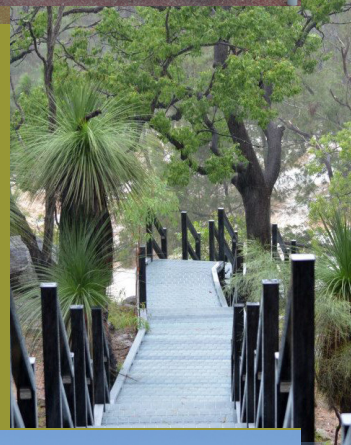


OPERATIONAL PLAN



SOUTH BURNETT REGIONAL COUNCIL
2014/2015

1. EXECUTIVE SERVICES

Branch - *Internal Audit*

SERVICE - INTERNAL AUDIT

LINK TO CORPORATE PLAN	FUNCTION
	Audit Plan
	3 Year Audit Plan
	Review Audit Plan
	Annual review to ensure Audit Plan meets organisational requirements and addressing new and emerging risks

SERVICE - AUDIT COMMITTEE

LINK TO CORPORATE PLAN	FUNCTION
	Audit Committee
	Oversight function over internal audit and risk management. At least four meetings per year
	Internal Audit Plan Review
	Review the internal audit for the current financial year
	Internal Audit Progress Review
	Review the internal audit progress report for the internal audit for the preceding financial year including the recommendations in the report and the actions to which the recommendations relate
	Auditor General's report reviewed by Audit Committee
	Review of Auditor General's report about the financial statements for 2012-13
	Minutes of Meeting
	As soon as practicable after a meeting of the committee, give the Council a written report about the matters reviewed and the committee's recommendations about the matters.

SERVICE - RISK MANAGEMENT

LINK TO CORPORATE PLAN	FUNCTION
	Operational Risk Register Monitoring
	Continuous updates on operational risk treatment plans. (Including special projects)
	Strategic Risk Register Monitoring
	Continuous updates on strategic risk treatment plan
	Risk Register Tools
	Review Consequences/Impact Matrix

Branch - *Human Resources*

SERVICE - LEARNING AND DEVELOPMENT

LINK TO CORPORATE PLAN	FUNCTION
	Learning and development support, coordination and delivery in line with Learning and Development Plan and budget allocation

SERVICE - ORGANISATIONAL DEVELOPMENT

LINK TO CORPORATE PLAN	FUNCTION
	Engage staff through developmental programs and activities to progress the morale and productivity of the organization in a meaningful way

SERVICE - PAYROLL SERVICES

LINK TO CORPORATE PLAN	FUNCTION
	<p>Provide an efficient fortnightly payroll to Council employees and Councillors</p> <p>Process all leave requests and timesheets</p>

SERVICE - PERFORMANCE MANANGEMENT

LINK TO CORPORATE PLAN	FUNCTION
	Performance appraisal roll out of phase two, performance for a purpose to identify training needs analyses and gap needs

SERVICE - RECRUITMENT & SELECTION

LINK TO CORPORATE PLAN	FUNCTION
	<p>Manage traineeship and apprenticeship contracts and ensure trainees and apprentices are skilled to seek permanent employment on completion</p> <p>Recruitment, Selection and Retention</p> <p>Analyse and report on HR measures that will assist and support effective management of labour resources</p> <p>Trainee & Apprentices</p>

SERVICE - WORKPLACE HEALTH AND SAFETY

LINK TO CORPORATE PLAN	FUNCTION
	Training delivered in line with Council's Safety System; including external providers
	Reports on Workplace Health & Safety measures that will assist and support effective management of Safeplan within the organisation
	Effective support, advice, policies, procedures and assistance in meeting all legislative requirements in relation to WH&S
	Effective consultancy, support, policies, procedures and assistance in meeting all legislative requirements in relation to Rehabilitation / Return to Work.

Branch - Governance

SERVICE - COMMUNITY ENGAGEMENT

LINK TO
CORPORATE
PLAN

FUNCTION

Community Engagement

Resources available for internal departments

SERVICE - CORPORATE REGISTERS

LINK TO
CORPORATE
PLAN

FUNCTION

Register of Interests

Coordinate and maintain register of interests

Corporate Registers

Maintenance of statutory registers

SERVICE - COUNCIL MEETINGS

LINK TO
CORPORATE
PLAN

FUNCTION

Production of agendas and minutes

Preparation of agendas and minutes for Council meetings and other meetings as required

Council minutes and resolution notifications

Completion of minutes and issuing of notices to staff regarding resolutions requiring action

