ANNUAL OPERATIONAL PLAN

2025-26



Committed to open and transparent decision making

Version: 1.0

SOUTH BURNETT
REGIONAL COUNCIL

Version Control

date	comment	version
March 2025	Draft	D1
16 July 2025	Final - Adopted at Special Council Meeting resolution number 2025/1	F1

Adoption by Council
South Burnett Regional Council Annual Operational Plan adopted at the Special Budget Meeting of Council on 16 July 2025.

Copies of the Annual Operational Plan
Copies of Council's Annual Operational Plan, Corporate Plan and the Annual Reports are available free of charge electronically on Council's website at www.southburnett.qld.gov.au or can be viewed at any Council Library or Customer Service Centre.

Contact Us
All written communications to be addressed to:
The Chief Executive Officer
PO Box 336 Kingaroy Q 4610
P 1300 789 279
E info@sbrc.qld.gov.au
W www.southburnett.qld.gov.au
F www.southburnettregion
T @SouthBurnettRC
ABN 89 972 463 351

Acknowledgement
We acknowledge and respect the Wakka Wakka and Auburn Hawkwood people, the traditional owners of this land that we live, work and play and respect their cultures, their ancestors and their elders past, present and future generations.

Introduction

The South Burnett Regional Council (Council) 2025-26 Annual Operational Plan is required to be developed in accordance with the *Local Government Regulation 2012* and focuses on the actions that Council staff are expected to take throughout the 12-month period in order to implement the longer-term goals detailed in the South Burnett Regional Council Corporate Plan 2025-30.

In accordance with the provisions of *Section 175* of the *Local Government Regulation 2012*, an Annual Operational Plan must:

(a) be consistent with the annual budget; and
(b) state how the local government will –
  (i) progress the implementation of the 5-year corporate plan during the period of the annual operational plan; and
  (ii) manage operational risks; and
(c) include an annual performance plan for each commercial business unit of the local government.

In accordance with *Section 174(3*) of the *Local Government Regulation 2012*, Council will assess its progress towards implementing its Annual Operational Plan on a quarterly basis. The long-term strategies within Council's Corporate Plan 2025-30 are allocated to Departments to progress. Therefore, the Annual Operational Plan has displayed the operational Initiatives and operational services according to Departmental responsibility, to provide clarity and accountability, as well as provide operational focus for the Departments within Council.

All day-to-day core business activities and services are not necessarily listed in the Annual Operational Plan; instead the Annual Operational Plan focuses on initiatives and services that will be required in the current financial year to achieve Council's long term corporate objectives.

The Corporate Plan 2025-30 provides a blueprint for the future of our communities and establishes priorities and outlines strategies which best reflect the needs of our community for today and into the future. Council's Chief Executive Officer is responsible for preparing quarterly reports to the Council on the progress of the implementation of the Annual Operational Plan. These reports ensure that Council's elected members and staff are accountable for the progress made in meeting Council's annual operational plan goals. This plan is linked to South Burnett Regional Council's 2025-26 budget and reliant upon Council's available human resources.

Executive Services
Annual Operational Plan
2025/26

Mission:	To effectively plan, manage and deliver Council services and regulatory responsibilities to and on behalf of the organisation.
Officer Responsible:	Chief Executive Officer
Responsibilities:	Executive Services, Strategic Planning, Media / Communications, Human Resource Management, Workplace Health and Safety, Advocacy, Economic / Regional Development, Olympics and Paralympic Games, Commercial Development, Corporate Services and Governance and oversight of organisational operational matters.

Core Activities					
Ref	**Activity**	**Branch**	**Corp Plan**	**Budget**	**Target**
OPE/01	Strengthen, maintain, and actively contribute to Local Government organisations/associations advocating Council's strategic and operational position on key issues.	Office of the CEO	OR12; GR16	BU1001	
OPE/02	Develop, coordinate, and publish Council's Annual Report on organisational activities and compliance with legislation.	Office of the CEO	OR1	BU1001	
OPE/03	Proactive, strategic delivery of media, communications and web presence (including social media).	Office of the CEO	OR10	BU1001; BU1157	
OPE/04	Provide administrative support services to the Elected Members to meet Council's strategic outcomes.	Office of the CEO	OR12; GR01	BU1001	
OPE/05	Continued support for Annual Australia Day Awards and community events.	Office of the CEO	EC16	BU1001	
OPE/06	Manage the provision of delegations, sub-delegations and Local Government Worker / Authorised Persons governance processes.	Office of the CEO	OR2	BU1157	
OPE/07	Process Right to Information / Information Privacy applications in accordance with legislative requirements and provide awareness training to the organisation.	Office of the CEO	OR2	BU1157	
OPE/08	Capture and correctly manage Council's corporate documents using recordkeeping good practice and promoting such to the organisation, including finalisation of the retention and disposal project of hard copy records held by former Council's prior to amalgamation.	Office of the CEO	OR2	BU1157	
OPE/09	Manage and maintain the legal proceedings/legal advice and corporate registers and maintaining the budget for engagement of legal services and promote a high standard of corporate responsibility, transparency and accountability in decision making at all levels of the organisation in the best interest of Council and the community aligning to legislation and Council policy.	Office of the CEO	OR2	BU1157	

