



WUJAL WUJAL
Aboriginal Shire Council

2022 - 2023

Operational Plan

Council Management and Finances

Corporate Services

1.1 Finance

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Compliance with Budget process in accordance with statutes and council policies	Prepare and monitor 2021/2022 Budget and Operational Plan	<ul style="list-style-type: none"> Budget allocations are being met on a timely basis and monitored. Monthly budget report to Council Formal Budget Review undertaken around December 	CEO and Manager Corporate and Commercial Services	
ICT Systems	<p>Ensure budget initiatives are implemented</p> <p>Develop an ICT Strategy and provide on-going support to staff on current PCS (Civica) system</p>	<ul style="list-style-type: none"> Operational Plan review provided quarterly by CEO to Council ICT training and support undertaken and completed within agreed timeframes 		

1.2 Finance

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Prepare annual financial statements and annual reports in accordance with legislative requirements.	Prepare annual financial statements and annual reports in accordance with legislative requirements.	<ul style="list-style-type: none"> Annual Financial Statements presented to the auditor prior to 31 October 2022. Annual report adopted within required timeframe. Unqualified Audit Report Audit Plan for 2022/23 adopted prior to 30 June 2022 	CEO and Manager Corporate and Commercial Services	

1.3 Finance and all sections

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Ensure compliance with reference to council financial policies	Finance policies to be reviewed. Finance Procedures Manual updated	Finalised policies approved by Council and published on website as required. Finance Staff cross trained in different roles	CEO and Manager Corporate and Commercial Services	

1.4 Funding

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Identify relevant funding sources	Corporate Services Technical Services Community Services Construction Enterprise	<ul style="list-style-type: none"> Number of successful funding applications secured Acquittals submitted on time New initiatives created as a result of new funding 	CEO and Council Managers	
Asset Management Plan/s	Review current plan and update for any major asset replacements and develop funding policy and timetables	<p>Plans up to date and endorsed by Council</p> <p>Develop maintenance schedules</p>		

1.5 Recruitment and Human Resources Management

Corporate Plan Strategy	Operational Plan Objective	Performance measure	Organisational Responsibility	Status
Retain and recruit the best possible employees through good work practices	Staff support and development	<ul style="list-style-type: none"> Organisation structure reviewed and approved by Council Maintaining staff establishment in accordance with revised structure Early and effective recruitment following vacancy in any positions 	CEO and Council Managers	

		<ul style="list-style-type: none"> Prepare a staff development program 		
--	--	---	--	--

1.6 Occupational, Health and Safety

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Ensure an accident-free workplace through appropriate training and adherence to correct work practices	Workplace, Health and Safety, including audit of requirements Review current practices and OH&S Plan	Development of a report on current status for WH&S and provide to Council Re-establish a staff Workplace Health and Safety Committee	Director of Works and Building Services	

Commented [JS1]: Any updates?

1.7 Bank and Postal Services

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Provide an appropriate banking and postal service that meets the needs of the community	Bank and Postal services Review and establish new operational procedures for bank customers including cash management processes	<ul style="list-style-type: none"> New banking processes in place Number of customers Services accessed Positive feedback from both Commonwealth Bank and Australia Post 	Manager of Corporate and Commercial Services	

		Post Office hours aligned to LPO Agreement		
--	--	--	--	--

1.8 Centrelink

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Provide a Centrelink service that meets the needs of the Shire	Centrelink Unit	<ul style="list-style-type: none"> Types of services provided Issues identified in relation to service delivery Centrelink hours aligned to Agency Agreement	CEO	

1.9 Enterprise Development

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status

Providing Local Government Services to our Community

Governance, Community Safety & Family Services

2.1 Leadership

Corporate Plan Strategy	Operational Plan Objective	Performance measures	Organisational Responsibility	Status
Provide leadership through planned, transparent and accountable governance	Community consultation and engagement Financial Sustainability	<ul style="list-style-type: none"> • Effective Community Engagement Policy • Regular town meetings • Council decisions reported in newsletter and website • Review and implement appropriate strategies and recommendations to improve Council's long term financial position 	CEO, Mayor and Councillors CEO CEO and Manager Corporate and Commercial Services	

		<ul style="list-style-type: none"> • Manage the Audit and Risk Committee process to improve our governance 		
--	--	---	--	--

2.2 Law and Order

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Provide direction through a system of local laws, clearly stated goals, policies and procedures	Community consultation: Local laws Review of Local Laws to assess current appropriateness	<p>A report to Council on effectiveness of current local laws and recommendation of any future changes</p> <p>Maintain and further develop a Community Safety Committee and Community Safety Plan</p> <p>Attendance at the annual Mayoral Police Summit</p>	CEO, Mayor and Councillors	