SERVICE - COUNCILLOR SUPPORT

LINK TO
CORPORATE
PLAN

FUNCTION

Remuneration

Mayor and Councillors remuneration as per Remuneration Tribunal Levels

Facilities and Resources

Facilities and resources provided as per policy

Mayoral Administration Support Services

Level of administrative support to Mayor

Training & Development

Professional development provided to Councillors to support their role

Branch - *Governance cont.*

SERVICE - DELEGATIONS & AUTHORISATIONS

LINK TO CORPORATE PLAN	FUNCTION
	<p>Delegations Register</p> <p>Annual Review of Delegations Register</p> <p>Delegations register complete and up to date</p> <p>Authorised Persons Powers</p> <p>Authorised persons instruments of appointments maintained</p> <p>Identification Cards</p> <p>ID cards issued to all staff and councillors</p>

SERVICE - EVENT MANAGEMENT

LINK TO CORPORATE PLAN	FUNCTION
	<p>Australia Day Awards and celebrations</p> <p>Deliver or partner in a range of events to celebrate Australia Day</p>
	<p>Anzac Day</p> <p>Work with community through Council officers at Nanango, Kingaroy, Wondai and Murgon offices to contribute to Anzac Day celebrations</p>
	<p>Citizenship Ceremonies</p> <p>Deliver Citizenship Ceremonies</p>
	<p>Christmas Light Competition</p> <p>Annual Christmas Light Competition</p>
	<p>Mayoral Events</p> <p>Mayoral events to raise funds for Community Trust</p>
	<p>Staff Service Recognition Awards</p> <p>Annual Award Night</p>

SERVICE - INFORMATION PRIVACY

LINK TO CORPORATE PLAN	FUNCTION
	<p>Information Privacy</p> <p>Compliance with privacy principles</p>

Branch - Governance cont.

SERVICE - LEGAL SERVICES

LINK TO CORPORATE PLAN	FUNCTION
	Administrative Action Complaints Coordination of administrative action complaint processing
	Responses to subpoenas, orders for non party disclosure Provision of documents as required
	Purchase of legal services The buying of external legal services
	Administrative Action Complaints Coordination of administrative action complaint processing
	Administrative Action Complaints Coordination of administrative action complaint processing

SERVICE - LOCAL LAWS & POLICY COORDINATION

LINK TO CORPORATE PLAN	FUNCTION
	Policies Coordination of the policy register and updating website

SERVICE - MEDIA & COMMUNICATIONS

LINK TO CORPORATE PLAN	FUNCTION
	Media Releases Coordination, approval and release of proactive media releases
	Advertising Coordination, booking and placement of classified and display advertising in print and radio
	Media Releases Coordination, approval and release of proactive media releases
	Media Releases Coordination, approval and release of proactive media releases
	Corporate Image Monitor adherence to prescribed corporate style guidelines
	Corporate Publications Coordinate design and production of corporate publications including Corporate Plan, Annual Report
	Staff Newsletter Staff newsletter distributed to all staff
	eNewsletter eNewsletter distributed to community members on email list

Branch - *Governance* cont.

SERVICE - RIGHT TO INFORMATION

LINK TO CORPORATE PLAN	FUNCTION
	<p>Applications</p> <p>Processing of Right to Information applications</p>

SERVICE - STRATEGIC & OPERATIONAL PLANNING & PERFORMANCE

LINK TO CORPORATE PLAN	FUNCTION
	<p>Long Term Community Plan</p> <p>Undertake annual review of the implementation of the long-term community plan</p>
	<p>Corporate Plan</p> <p>To coordinate corporate plan annual progress report</p>
	<p>Operational Plan</p> <p>To coordinate the production of the Operational Plan every year</p> <p>To coordinate organisational reporting on a quarterly basis</p>
	<p>Annual Report</p> <p>To manage organisational reporting on an annual basis</p>

Economic Development

Branch - *Economic Development*

SERVICE - BOONDOOMA DAM

LINK TO
CORPORATE
PLAN

FUNCTION

Lake Boondooma Dam

Provision of pristine competitive facilities

SERVICE - BUSINESS DEVELOPMENT

LINK TO
CORPORATE
PLAN

FUNCTION

Jobs Skills Development

Continuation of skills development projects

Develop a Supply Chain Model

Work with Department of State Development, Infrastructure and Planning to undertake supply chain opportunities analysis

New Business Attraction

Identify businesses that may relocate to the South Burnett

Business Programs

In collaboration with State Development, Infrastructure and Planning and local businesses provide the business community with business programs that support business growth and or improvement

SERVICE - COMPANY BOARDS, ADVISORY BOARDS & COMMITTEES

LINK TO
CORPORATE
PLAN

FUNCTION

Enhancing Passenger Transport Project – finalise project, outcomes and acquittal

Sustainable transport services

Regional Economic Development Advisory Committee (REDAC)

Work with community and business leaders to deliver key economic development projects

SERVICE - COOLABUNIA SALEYARDS

LINK TO
CORPORATE
PLAN

FUNCTION

Function

Provision of saleyard

Dips

Provision of dip & tick clearing facilities

SERVICE - ECONOMIC DEVELOPMENT

LINK TO
CORPORATE
PLAN

FUNCTION

Enhancing Passenger Transport Project – finalise project, outcomes and acquittal

Sustainable transport services

Branch - *Economic Development* cont.