Core Activities					
Ref	**Activity**	**Branch**	**Corp Plan**	**Budget**	**Target**
OPE/10	Lead and administer the Local Disaster Recovery for the South Burnett	Office of the CEO	EC15	BU1048	
OPE/11	Maintain and improve Council's cemeteries to meet community standards.	Commercial Services	IN11	BU1104	
OPE/12	Promotion and operation of Council-owned tourist facilities at Boondooma and Bjelke-Petersen Dams.	Commercial Services	GR5; GR7	BU1004 BU1008 BU1009 BU1057 BU1058	
OPE/13	Maintain and improve Council's Saleyards to meet community and safety standards and continue the functions of the Coolabunia Saleyards Advisory Committee.	Commercial Services	IN9	BU1007	
OPE/14	Actively manage Council's aerodromes to meet service standards and compliance.	Commercial Services	IN12	BU1005	

Projects/New Activities							
Ref	**Activity**	**Branch**	**Corp Plan**	**Start**	**Finish**	**Budget**	**Target**
OPE/15	Advocate for specialist and community health services to maintain current services at a minimum including outcomes on mental health and suicide prevention.	Office of the CEO	EC11; EC18	1 July 2025	30 June 2026	BU1001	
OPE/16	Advocate for digital literacy and inclusion opportunities and regional benefits.	Office of the CEO	GR10	1 July 2025	30 June 2026	BU1001	
OPE/17	Continued advocacy to promote Council priorities to State and Federal government's including 2032 Olympic and Paralympic Games Legacy infrastructure.	Office of the CEO	GR16	1 July 2025	30 June 2026	BU1001	
OPE/18	Continued advocacy at State and Australian Government for funding for water projects identified in the 25-year economic roadmap and urban water security.	Office of the CEO	GR12; GR13	1 July 2025	30 June 2026	BU1001	
OPE/19	Advocate for improved regulation on large scale renewable energy projects with a view to protecting our environment and infrastructure which supports our community and key stakeholders to build a plan for future energy generation including improved community outcomes and legacy projects.	Office of the CEO	GR14	1 July 2025	30 June 2026	BU1001 BU1004	

Projects/New Activities							
Ref	**Activity**	**Branch**	**Corp Plan**	**Start**	**Finish**	**Budget**	**Target**
OPE/20	Finalise the South Burnett community plans / key priority lists to adoption.	Office of the CEO	EC9	1 July 2025	30 June 2026	BU1001	
OPE/21	Continue to establish, support, and develop and advocate to establish a Regional University Study Hub.	Office of the CEO	GR9	1 July 2025	30 June 2026	Subject to Funding	
OPE/22	Continue engagement with and support Burnett Inland Economic Development Organisation (BIEDO) as Council's lead organisation for economic development for the region and coordinate with local Chambers of Commerce to work together for regional economic development.	Office of the CEO	GR1	1 July 2025	30 June 2026	BU1004	
OPE/25	Review the implementation of the SBRC Regional Development Action Plan.	Office of CEO	GR1	1 July 2025	30 June 2026	BU1001	
OPE/23	Finalise digital solution for customer enquiries mapping Columbarium walls and Memerambi Cemetery, develop a Cemetery policy and procedure for cemetery administration function.	Commercial Enterprises	IN11	1 July 2025	30 June 2026	BU1104	
OPE/24	Investigate and implement online safety inductions for saleyards users and develop and implement operating procedures.	Commercial Enterprises	IN9	1 July 2025	30 June 2026	BU1007	

Finance & Liveability
Annual Operational Plan
2025/26

Mission:	To provide excellent financial, and information technology services/advice to enable our organisation to achieve its goals; enhance the liveability of the South Burnett region via the provision of community services & facilities, sustainable environmental practices, appropriate planning & regulatory controls and initiatives that enhance community wellbeing and lifestyle.
Officer Responsible:	General Manager Finance & Liveability
Responsibilities:	Department Management, Property & Rating, Procurement & Stores, Financial Planning & Sustainability, ICT & Business Systems, Planning & Land Management, Customer Service, Community Development, Libraries, Visitor Information Services.