2.3 Representation and Consultation

Corporate Plan Strategy	Operational plan Objective	Performance Measures	Organisational Responsibility	Status
Provide responsible and balanced representation of all sectors of an inclusive community	Council representation in all relevant committees/ organizations Maintain established Portfolio Councillor arrangements	<ul style="list-style-type: none"> • Portfolio Councillors report regularly to Council • Representative commitments fulfilled. 	Mayor and councillors	

--	--	--	--	--

2.4 Networking and Strategic Alliances

Corporate Plan Strategy	Operational Plan Objective	Performance measures	Organisational Responsibility	Status
Build strategic alliances with neighbors and relevant organisations	Identify relevant organisations and neighbours to deal with	<ul style="list-style-type: none"> Number of meetings held with relevant agencies Key results/outcomes of strategic alliances Meet with both Douglas and Cook Shires at least annually 	CEO and Mayor	

2.5 Council Meetings

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Produce accurate, timely agendas, minutes and reports	To ensure that Councillors' review agendas prior to meetings and, following council meetings, minutes are made available to Councillors and the public in a timely manner	<ul style="list-style-type: none"> Councillors receive agendas no later than 4 days preceding every Council meeting Unconfirmed minutes available (including on website) within 10 days of Council meeting Review and report on better transparency and recording of resolutions at meetings through improved technology 	CEO	

2.6 Decision Making

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Ensure prompt and timely action in all council decisions and public inquiries	<p>Ensure that decisions of Council are acted on in a timely manner</p> <p>General complaints process</p> <p>Ensure that public enquiries are dealt with in a timely manner</p>	<ul style="list-style-type: none"> Action sheet provided at every council meeting On-going review of complaints management process. Complaints database has been maintained and complaints time frames monitored 	<p>CEO</p> <p>CEO</p> <p>Information Management Coordinator</p>	

2.7 Communication

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Provide a courteous, friendly and effective communication that can be seen, heard and read both internally and externally	Ensure that our community are dealt with in a professional manner	<ul style="list-style-type: none"> Satisfactory community feedback Development of customer service standards Maintain social media presence with up to date and relevant information to stakeholders 	<p>CEO and Council Managers</p> <p>CEO</p>	

2.8 Quality Management Support

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Provide quality management support systems to facilitate and enhance council decision making processes	Management support	<ul style="list-style-type: none"> Revise format of financial reports to Council to improve understanding of financial issues by elected representatives 	CEO and Manager of Corporate and Commercial Services	

2.9 Disaster Management

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Provide effective counter disaster and emergency planning and response service in accordance with relevant acts and regulations and develop, test and review plan of disaster management	Counter Disaster Unit	<ul style="list-style-type: none"> Number of meetings held Training provided to the group Incidents of disasters and emergencies identified and reported Local Disaster Management Plan reviewed and approved 	Mayor, Councillors, CEO and Council Managers	

2.10 Community Justice

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
To provide an effective, culturally appropriate justice system that contributes to a peaceful and law abiding community	Community Justice Group and Police Liaison Group	<ul style="list-style-type: none"> • Advocacy on behalf of Community Justice Group to community and Government as required • Install CCTV cameras at Council office and Depot • Investigate the introduction of CCTV cameras in the community 	<p>Mayor and Councillors</p> <p>Director of Works and Building Services</p>	

Look after Community Infrastructure

Technical Services

3.1 Roads and Drainage

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Improve and maintain road networks and existing assets	Civil works management and construction Asset Management Plan	<ul style="list-style-type: none"> • Number of persons employed • Length of road maintained • Project management plans for current planned infrastructure upgrades • Capital Works Project Principles Analysis carried out for all new projects 	Director of Works and Building Services	

3.2 Council Vehicles

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Vehicle Replacement	Efficient & reliable fleet	<ul style="list-style-type: none"> • Vehicle replacement program tied to asset management plan along with funding policies and 	Director of Works and Building Services	

		strategies <ul style="list-style-type: none"> • Program to form part of annual budget 		
--	--	--	--	--

3.3 Parks and Public places

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Provide safe and aesthetic public areas for passive recreation	Construct and maintain parks and public areas with priority given to high visibility locations	<ul style="list-style-type: none"> • Number of times public places are mowed and cleaned • Streetscape Program • Splash Park maintained and in use by community 	Director of Works and Building Services	