Precinct master planning for vibrant townships

Involvement in a working group to commence town plans for future liveability

South Burnett Exposed

Business products and services displayed with a new technology theme

Bunya Mountains

Representation on Bunya Mountains Action Group

Tourism Opportunities Plan – South East QLD Tourism Projects

Continued representation on the Project Management Committee

Major Tourism Event

Develop and introduce one new major event in the South Burnett

Yallakool Park

Provision of pristine competitive facilities

Function

Provision of airport facilities and runway safety

2. FINANCE AND INFORMATION TECHNOLOGY

Branch - *Finance*

SERVICE - ACCOUNTS RECEIVABLE & PAYABLE

LINK TO
CORPORATE
PLAN

FUNCTION

Accounts Payable

Management of accounts payable

Accounts Receivable

Management of accounts receivable, and control of the effective recovery of outstanding debts

SERVICE - ASSET FINANCIAL MANAGEMENT

LINK TO
CORPORATE
PLAN

FUNCTION

Asset Management Plans

Implement adopted plans

Ongoing maintenance of asset register including depreciation, WIP, asset take up, sales and revaluations.

SERVICE - BAS, FBT & PAYROLL TAX

LINK TO
CORPORATE
PLAN

FUNCTION

Regulatory Returns

Preparation of various statutory returns. Some examples include Annual FBT and Tax returns, Monthly BAS Returns, Payroll Tax and various ABS Returns

SERVICE - BUDGET PREPARATION & MONITORING

LINK TO
CORPORATE
PLAN

FUNCTION

Budget Planning

Budget 2014 - 2015 finalised by 30 June 2014 – including relevant financial sustainability measures

Budget Management

Ongoing monitoring of operational and capital budgets

Annual CapEx Budget

Capital works budget developed for budget planning

SERVICE - CASH MANAGEMENT

LINK TO
CORPORATE
PLAN

FUNCTION

Function

Effectively manage Council's Cash Assets and Debt portfolio by maximising returns and minimising financial risk

Branch - *Finance* cont.

SERVICE - FINANCE REGISTERS

LINK TO CORPORATE PLAN	FUNCTION
	Maintain the following Registers
	Investment Register
	Bonds and Guarantees Register
	Expressions of Interest, Quotes and Tenders Register
	Fees and Charges Register

SERVICE - FINANCIAL PLANNING REPORTING & COMPLIANCE

LINK TO CORPORATE PLAN	FUNCTION
	<p>Long Term Financial Forecast</p> <p>Long Term Financial Forecast as per LG Regulation 2012</p>
	<p>Financial reports and Information</p> <p>Standard monthly and financial reports.</p>
	<p>Annual Financial Statements for 2013 - 2014</p> <p>Annual Financial Statements for 2013-14 prepared, with unqualified audit report by Queensland Audit Office</p>
	<p>External Audit</p> <p>Ensure adequate planning and coordination of, and timely finalisation of the external audit</p>
	<p>Annual Return on Financial Management (Sustainability)</p> <p>Annual Return on Financial Management (Sustainability) completed for DLG</p>
	<p>Financial Assistance Grant Return</p> <p>Financial Assistance Grant Return completed and forwarded to Queensland Local Government Grants Commission</p>

SERVICE - INSURANCE

LINK TO CORPORATE PLAN	FUNCTION
	Insurance services
	Annual insurance renewal and management of claims

SERVICE - PLANT & FLEET MANAGEMENT

LINK TO CORPORATE PLAN	FUNCTION
	<p>Annual Plant and Fleet Purchases</p> <p>Liaise with internal stakeholders, call tenders or quotations for the purchase of fit for purpose plant and fleet</p> <p>Ensure that surplus plant and fleet are forwarded to auction for sale</p>
	<p>Workshops</p> <p>Maintenance of Council Plant & Fleet</p>

Branch - *Finance* cont.

Plant & Fleet

Management of Council's fleet including purchases and disposals.

