b> <ul style="list-style-type: none"> <li>Formal review conducted biennially.</li> <li>Formal review scheduled for Q4 2024-25.</li> </ul>	Mar 01, 2025	Jun 30, 2025	Q4 2024-25	Director of Corporate Services	Shared Services Manager
Measure of Success 5.6.14.1	<b>Statutory Policies</b> <ul style="list-style-type: none"> <li>All statutory policies reviewed in accordance with Policy Schedule/legislative timeframes and uploaded to Council's website.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	CEO	Governance & Risk Coordinator
Measure of Success 5.6.15.1	<b>Administrative &amp; Strategic Policies</b> <ul style="list-style-type: none"> <li>All Administrative &amp; Strategic Policies reviewed in line with policy review schedule.</li> <li>Policies reviewed for redundancy and opportunities to rationalise.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	Director of Corporate Services	Governance & Risk Coordinator
Measure of Success 5.6.16.1	<b>Complaints Management</b> <ul style="list-style-type: none"> <li>Compliant management of the following: <ul style="list-style-type: none"> <li>Administrative Action Complaints</li> <li>Councillor conduct or performance complaints</li> <li>Competitive neutrality complaints</li> </ul> </li> </ul>	Jul 01, 2024	Jun 30, 2025	Annual	Director of Corporate Services	Shared Services Manager Governance & Risk Coordinator
Measure of Success 5.6.17.1	<b>Right to Information</b> <ul style="list-style-type: none"> <li>Council meets all compliance requirements related to the RTI Act, PID Act and IP Act.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Annual	Director of Corporate Services	Shared Services Manager Governance & Risk Coordinator
Measure of Success 5.6.17.2	<b>Right to Information</b> <ul style="list-style-type: none"> <li>External audits by QLD Ombudsman and internal audits using relevant checklists (such as those provided by DILGP) to demonstrate compliance.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Annual	Director of Corporate Services	Shared Services Manager Governance & Risk Coordinator
Measure of Success 5.6.18.1	<b>Environmental Health Operations - Food Safety Licencing</b> <ul style="list-style-type: none"> <li>Annual inspections of businesses completed.</li> <li>Food licences provided to all complying businesses.</li> <li>Compliance activities progresses where required.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Annually	Director of Infrastructure and Environment	Planning and Environment Manager
Measure of Success 5.6.19.1	<b>Road Classification Policy</b> <ul style="list-style-type: none"> <li>Update Road Register / Mapping as required for inclusion in Road Classification Policy and website.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Ongoing and as required.	Director of Infrastructure and Environment	Asset Engineer
Measure of Success 5.6.19.2	<b>Road Classification Policy</b> <ul style="list-style-type: none"> <li>Council develops a Road Classification Policy to ensure that it: <ul style="list-style-type: none"> <li>satisfies LGA 2009 and LGR 2012 regulatory requirements; incorporates relevant information/data from the NWQRRTG (e.g. identification of LRRS roads, Statement of Intentions for road network etc.); and defines minimum intended service levels on the basis of road categorisation.</li> </ul> </li> </ul>	Jul 01, 2024	Nov 28, 2024	November	Director of Infrastructure and Environment	CEO

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Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 5.7.1.1	<b>Organisational Culture - Learning and Development</b> <ul style="list-style-type: none"> <li>Council resources the Earn &amp; Learn Program for 2024-25 as a means of encouraging educational and employment pathways between the schools and Council.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Ongoing	CEO	HR and WHS Manager
Measure of Success 5.7.2.1	<b>Organisational Culture – WHS</b> <ul style="list-style-type: none"> <li>Council maintains and improves its Safety Management System over time, providing training to staff in the use of the system as appropriate and as required.</li> <li>ELT and LGW complete annual / biennial review of Council's WHS system.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	CEO	HR and WHS Manager
Measure of Success 5.7.2.2	<b>Organisational Culture – WHS</b> <ul style="list-style-type: none"> <li>Council develops, implements, reviews and reports on the implementation of its Annual and Monthly WHS Action Plans.</li> <li>ELT and LGW complete annual review of Council's Annual and Monthly Action Plans.</li> <li>Council closes out NAT audit rectification items by 30 September 2024.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	CEO	HR and WHS Manager
Measure of Success 5.7.3.1	<b>Organisational Culture - Engagement, Accountability, Recognition</b> <ul style="list-style-type: none"> <li>Council completes the renegotiation of its 2024+ Certified Agreement (July - August 2024)</li> <li>Council registers the Agreement with the Industrial Relations Commission (August - September 2024)</li> </ul>	Jul 01, 2024	Sep 30, 2025	30 September 2024	CEO	HR and WHS Manager
Measure of Success 5.7.3.2	<b>Organisational Culture - Engagement, Accountability, Recognition</b> <ul style="list-style-type: none"> <li>Council resources a Joint Consultative Committee</li> <li>JCC meetings held quarterly (or as otherwise determined in Council's Certified Agreement)</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	CEO	HR and WHS Manager
Measure of Success 5.7.3.3	<b>Organisational Culture – WHS</b> <ul style="list-style-type: none"> <li>Council resources the training/accreditation of HSR (Health &amp; Safety Representatives)</li> <li>Council resources a WHS Committee</li> <li>WHS Committee meetings held 6 times per year</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly/Quarterly	CEO	HR and WHS Manager
Measure of Success 5.7.3.4	<b>Organisational Culture - Engagement, Accountability, Recognition</b> <ul style="list-style-type: none"> <li>Performance monitoring and management is linked to Corporate Plan and Operational Plan deliverables as well as Position Description commitments across the following areas: safety, compliance, efficiency and effectiveness of service delivery, organisational values, and behaviours.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Biannual reviews (CEO & Directors); Annual Review (Managers, Coordinators, Supervisors, Officers)	CEO	HR and WHS Manager
Measure of Success 5.7.3.5	<b>Organisational Culture - Staff Wellbeing</b> <ul style="list-style-type: none"> <li>Council maintains an Employee Assistance Program</li> </ul>	Jul 01, 2024	Jun 30, 2025	Ongoing	CEO	HR and WHS Manager
Measure of Success 5.7.4.1	<b>Organisational Culture - Engagement, Accountability, Recognition (Customer Service Charter)</b> <ul style="list-style-type: none"> <li>Council implements and reports on its Customer Service Charter, including implementation of recommendations from 2023-24 internal audit.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Director of Corporate Services	Shared Services Manager