Core Activities					
Ref	**Activity**	**Branch**	**Corp Plan**	**Budget**	**Target**
OPFL/01	Development of annual budget focusing on zero-based budgeting, compliance with budget limits, quarterly budget revisions, monthly reporting of budget variations to Council in monthly financial reports.	Finance & Sustainability	OR5	BU1011	
OPFL/02	Deliver an unqualified Audit.	Finance & Sustainability	OR5	BU1011	
OPFL/03	Annual Financial Statements developed and delivered in both accordance and compliance with relevant Accounting Standards and legislation.	Finance & Sustainability	OR5	BU1011	
OPFL/04	Establishing a register of goods or services that can be provided locally and encourage engagement with local providers.	Finance & Sustainability	GR11	BU1012	
OPFC/05	Strategically upgrade and improve Council information technology systems and hardware.	ICT and Business Systems	OR3	BU1017	
OPFC/06	Data Security Review including, Cyber Security. Ensure the provision of appropriate security systems (including cyber security) to protect Council's data and information.	ICT and Business Systems	OR15	BU1017	
OPFC/07	Develop and manage Business Systems and Projects (Project T2 and sub-projects).	ICT and Business Systems	OR13	BU1160	
OPFL/08	Manage the periodical review and progress update of Council's 2025/26 Annual Operational Plan and manage the development of the Council's 2026/27 Annual Operational Plan aligned to Council's budget development process	Customer Solutions	OR1	BU1159	
OPFL/09	Maintain Council's customer service delivery across the customer service centres of Blackbutt, Nanango, Kingaroy, Wondai, Murgon, Proston.	Customer Solutions	EC5	BU1159	

Core Activities					
Ref	**Activity**	**Branch**	**Corp Plan**	**Budget**	**Target**
OPFL/10	Monitor and report on Council's compliance with its Customer Service Charter.	Customer Solutions	OR8	BU1159	
OPFL/11	Support community development and wellbeing through delivery of Council's community grants program, and in-kind assistance.	Customer Solutions	EC16	BU1136	
OPFL/12	Provision of library facilities, services and programs to support the learning, recreation and social needs of the community in accordance with the State Library of Queensland's Service Level Agreement.	Customer Solutions	EC5	BU1069-1076	
OPFL/13	Promotion and operation of Council-owned heritage, arts, culture facilities, visitor information centres including collaboration with tourism service providers to support tourism across the region.	Customer Solutions	GR5	BU1057-BU1068	
OPFL/14	Advocate for opportunities and deliver projects for the community including support for mental health and suicide prevention, Youth Council, and community events.	Customer Solutions	EC8, EC11, EC16	BU1136	
OPFL/15	Administration of environmental and public health legislative functions and administration of customer requests for food safety, public health licensing, environmental authority registrations, regulation of council's local laws and mosquito management.	Planning and Development	EN8; EN10; EC14	BU1077 BU1146 BU1147 BU1163	
OPFL/16	Effectively implement Council's Town Planning Scheme and manage development applications and permits for planning, building and plumbing applications within legislative timeframes.	Planning and Development	GR8	BU1047	

Projects/New Activities							
Ref	**Activity**	**Branch**	**Corp Plan**	**Start**	**Finish**	**Budget**	**Target**
OPFL/17	Implementation of Centralised Procurement Phase 2 and transition to CiAnywhere's Procure to Pay.	Finance & Sustainability	OR13	1 July 2025	30 June 2026	BU1012	
OPFL/18	Investigate significant business activities that need to be commercialised due to Council's utilities and services exceeding expenditure thresholds to determine requirements for full cost pricing.	Finance & Sustainability	OR5	1 July 2025	30 June 2026	BU1011	
OPFL/19	Further develop Technology One in line with the CiA Live roadmap including the CES transition—including Financials, Contract Management, Asset Management, Budgeting, and Supply Chain and determine next steps in transitioning components of the P&R suite.	ICT and Business Systems	OR13	1 July 2022	Ongoing	BU1160	
OPFL/20	Investigate and implement business improvements through the use of Council's Microsoft Office 365 Systems Software.	ICT and Business Systems	OR13	1 July 2024	Ongoing	BU1017	
OPFL/21	Full review of the Customer Service Charter to support existing customer service and identify areas of improvement.	Customer Solutions	OR9	1 July 2025	30 June 2026	BU1159	
OPFL/22	Facilitate the delivery of the South Burnett Regional Arts, Culture and Heritage Strategic Plan including the Regional Arts Development Fund.	Customer Solutions	EC4	1 July 2025	30 June 2026	BU1136	