3.4 Plant Management

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Provide quality plant and return maximum benefits to the Shire	Plant management and operations Review utilisation rates	<ul style="list-style-type: none"> • Operational procedural based plant and civil construction management system in place • Implementation of budgeted capital works program 	Director of Works and Building Services	

3.5 Contract Work

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Seek contract work from neighbouring councils and organisations on a "for profit" basis	Outside civil construction and maintenance work to make a profit for Council	<ul style="list-style-type: none"> • Make a profit from services provided to other Councils • Nature and type of council external contract work 	Director of Works and Building Services	

3.6 Water Supply

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Maintain and continually develop water systems and plan for future community needs that meet all licensing requirements	Planning for future water supply	<ul style="list-style-type: none"> • Reports on frequency of problems with water supply • Results of water quality reports • Production of Customer Service Standards • Review drinking water quality plan 	Director of Works and Building Services Water and Sewerage Compliance Officer	

3.7 Sewerage System

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Provide sewerage for the community that satisfies the licensing requirement and adheres to all regulatory requirements	Planning for sewerage systems and maintenance	<ul style="list-style-type: none"> • Average daily processing of raw sewage • Reports on problems associated with operations of the sewerage system 	Director of Works and Building Services Water and Sewerage Compliance Officer	

3.8 Environmental Health

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Undertake compliance and education with other service providers to ensure that environmental health standards are met and maintained	<ul style="list-style-type: none"> • Environmental health • Food Safety • Water and Sanitation • Waste Management including collection and litter management • Sewage • Hygiene • Vector/Pest Control 	<ul style="list-style-type: none"> • Weekly collection of waste products • Kerbside collections • Training provided to EHW • Annual Work Plan • Transfer Station Operational • Participate in Qld Indigenous Waste Strategy 	Director of Works and Building Services	

3.9 Animal Management	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
To provide a responsible, effective and integrated Animal Management service to the Shire	<ul style="list-style-type: none"> • Animal Management Unit • Feral and pest animal control • Visiting Vet Program • Community Awareness • Pound Maintenance, Equipment • Domestic animal registration 	<ul style="list-style-type: none"> • Census of dogs • Dogs registered • Training provided to AMW • Pest Control Program 	Director of Works and Building Services	

3.10 Land Use Planning

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Prepare an appropriate planning and development system that will enhance the lifestyle of existing and future residents of the Shire	Land Use Planning	<ul style="list-style-type: none"> • Planning Scheme compliant • Implementation of Wujal Wujal Master Plan 	CEO and Council Managers Mayor and Councillors	

Improve Community Housing and Building Services

4. 1 Housing

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Recognition as a principal Contractor	<p>Undertake all new social housing construction</p> <p>Undertake Stage 1 of the planned subdivision to create new housing area</p>	<ul style="list-style-type: none"> • Number of new houses constructed + value. • Number of upgrade works done • Number of tenancies under 40 year leases • Number of tenancies under Agency Agreement • Number of housing lots approved • Number of Technical Working Group meetings held • Number of Joint Operations Meetings Held • Acquittals on time • Stage 1 of Subdivision complete 	CEO, Director of Works and Building Services and Coordinator, Building Services	

--	--	--	--	--

4.2 Council Buildings

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Construct, renovate, improve and maintain Council buildings on a priority basis as an asset management program	Improvement to Council buildings and facilities (includes all staff housing or non-social housing buildings)	<ul style="list-style-type: none"> Undertake asset renewal program with funding from Works for Queensland over 2 years (year 1 is 2022/23) Prioritise Council employees to carry out works over contractors (where skills allow) 	Director of Works and Building Services	

4.3 Responsive Maintenance and Upgrade Program

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Seek preferred supplier status to Department of Housing and Public Works	Responsive Maintenance and Upgrade Program – Department of Housing and Public Works Responsive Maintenance + Special Projects program WWASC	<ul style="list-style-type: none"> Value of Work performed. Proven Value for Money on projects and contractors Meeting response times for Council responsive maintenance work requests. Meeting response times for BAS responsive maintenance work orders Ensure that works are undertaken on a “for profit” basis and undertake review to ensure that this is the case 	Director of Works and Building Services and Coordinator, Building Services	

Community Services

To Improve the Quality of Life For our Residents

Community Services

5.1 Sport and Recreation

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Facilitate the provision of sporting and recreation facilities to meet the needs of a cross section of the community Maintain, expand and broaden opportunities for	Sport and Recreation activity Youth programs for sport and recreation Annual SRG Plan. Support the community Rodeo	<ul style="list-style-type: none"> • Monitor SRG Plan • Number of community events assisted • Statistics/number of persons attending programs 	Director Works and Building Services	

youth and build young people's capacity for self – improvement				
--	--	--	--	--