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Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 5.7.5.1	<b>Organisational Culture - Turnover Rate</b> <ul style="list-style-type: none"> <li>Council reports on its annual average turnover rate with the aim of reducing the average annual turnover rate to 22-25% by June 2025.</li> <li>Council benchmarks its turnover rate against sector averages, with a particular focus on Resources Council and for Remote Councils.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly reports to Council	CEO	HR and WHS Manager
Measure of Success 5.7.5.2	<b>Organisational Culture - Reward and Recognition Program</b> <ul style="list-style-type: none"> <li>Council delivers Staff Reward and Recognition Program for 2024-25.</li> <li>Recipients of Reward and Recognition programs acknowledged in quarterly reporting (and other media/formats as appropriate).</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly awards	CEO	HR and WHS Manager
Measure of Success 5.7.5.3	<b>Organisational Culture - staff engagement</b> <ul style="list-style-type: none"> <li>Council holds two Whole of Staff Sessions per annum.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Biannual	CEO	Executive Support
Measure of Success 5.7.5.4	<b>Organisational Culture - Staff Wellbeing Initiatives</b> <ul style="list-style-type: none"> <li>Staff Wellbeing Initiative program developed and delivered in 2024-25 (e.g., financial literacy initiatives, salary sacrificing, superannuation, health and wellbeing, employee assistance program).</li> <li>Outputs of program reported to Council on a quarterly basis.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	CEO	HR and WHS Manager
Measure of Success 5.7.6.1	<b>Organisational Culture - Training and Development</b> <ul style="list-style-type: none"> <li>Council develops, reviews and delivers its Training and Development Program for 2024-25.</li> <li>Council reports on the progress and outcomes of its Training and Development for 2024-25.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Monthly	CEO	HR and WHS Manager Governance & Risk Coordinator
Measure of Success 5.8.1.1	<b>Disaster Management - Chinaman Creek Dam - Emergency Action Plan</b> <ul style="list-style-type: none"> <li>Council's Emergency Action Plan for Chinaman Creek Dam is reviewed and updated as required.</li> <li>Council's EAP lodged with Regulator and uploaded to Council's website.</li> <li>Council's EAP is exercised annually (Oct-Dec).</li> </ul>	Jul 01, 2024	Jun 30, 2025	October 2024	Director of Infrastructure and Environment	CEO Infrastructure Manager Planning and Environment Manager
Measure of Success 5.8.1.2	<b>Disaster Management - Local Disaster Management Plan</b> <ul style="list-style-type: none"> <li>Council reviews the effectiveness of its LDMP once per year</li> <li>Council exercises its LDMP once per year</li> </ul>	Jul 01, 2024	Jun 30, 2025	November 2024	CEO	Governance & Risk Coordinator
Measure of Success 5.9.1.1	<b>Ethical and Lawful Conduct - Elected Member Training and Development</b> <ul style="list-style-type: none"> <li>Elected members complete Councillor induction training</li> <li>Elected members complete LGAQ Elected Member Updates where possible</li> <li>Elected members complete QTC sponsored training where possible / where offered</li> <li>Elected members review key Council documents/policies etc., including Code of Conduct, Standing Orders and Meeting Procedures etc.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly	Mayor/Elected Members	CEO Executive Support
Measure of Success 5.9.1.2	<b>Ethical and Lawful Conduct - Registers of Interest</b> <ul style="list-style-type: none"> <li>Councillors and relevant Officers meet regulatory requirements in relation to Register of Interests updates and disclosures.</li> </ul>	Jul 01, 2024	Jun 30, 2025	As required with annual review	Mayor/Elected Members	CEO Shared Services Manager
Measure of Success 5.9.1.3	<b>Ethical and Lawful Conduct - Related Parties</b> <ul style="list-style-type: none"> <li>Councillors and relevant Officers meet regulatory requirements in relation to Related Parties disclosures.</li> </ul>	Jul 01, 2024	Jun 30, 2025	As required, and reviewed annually.	Mayor/Elected Members	CEO Shared Services Manager

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Plan Label and Number	Description	Start Date	End Date	When We Plan to Do It	Who is Accountable? (Section Lead)	Sub-Delegate
Measure of Success 5.9.2.1	<p><b>Ethical and Lawful Conduct - Inductions, Onboarding, Learning &amp; Development</b></p> <ul style="list-style-type: none"> <li>• Council maintains Learning Management System to manage training on items relevant to ethical and lawful conduct (e.g., Fraud Awareness, Procurement, Bullying and Harassment, Duty of Care, Information and Cyber Security, Code of Conduct, Public Interest Disclosure, Social and Digital Media, Workplace Health and Safety, and Workplace Behaviour)</li> <li>• Council monitors and reports on % completion of relevant training modules.</li> </ul>	Jul 01, 2024	Jun 30, 2025	Quarterly reporting	CEO	HR and WHS Manager