Projects/New Activities							
Ref	**Activity**	**Branch**	**Corp Plan**	**Start**	**Finish**	**Budget**	**Target**
OPFL/23	Promote and support events and programs throughout the region to support youth, in collaboration with the South Burnett Youth Council.	Customer Solutions	EC8	1 July 2025	30 June 2026	BU1136	
OPFL/24	Manage and audit Council's art collection through the review and development of policies, to manage Council's collections and art across the region.	Customer Solutions	GR5	1 July 2025	30 June 2026	BU1136	
OPFL/25	Commence investigations associated with increasing residential densities around townships and investigate the conversion of tenure of Reserves to freehold to make available for development	Planning and Development	GR8	1 July 2025	30 June 2026	BU1055	
OPFL/26	Review, and amend where identified, Council's Local Government Infrastructure Plan (LGIP).	Planning and Development	GR8	1 July 2025	30 June 2026	BU1055	
OPFL/27	Promote responsible pet ownership through delivery of systematic inspection program.	Planning and Development	EN10	1 July 2023	30 June 2026	BU1146	
OPFL/28	Implement and review the Housing Action Plan.	Planning and Development	GR8	1 July 2025	30 June 2026	BU1019	

Projects/New Activities							
Ref	**Activity**	**Branch**	**Corp Plan**	**Start**	**Finish**	**Budget**	**Target**
OPFL/29	Commence digitalisation of plumbing records.	Planning and Development	OR13	1 July 2025	30 June 2026	BU1055	
OPFL/30	Investigate technology options to assist with enhancing the customer experience and creating efficiencies in the plumbing, planning and building processes.	Planning and Development	OR13	1 July 2025	30 June 2026	BU1055	

Infrastructure
Annual Operational Plan
2025/26

Mission:	The provision of quality services and infrastructure that is planned, provided and managed on sound asset management principles and adopted levels of service, and the provision of community services & facilities and sustainable environmental practices.
Officer Responsible:	General Manager Infrastructure
Responsibilities:	Department Management, Infrastructure Planning, Roads & Drainage, Water & Wastewater, Disaster Management, Environment & Waste, Natural Resource Management, Property & Facilities, Parks & Gardens, Asset Management, Plant & Fleet Management.

Core Activities					
Ref	**Activity**	**Branch**	**Corp Plan**	**Budget**	**Target**
OPI/01	Provide funding and facilitate the ongoing development of the local SES groups within the region.	Technical Services and Fleet	EC6	BU1048	
OPI/02	Lead and administer the Local Disaster Management Group for the South Burnett.	Technical Services and Fleet	EC15	BU1048	
OPI/03	Provision of acceptable, cost effective and environmentally responsible waste management services including collection services and waste disposal facilities.	Technical Services and Fleet	EN3	BU1079 - BU1084 BU1164 BU1165	
OPI/04	Operate water and wastewater infrastructure in accordance with approved operations manuals, customer service standards and public health requirements and statutory timeframes for reporting.	Water & Wastewater	IN6	BU1115 BU1127	
OPI/05	Provide well planned and maintained open space, parks and rail trails network to meet the recreation and social needs of the community.	Facilities, Parks and NRM	EC1; IN5	BU1101 BU1102 BU1137	
OPI/06	Management of Council's buildings and facilities including operational maintenance programs, and cost-effective asset management programs to meet agreed service levels.	Facilities, Parks and NRM	EC5	BU1018	
OPI/07	Maintain Council's swimming pools across the region and continue to advocate for external funding opportunities	Facilities, Parks and NRM	EC5	BU1025 - BU1030	
OPI/08	Manage biosecurity and pest (weed & animal) management programs including supporting biosecurity and natural resource management initiatives and strategies, and syndicate groups with identification of ongoing efficiencies in delivery.	Facilities, Parks and NRM	EN4, EN7, EN9	BU1100 BU1169	