Plant & Fleet Hire Rates

Hire rates updated annually

SERVICE - PROCUREMENT

LINK TO CORPORATE PLAN	FUNCTION
	Procurement
	Coordinate tendering processes

SERVICE - RATES

LINK TO CORPORATE PLAN	FUNCTION
	Rates Notices
	Rates notices levied quarterly by Council

SERVICE - STORES

LINK TO CORPORATE PLAN	FUNCTION
	<p>Stores</p> <p>To provide inventory items which have been efficiently procured and ensuring items are available as required</p> <p>Purchasing arrangements ensure that best value for money is obtained</p>

SERVICE - TRUST ACCOUNT MANAGEMENT

LINK TO CORPORATE PLAN	FUNCTION
	Function
	Effectively manage monies held in trust

Branch - *Information Services*

SERVICE - COUNCIL INTERNET

LINK TO CORPORATE PLAN	FUNCTION
	Website
	Develop a new website with mobile capatiblity features

SERVICE - COUNCIL INTRANET

LINK TO CORPORATE PLAN	FUNCTION
	Intranet
	Maintain and update current intranet

SERVICE - GIS

LINK TO CORPORATE PLAN	FUNCTION
	<p>Continue to develop and enhance the current GIS datasets</p> <p>Data accuracy and integrity</p> <p>Layer creation and development</p>
	<p>GIS Support desk</p> <p>Helpdesk</p>
	<p>Development of GIS solutions for data accumulation and usability</p> <p>GBM mobile, custom forms and investigation of mobile solutions</p>
	<p>Web presence and development</p> <p>Stratus – SBRC GIS data available to the public</p>
	<p>Enhanced Software usability and upgrades</p> <p>Exponare, MapInfo Suite</p>

SERVICE - INFORMATION & COMMUNICATION TECHNOLOGY

LINK TO CORPORATE PLAN	FUNCTION
	Capital Projects
	Complete Stage 3 of Disaster Recovery Plan
	PC Replacement Program
	Two Way Radio and GPS
	Update Kingaroy Council Depot Link Connection
	ICT Support Services
	Helpdesk - provide monitoring and resolution of ICT system related problems
	Computer systems replacement and allocation
	Provision of computer hardware and software – User level

Branch - *Information Services*

Mobile phones, Internet, Desktop handsets, VoIP Phone system, Email

Wan network switches, routing and firewall

Updates, upgrades, lifetime cycles and capacities

Antivirus, firewall security threats

System uptime, fault recovery and monitoring

Application Licensing

LINK TO
CORPORATE
PLAN

Record Keeping

Ensure council inward correspondence is recorded into Council electronic data management system

Incoming mail opened, sorted, scanned and distributed via Dataworks

Register and distributed email correspondence via Dataworks to the organisation

Ensure council storage and archival management practices meet business and legislative requirements

SERVICE - CARAVAN PARKS

LINK TO CORPORATE PLAN	FUNCTION
	Function
	To be updated in September quarterly review

SERVICE - COMMERCIAL LEASES & CONTRACTS

LINK TO CORPORATE PLAN	FUNCTION
	<p>Contracts</p> <p>Manage Councils contracts for Cleaning, Security, Hygiene Bins, Pest Control, Fire Extinguishers, Fire Alarms, Building First Aid Kits, Backflow preventative devices, grease trap cleaning</p>
	<p>Commercial Shops Murgon and Wondai</p> <p>Lease Agreements</p> <p>Maintenance and Capital Works programs</p>

SERVICE - COMMUNITY ORGANISATIONS LEASES & CONTRACTS

LINK TO CORPORATE PLAN	FUNCTION
	<p>Sports Grounds and Sport Facilities</p> <p>Negotiate new leases for community organisations</p> <p>Identify and develop maintenance and capital works program for community facilities</p> <p>Identify and support joint funding applications with community organisations</p>
	<p>Showgrounds</p> <p>Negotiate new leases with community groups</p>
	<p>Art Galleries</p> <p>Review of the Memorandum of Understanding with the WRAG Association</p>

SERVICE - COUNCIL BUILDINGS & SPECIAL MAINTENANCE

LINK TO CORPORATE PLAN	FUNCTION
	Administration Buildings
	Manage maintenance and capital works programs
	Manage office relocations, staff furniture and seating arrangements

SERVICE - COUNCIL LAND STOCK

LINK TO CORPORATE PLAN	FUNCTION
	Land Development
	Identify and investigate future use of Council owned land
	GIS Layer to manage Council land resources

Branch - *Properties* cont.

SERVICE - DEPOTS

LINK TO CORPORATE PLAN	FUNCTION
	Function
	Develop and maintain master plans for Council Depots
	Manage depot internal tenants, allocation of work areas, storage
	Manage Councils contracts for Cleaning, Security, Hygiene Bins, Pest Control, Fire Extinguishers, Fire Alarms, Building First Aid Kits within Depots
	Implementation of Depots maintenance and capital works programs
	Implementation of Depot safety requirements i.e RAPS

SERVICE - *FICKS CROSSING*

LINK TO CORPORATE PLAN	FUNCTION
	Function
	To be updated in September quarterly review