5.2 Community Care Services

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Provide effective and efficient health and community care for aged, frail and disabled persons that promote physical and mental wellbeing of residents	Home and Community Care	Types of care services provided: <ul style="list-style-type: none"> • My Age Care Compliance issues Addressed <ul style="list-style-type: none"> • Police check on all employees. • Training Plan implemented. Mandatory Training completed. • All vehicles compliant for purpose. • Food Handling and Audits completed by EHO. 	Manager of Aged Care Services	

5.3 Men's and Women's Support Services

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status

To liaise with outside service providers and Government organisations to provide information and support to community members regarding self-harm, family violence, counselling and grieving	<ul style="list-style-type: none"> Men's and Women's Services 	<ul style="list-style-type: none"> Facilities Management Reports provided 	CEO	
--	--	---	-----	--

5.4 Arts and Culture

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Research and promote projects that facilitate sustainable cultural and social capital	Arts and culture	Provision of arts and cultural projects and activities <ul style="list-style-type: none"> Number of Workshop Conducted Professional Support <ul style="list-style-type: none"> CIAF Attendance Liaise with UMI Arts CIAF Board membership Arts Gallery <ul style="list-style-type: none"> Review Front shop presentation Service training Cleaning roster Stocktakes Verandah presentation (chairs, tables, pot plants etc.) 	Art Centre Manager	

5.5 Kindergarten

Corporate Plan Strategy	Operational Plan\ Objective	Performance Measures	Organisational Responsibility	Status
Provide facilities that will enable kids to have an early start at school and thus provide easy transition to primary school	Kindergarten	Number of children attending kindy Mandatory training completed Parental Involvement	Kindergarten Co-ordinator	

5.6 Community Radio Station

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Provide an effective informative and culturally appropriate community radio.	Community Radio	Number of hours on the air Types of services provided: <ul style="list-style-type: none"> • Comm announcements • local music • Regional news/weather • Local Interviews • Celebrity interview Feedback from clients <ul style="list-style-type: none"> • Community 	CEO	

5.7 Indigenous Knowledge Centre

Corporate Plan Strategy	Operational Plan Objective	Performance Measures	Organisational Responsibility	Status
Provide an Indigenous Knowledge Centre for the educational, cultural and recreational needs of people of all ages	Indigenous Knowledge Centre	Types of services provided: <ul style="list-style-type: none"> • Books • Internet • After school activities (PaCe) - Regular reporting - Visitor numbers - Fee for service activities / revenue - Reports provided	IKC Library Co-ordinator	

SUMMARY OF CAPITAL WORKS AND PROJECTS

FUNDED FOR 2022/23

PROJECT	NOTES	STATUS
Refurbish and renew Council buildings	Part of Works for Queensland funding package. Implement priority projects as per engineering assessment of Council buildings.	
Repair and renew solar power system at the Art Gallery	Part of Works for Queensland funding package	
Repair and renew solar power system at the Sports Centre	Part of Works for Queensland funding package	
Install security cameras at Depot and Council building	Part of Works for Queensland funding package	
Stage 1 of Subdivision to create 9 new house allotments		
Southside Stage Project		
Separate Electricity meters project	Part of Works for Queensland funding package.	

Service station upgrade stage 1 – automate sales system	Part of Works for Queensland funding package	
Vanilla Bean Project	Subject to further consideration by Council	
Waste initiative		
Guest accommodation Carpark	Funded through the LRCI Program Funding	
Roadside Verges		
Stormwater Drainage		
Slips at China Camp		
WTP & WWTP SCADA Upgrade		
Wastewater Treatment Plant upgrade and Irrigation upgrade		
Stormwater Drain		

SUMMARY OF FORWARD CAPITAL WORKS AND PROJECTS FOR 2023/24 (PLANNING, DESIGN AND SOURCING FUNDING)

PROJECT	Notes	STATUS
Automation of the Service Station (Stages 2 and 3) including tank replacement		
Lights for sporting oval		
Car Park at RTC		
Beautification of Town Centre (Car Parking)		
Security for Community	Examine feasibility of CCTV cameras in the community including liaison with Police regarding monitoring.	
Splash Park Playground and Shade Sail		
Install more solar panels to reduce Council's energy costs	Seek expert advice on the best location for future system installations	
Boundary around Cemetery		

Subdivision stage 2		
---------------------	--	--

These projects are identified to allow staff to undertake detailed planning and design and to identify funding sources to allow these projects to proceed in 2023/24.