Projects/New Activities							
Ref	**Activity**	**Branch**	**Corp Plan**	**Start**	**Finish**	**Budget**	**Target**
OPI/09	Review of road policies, including consolidation where appropriate.	Works	IN1	1 July 2025	30 June 2026	BU1110 BU1107	
OPI/10	Review fleet utilisation to ensure fleet asset retention is cost efficient and meets Council service levels.	Works	OR5	1 July 2025	30 June 2026	BU1016	
OPI/11	Review quality assurance process and documentation for road construction and maintenance.	Works	IN1	1 July 2025	30 June 2026	BU1110	
OPI/12	Develop a multi-year drainage design and investigation program.	Technical Services and Waste	IN1	1 July 2025	30 June 2026	BU1107	
OPI/13	In consultation with DTMR, develop and present options about heavy vehicle routes around Kingaroy CBD and Nanango, for discussion with stakeholders.	Technical Services and Waste	EC3	1 July 2025	30 June 2026	BU1107	
OPI/14	Advocate for designation of the Cherbourg Road as a State controlled road.	Technical Services and Waste	IN1	1 July 2025	30 June 2026	BU1107	

Projects/New Activities							
Ref	**Activity**	**Branch**	**Corp Plan**	**Start**	**Finish**	**Budget**	**Target**
OPI/15	Continued investigations and planning of regional land fill sites.	Technical Services and Waste	EN3	1 July 2025	30 June 2026	BU1079-BU1084	
OPI/16	Community education and awareness on recycling, illegal dumping and littering, including investigation and enforcement.	Technical Services and Waste	EN3	1 July 2025	30 June 2026	BU1165	
OPI/17	Investigate possible initiatives that improve cost-effective community reuse of materials which may include circular economy, increase recycling and repurpose of commercial waste at landfills.	Technical Services and Fleet	EN3	1 July 2025	30 June 2026	BU1164 BU1165	
OPI/18	Investigate options for increase in kerbside refuse services including additional bins and/or increased size of bins.	Technical Services and Fleet	EN3	1 July 2025	30 June 2026	BU1164 BU1165	
OPI/19	Advocate for, and seek funding to support, improvements to urban water security, water infrastructure and Gordonbrook spillway.	Water & Wastewater	GR13, IN6	1 July 2023	Ongoing	BU1118	
OPI/20	Advocate and seek funding to support improvements to urban underground trunk infrastructure.	Water & Wastewater	IN6	1 July 2025	30 June 2026	BU1115 BU1127	

Projects/New Activities							
Ref	**Activity**	**Branch**	**Corp Plan**	**Start**	**Finish**	**Budget**	**Target**
OPI/21	Review of declared water areas across the region to identify emergent needs for allocation, capacity.	Water & Wastewater	IN6	1 July 2025	30 June 2026	BU1115	
OPI/22	Adopt and implement the South Burnett Local Government Area Biosecurity Plan to drive increased stakeholder coordination and commitment to proactively manage invasive pest species.	Facilities, Parks and NRM	EN4	1 July 2025	30 June 2026	BU1100	
OPI/23	Engage with stakeholders and community groups in developing pest and weed eradication programs.	Facilities, Parks and NRM	EN4	1 July 2024	30 June 2026	BU1100 BU1169	
OPI/24	Investigate the development of a washdown facility to assist controlling the spread of weed seeds across the region.	Facilities, Parks and NRM	EN4	1 July 2024	30 June 2026	BU1100	
OPI/25	Investigate and advocate for an animal effluent disposal facility on key transport routes.	Facilities, Parks and NRM	EN4	1 July 2025	30 June 2026	BU1100	
OPI/26	Investigate options for the development of a program for the installation of recreational facilities in each community.	Facilities, Parks and NRM	EC1	1 July 2024	30 June 2026	BU1101	

Projects/New Activities							
Ref	**Activity**	**Branch**	**Corp Plan**	**Start**	**Finish**	**Budget**	**Target**
OPI/27	Review the operation and maintenance of security cameras throughout the region.	Facilities, Parks and NRM	EC9	1 July 2024	30 June 2026	BU1018	
OPI/28	Work with community organisations to undertake maintenance activities at parks, open space and rail trails.	Facilities, Parks and NRM	EC1	1 July 2024	30 June 2026	BU1101 BU1105	
OPI/29	Investigate community use of the Maidenwell Hall and options for relocation and stewardship.	Facilities, Parks and NRM	EC5	1 July 2025	30 June 2026	BU1042	
OPI/30	Investigate and implement options for recycling bins and containers for change in Council facilities, parks and CBDs.	Facilities, Parks and NRM	EC1, EN3	1 July 2025	30 June 2026	BU1102	
OPI/31	Develop a Tree Maintenance Policy.	Facilities, Parks and NRM	EC1	1 July 2025	30 June 2026	BU1102	