SERVICE - HALLS

LINK TO CORPORATE PLAN	FUNCTION
	<p>Halls</p> <p>Identify options for community organisations to manage halls</p> <p>Manage hall bookings, hall waivers, hall utilisations ,streamline hall hirers agreements</p> <p>Review Hall fees and charges to reflect new uses and changes in management</p> <p>Implementation of Hall facilities maintenance (hall cleaning, security, pest control, fire safety etc) and capital works programs</p> <p>Implementation of Hall safety requirements i.e lights working within fire exits</p>

SERVICE - HOUSING (PENSIONER/DISABLED/RENTAL)

LINK TO CORPORATE PLAN	FUNCTION
	Community Housing – Murgon
	Manage tenants
	Maintenance programs
	Quarterly and Annual Financial Returns
	Residential Houses and Units – Murgon and Nanango
	Tenancy Agreements
	Tenants Inspections
	Maintenance Programs

SERVICE - LEASES

LINK TO CORPORATE PLAN	FUNCTION
	Industrial Land – Kingaroy, Wondai Leases
	Communication Towers Leases

Branch - *Properties* cont.

SERVICE - PUBLIC FACILITIES

LINK TO CORPORATE PLAN	FUNCTION
------------------------------	----------

Function

To be updated in September quarterly review

SERVICE - PCYC

LINK TO CORPORATE PLAN	FUNCTION
------------------------------	----------

Function

To be updated in September quarterly review

SERVICE - SALE OF LAND - RESIDENTIAL & INDUSTRIAL

LINK TO CORPORATE PLAN	FUNCTION
------------------------------	----------

Function

Coordinate Land purchases and land sales

SERVICE - SWIMMING POOLS

LINK TO CORPORATE PLAN	FUNCTION
------------------------------	----------

Council owned Swimming Pools

Implementation of Maintenance and Capital Works programs

Pool Manager Contract reviews and performance management

Implement an equipment audit to determine asset life and replacement program

Provision of safe and clean facilities

Implementation of Swimming Pool safety requirements

Council and Department of Education Partnership Pools (Proston and Blackbutt)

Implementation of Maintenance and Capital Works programs

Pool Manager Contract reviews and performance management

Implement an equipment audit to determine asset life and replacement program

Implementation of Swimming Pool safety requirements

Coordinate Pool Committee Mtg

3. INFRASTRUCTURE

SERVICE - INFRASTRUCTURE

LINK TO CORPORATE PLAN	FUNCTION
	<p>Organisational Structure for Infrastructure Department</p> <p>Maintain Organisational Structure to meet current and future needs</p>
	<p>Department Procedures and Standards</p> <p>Consolidated documentation of department procedures and standards</p>
	<p>Asset Management Plans</p> <p>Implement Asset Management Plans</p>
	<p>10 Year Capital Expenditure Planning</p> <p>Ongoing review & update</p>
	<p>Operational Planning</p> <p>Ongoing review & update</p>

Branch - *Roads & Drainage*

LINK TO
CORPORATE
PLAN

Customer Service

Responses to customer enquires

Budget Management

Ongoing preparation, monitoring and reviewing of budget (operational and capital expenditure)

Program Planning & Coordination

Continuous planning and coordination of works programs to align resources

Branch Meetings

Regular Coordinator and Supervisor meetings

Asset Management

Asset Management Plan implementation

LINK TO
CORPORATE
PLAN

Function

To be updated in September quarterly review

[LINK TO CORPORATE PLAN](#)

Transport Infrastructure Development Scheme

Completion of Capital Works Program funded by the Council and TMR

Road and Drainage Program

Completion of Capital Works funded by General Revenue

Roads to Recovery Program

Completion of Capital Works Program funded by the Australian Government Roads to Recovery Program

LINK TO
CORPORATE
PLAN

Function

To be updated in September quarterly review

Roads & Drainage

Branch - *Roads & Drainage* cont..

SERVICE - ROADS INFRASTRUCTURE MAINTENANCE

LINK TO CORPORATE PLAN	FUNCTION
	<p>General Maintenance Program</p> <p>Deliver general maintenance program across the region</p>
	<p>Heavy Maintenance Program</p> <p>Deliver heavy maintenance program across the region</p>
	<p>Road Maintenance Performance Contract (RMPC)</p> <p>Undertake maintenance activities on the State road network for the Queensland Government Department of Transport and Main Roads</p>
	<p>Program Planning, Design and Coordination</p> <p>Construction, design, coordination</p>

SERVICE - STREET LIGHTING

LINK TO CORPORATE PLAN	FUNCTION
	Function
	To be updated in September quarterly review

SERVICE - TRAFFIC FACILITIES

LINK TO CORPORATE PLAN	FUNCTION
	<p>Function</p> <p>To be updated in September quarterly review</p>

Water & Wastewater

Branch - *Water & Wastewater*

SERVICE - BULK WATER SUPPLY (STORAGE & TREATMENT)

LINK TO
CORPORATE
PLAN

FUNCTION

Dams and Weirs

Operate and manage dam and weir facilities within Regulations

Recycled Water

Supply of recycled water to community and sporting groups

SERVICE - CONSTRUCTION - WATER & WASTEWATER

LINK TO
CORPORATE
PLAN

FUNCTION

To be updated in September quarterly review

SERVICE - SYSTEM MAINTENANCE

LINK TO
CORPORATE
PLAN

FUNCTION

Programmed Maintenance

Delivery of programmed maintenance in accordance with budget

SERVICE - SYSTEMS MANAGEMENT

LINK TO
CORPORATE
PLAN

FUNCTION

Function

To be updated in September quarterly review

SERVICE - WASTEWATER SERVICE DELIVERY

LINK TO
CORPORATE
PLAN

FUNCTION

Reactive Maintenance

Service sewer blockages and water main breaks

SERVICE - WASTEWATER TREATMENT

LINK TO
CORPORATE
PLAN

FUNCTION

Treatment Plants, Reservoirs and Chlorination Facilities

Operate and manage facilities

Treatment Plants, Reservoirs and Chlorination Facilities

Operate and manage facilities

Water & Wastewater

Branch - *Water & Wastewater* cont.

SERVICE - WATER SERVICE DELIVERY

LINK TO
CORPORATE
PLAN

FUNCTION

New Connections

Service delivery of new connections

Minor Works

Internal support to Treatment & Quality section and Property Branch

Capital Works Program

Completion of Capital Works Program

Legislative Compliance and Monitoring

Statutory reports of results and compliance

Water Quality

Maintain water quality in accordance with relevant guidelines

Technical Services

Branch - *Technical Services*

SERVICE - DESIGN SERVICES

LINK TO CORPORATE PLAN	FUNCTION
	<p>Design</p> <p>Provision of design services for Operations Branch</p>
	<p>Surveying</p> <p>Provision of surveying services for the organisation</p>
	<p>Quality Assurance</p> <p>Quality assurance of infrastructure design and operations</p>

SERVICE - INFRASTRUCTURE PLANNING

LINK TO CORPORATE PLAN	FUNCTION
	Infrastructure Planning Assist with strategic planning for future infrastructure
	Asset Management Asset Management Plan implementation
	Development Application Assessment Advice Advise of infrastructure requirements for Development Applications

SERVICE - SOIL LABORATORY

LINK TO CORPORATE PLAN	FUNCTION
	<p>NATA Certification</p> <p>Maintain NATA certification for soil laboratory activities</p>
	<p>Materials testing</p> <p>Tests undertaken for Council</p>
	<p>Private Works</p> <p>Tests undertaken for client purposes</p>

4. PLANNING & ENVIRONMENT

Branch - *Planning & Environment*

SERVICE - DISASTER MANAGEMENT

LINK TO
CORPORATE
PLAN

FUNCTION

Disaster Management

An effective Disaster Management Framework for the South Burnett Community

Rescue & Evacuation Levy

Provide funds for the purpose of sponsoring the airborne emergency rescue & evacuation transport providers that service the South Burnett Region

State Emergency Service (SES)

Provision of SES operations and equipment maintenance

SERVICE - CUSTOMER CONTACT

LINK TO
CORPORATE
PLAN

FUNCTION

Customer Contact Training

Adequate training for team

Call Centre

Council's general incoming calls answered

Customer Requests

Correctly profile customer concerns and requests for council services

Receipting

Processing of payments to Council

Information for the Public

Information regarding Council operations/service communicated to customers.

Inter-Office Mail Coordination

Coordination of inter office mail collection and delivery between centres

Outgoing mail coordination

Coordination of outgoing mail from five service centres

Support services to Libraries

Support services provided to Libraries at Blackbutt and Murgon customer service centres

Planning & Environment

Branch - *Planning & Environment* cont.

SERVICE - QUEENSLAND GOVERNMENT AGENT PROGRAM

LINK TO
CORPORATE
PLAN

FUNCTION

QGAP Shared Services Agreement

Provision of other government services

Business and Marketing Plan

Funding as per QGAP Lead Agency Subsidy Agreement

SERVICE - CENTRELINK AGENCY FUNCTION

LINK TO
CORPORATE
PLAN

FUNCTION

Centrelink Agent Agreement

Provision of self service centre and agency functions

Planning & Land Management

Branch - *Planning & Land Management*

SERVICE - ART DEVELOPMENT & RADF

LINK TO
CORPORATE
PLAN

FUNCTION

Administration of arts funding through the Art Culture and Heritage Management Advisory Committee
Work in partnership with community organisations to deliver cultural activities

Regional Arts Development Fund (RADF) Program
Continue support for RADF Program

RADF Administration
Administration of art funding in accordance with RADF guidelines

SERVICE - ART GALLERIES

LINK TO
CORPORATE
PLAN

FUNCTION

Heritage Collections
Record and dispose of collection in accordance with collection policy

Kingaroy Regional Art Gallery
Maintain varied and inclusive exhibition program

Wondai Regional Art Gallery
Financial support for the operations of the Wondai Regional Art Gallery (WRAG) in accordance with the Memorandum of Understanding with the WRAG Association

SERVICE - BOONDOOMA HOMESTEAD

LINK TO
CORPORATE
PLAN

FUNCTION

Function
Boondooma Homestead – Restoration Materials – as per budget allocation

Meetings
Continue support through bi monthly meetings to support Boondooma Homestead Incorporated body

SERVICE - BUILDING ASSESSMENT & INSPECTION

LINK TO
CORPORATE
PLAN

FUNCTION

Development permits for building works
Applications processed for new structures, additions, alterations and undertake compliance inspections

Building Searches
Process search requests

Building Compliance
Undertake compliance activities when potential breaches are identified

Pool Safety
Swimming pool safety certificates

Branch - *Planning & Land Management* cont.

[LINK TO CORPORATE PLAN](#)

Function

Administer Community Assistance Grant

[LINK TO CORPORATE PLAN](#)

Plumbing Compliance

Undertake compliance activities when potential breaches are identified

Audit of notifiable works

Undertake audit program to check compliance of notified works

HSTP and backflow prevention devices compliance

Undertake compliance activities when potential breaches are identified

[LINK TO CORPORATE PLAN](#)

Development Applications (MCU & ROL)

Manage the assessment of development applications across the South Burnett area

[LINK TO CORPORATE PLAN](#)

Annual Community Grants & Donations Program

Provide assistance to not-for-profit organisations that meet cultural, community, educational, sporting or recreational needs through the provision of events or projects that benefit the South Burnett community

[LINK TO CORPORATE PLAN](#)

Adopted Infrastructure Charges Resolution

Infrastructure Charges resolution amendment to reflect changes to legislation

Issue infrastructure Charges Notice

[LINK TO CORPORATE PLAN](#)

Library Services and Facilities

Libraries providing library services across the region to meet community needs

Library Collections

Library Collections developed to meet community needs

Planning & Land Management

Branch - *Planning & Land Management* cont.

Annual Book Grant

Management and acquittal of the State Library of Queensland (SLQ) annual book grant to Council for the purchase Library stock

Family and Early Literacy Program

Resource family and early literacy programs

Conduct one partnership program with a community group

Outreach Program

Providing community groups access to library facilities

Self Check Out Machine

Self serve technology enabling customers to issue their own loans and other transactions

SERVICE - MUSEUMS

LINK TO
CORPORATE
PLAN

FUNCTION

Museum Services

Enhance displays and stock lines to support the identified point difference

SERVICE - PIPS, RICS, SICS

LINK TO
CORPORATE
PLAN

FUNCTION

PIP

Priority Infrastructure Plan included with Draft Planning Scheme

SERVICE - PLANNING SCHEMES

LINK TO
CORPORATE
PLAN

FUNCTION

Function

New Planning Scheme for the South Burnett region.

Monitor implementation of new Planning Scheme to correct administrative errors and other omissions

Planning Compliance

Undertake compliance inspections

SERVICE - PLUMBING ASSESSMENT & INSPECTION

LINK TO
CORPORATE
PLAN

FUNCTION

Compliance permits and certificates for plumbing and drainage works

Assessment of application, issue of permits and certificates and undertake compliance inspections

Administer register for HSTP and backflow prevention devices

Maintain register, forward notices and. review of annual inspection reports by private plumbers

Branch - *Planning & Land Management* cont.

[LINK TO
CORPORATE
PLAN](#)

Wide Bay Burnett Regional Recreation and Sport Steering Committee

Council representation on committee

LINK TO
CORPORATE
PLAN

Include with Development Assessment

[LINK TO CORPORATE PLAN](#)

Include with new Planning Scheme

[LINK TO CORPORATE PLAN](#)

Visitor Information Centre (VIC) services & facilities

VIC's providing information services to community and visitors

Displays and stock lines to support the identified point difference

Environmental Health

Branch - *Environmental Health*

SERVICE - ANIMAL MANAGEMENT

LINK TO
CORPORATE
PLAN

FUNCTION

Animal Housing (Pound) Operations

Maintain and operate animal housing facilities for impounded animals

SERVICE - ENVIRONMENTAL PROTECTION

LINK TO
CORPORATE
PLAN

FUNCTION

Environmental Licence Compliance

Compliance with DERM's licence conditions for Council's licensable facilities (e.g. ERA's)

Environmentally Relevant Activities (ERA's)

Environmental impacts from licensed Environmentally Relevant Activities (ERA's) are effectively managed in accordance with the relevant legislation

SERVICE - HEALTH SERVICES

LINK TO
CORPORATE
PLAN

FUNCTION

Licence applications approved under relevant legislation

Licenses and Approvals under: Food Act 2006, Local Laws, Higher Risk Personal Appearance Services, Residential Services Accommodation Act

Routine inspections of licensed premises

Inspections of premises as per inspection program

Complaints management

Inspections and visits in response to Complainants/customer service requests

Education

Workshops for community and industry to explain and educate in relation to legislative responsibilities eg food safety/hygiene training

School based immunisation clinics

Partnership program with Queensland Health

Branch -

SERVICE - LOCAL LAWS COMPLIANCE

LINK TO CORPORATE PLAN	FUNCTION
	<p>Approvals(Permits/Licences)</p> <p>Commercial Use of Footpaths</p> <p>Keeping of Animals</p> <p>Animal Management</p> <p>Caravan Parks</p>
	<p>Complaint management</p> <p>Complaints and inspections to be actioned in required time frame</p>
	<p>Education/Public Awareness</p> <p>To educate community including schools relating to all local laws legislative responsibilities</p>
	<p>Abandoned Vehicles</p> <p>Impound abandoned vehicles where necessary</p>

SERVICE - WASTE MANAGEMENT

LINK TO CORPORATE PLAN	FUNCTION
	<p>Environmental Licence Compliance</p> <p>Compliance with DERM's licence conditions for Council's licensable facilities (e.g. ERA's)</p>
	<p>Waste Collection Services</p> <p>Provision of regular and efficient waste collection services</p>
	<p>Waste Disposal Facility Operations</p> <p>Facility operations managed in accordance with contracts</p>

NRM & Parks

Branch - *NRM & Parks*

SERVICE - CEMETARIES

LINK TO
CORPORATE
PLAN

FUNCTION

Cemetery Services

Provision of services - internment in grave or columbarium wall

Burial Data

Management of cemeteries database and provision of data as required

Cemetery grounds maintenance

Cemetery areas are well-kept and maintained to a high standard

SERVICE - ENVIRONMENTAL AREAS/RESERVES/WETLANDS

LINK TO
CORPORATE
PLAN

FUNCTION

Landscaping Maintenance

Annual Plant Planting Program

Pruning of amenity trees to Australian Standard AS4373:2007

SERVICE - LIVESTOCK

LINK TO
CORPORATE
PLAN

FUNCTION

Wandering Livestock

Management of public safety on roads due to wandering livestock

SERVICE - NATURAL RESOURCES

LINK TO
CORPORATE
PLAN

FUNCTION

Biodiversity Strategy

Climate Change Strategy

Biodiversity & Carbon Management Grant – Stage One (1) / Six (6)

Work with Fire and Biodiversity Consortium in developing carbon reduction methodologies through fire management (funded by grant)

SERVICE - PARKS DEVELOPMENT

LINK TO
CORPORATE
PLAN

FUNCTION

Landscape Design Services

Assess landscape plans associated with development applications

Towns Transformation Project

Design of entry statements completed and project plan developed showing progressive installation as funding is available

Branch -

SERVICE - PUBLIC CONVENIENCES

LINK TO CORPORATE PLAN	FUNCTION
	<p>Public Amenities</p> <p>Public amenities kept clean and to a high standard of hygiene</p>

SERVICE - RAIL TRAILS

LINK TO CORPORATE PLAN	FUNCTION
	Brisbane Valley Rail Trail
	Support ambassadors and the agreement for maintenance

SERVICE - RECREATIONAL RESERVES

LINK TO CORPORATE PLAN	FUNCTION
	<p>Maintenance</p> <p>Ensure reserves are maintained regularly</p>

SERVICE - ROADSIDE CLEANING & BURNING

LINK TO CORPORATE PLAN	FUNCTION
	<p>Fire Management</p> <p>Undertake controlled burns as per planned burns operation (depending on weather conditions)</p> <p>Manage preapproval system and assess special permits</p>

SERVICE - SPORTING FACILITIES

LINK TO CORPORATE PLAN	FUNCTION
	<p>Maintenance</p> <p>Ensure reserves are maintained regularly</p>

SERVICE - STOCK ROUTES

LINK TO CORPORATE PLAN	FUNCTION
	<p>Stock route maintenance</p> <p>Manage stock route facilities, weeds, permits and assets</p>

SERVICE - WEEDS & PEST MANAGEMENT

LINK TO CORPORATE PLAN	FUNCTION
	<p>Pest Plant Management</p> <p>Ensure landholders comply with legislation</p> <p>Undertake pest weed eradication programs on Council controlled land and reserves for Class 1 (manage Class 2)</p> <p>Partner with landholders to eradicate pest weeds</p> <p>Field Workshops</p>
	<p>Pest Animal Management</p> <p>Management of declared pest</p>

