



Inglewood Shire
Council

Operational Plan

2007 – 2010

Corporate Strategy:	1.1	<h2 style="margin: 0;">Human and environmental health</h2> <p style="margin: 0;"><i>“Promote the environmental health and wellbeing of residents and visitors.”</i></p>
Key and emerging issues:		<input checked="" type="checkbox"/> Loss of emergency service facilities.

Key Performance Indicator	Measure	Target
	<ul style="list-style-type: none"> Number of food safety courses held Number of water quality test failures 	<p>2</p> <p>2</p>

Goal	Actions	Responsibility	Timeframe
Food safety plan 2 course as a follow up to courses held in May/June 2007.	<ul style="list-style-type: none"> Facilitate food safety courses in Inglewood Facilitate food safety courses in Texas 	EHO	<p>Oct 2007</p> <p>Mar 2008</p>
Improved Water quality	<ul style="list-style-type: none"> Implement Wide Bay Water Recommendations <ul style="list-style-type: none"> Water Supply: <ul style="list-style-type: none"> - Recommission Bore (Texas) - New Storage Reservoir (Texas) - Raw Water Intake (Texas) Sewerage Treatment: <ul style="list-style-type: none"> - Provide 3 Phase Power and Chlorination Equipment (Texas) - Replace Switchboards (Inglewood) Investigate Effluent Water Reuse Options (Inglewood and Texas) 	DOE DOE DOE DOE EHO EHO DOE	<p>Dec 2007</p> <p>Dec 2007</p> <p>Sept 2007</p> <p>Dec 2007</p> <p>Dec 2007</p> <p>Nov 2007</p>
Develop domestic animal management strategy	<ul style="list-style-type: none"> Public Awareness Campaign Investigate appointment of dedicated Dog Controller 	EHO EHO	<p>Mar 2008</p> <p>Aug 2007</p>
Establish effective waste management and recycling facilities	<ul style="list-style-type: none"> Review waste management, collection and processing service. In-house collection service 	EHO	Sept 2007

Corporate Strategy:	<h1>1.2</h1>	<h2>Safety and security</h2> <p><i>"Plan for safe and supportive environments for residents and enhance personal safety."</i></p>
Key and emerging issues:	<input checked="" type="checkbox"/> Police staffing levels <input checked="" type="checkbox"/> Truancy <input checked="" type="checkbox"/> Disaster risk management	

Key Performance Indicator	Measure	Target
•	<ul style="list-style-type: none"> • Plans adopted by Council • Number of meetings held 	2 3

Goal	Actions	Responsibility	Timeframe
Improve Street lighting	Undertake and audit of street lighting facilities in both Inglewood and Texas	DOE	Nov 2007
Petty crime and vandalism	Liaise with Inglewood and Texas Police	CEO Mayor	Ongoing
Disaster management plan	Keep accurate and updated database of emergency service contacts (circulate monthly)	CEO	Mar 2008
	Finalise Disaster Management Plan	CEO	Sept 2007
Improve school crossing safety	Introduce 50km/hr limit in Inglewood	DOE	Dec 2007
Reduce risk of hypodermic infection at public and recreation areas	Investigate and install soft-fall material at Lions Park and Apex Park	DOE	Dec 2007
Reduce footpath hazard and improve access	Develop and implement footpath asset inspection program	DOE	Feb 2008
Adequately address heavy vehicle parking in Inglewood	<ul style="list-style-type: none"> • Install traffic calming devices and heavy vehicle signage in Inglewood • Promote establishment of truck parking areas on Cunningham Highway east and west of Inglewood with Main Roads. 	DOE	Sept 2007
		EHO	

Corporate Strategy:	<h1>1.3</h1>	<h2>Access to services and information</h2> <p>Provide equitable access for the community to Council facilities and services.</p>
Key and emerging issues	<input checked="" type="checkbox"/> Disabled access to Council facilities and amenities	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Provide online access to council publications and information	Update Webpage Implement "online" forms	CEO	Aug 2007
Maintain accurate information on website	Regularly revise website	CEO	Ongoing
Provide disabled access to Council Chambers and civic centre	Undertake audit of all Council buildings and develop works program to improve disabled access	Building Consultant	Dec 2007

Corporate Strategy:	1.4	Housing choice Encourage the development of housing options in the community.
Key and emerging issues	<input checked="" type="checkbox"/> Availability of suitable land for industrial and housing development	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Develop housing subdivision on Smith's block	<ul style="list-style-type: none"> Investigate land requirements in Inglewood Determine best approach to development Prepare subdivision application and cost estimate Prepare proposal for release of land 	CEO CEO CEO CEO	Aug 2007
Develop additional land at industrial estate at Inglewood and Texas	<ul style="list-style-type: none"> Prepare subdivision application and cost estimate Prepare proposal for release of land 	CEO CEO	Aug 2007
Establish housing/subdivision reserve	<ul style="list-style-type: none"> Identify sources of revenue and expenditure revenue 	CEO	Nov 2007

Corporate Strategy:	2.1	Customer service Improve customer service culture throughout the Council.
Key and emerging issues	<input checked="" type="checkbox"/> Poor public image/attitude displayed by minority of Council staff	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Customer service training of staff	Provide staff training	HRM	Sep 2007
Improve customer access	Provide staff training	HRM	Mar 2008
Ensure timely response to all correspondence and customer requests	Implement governance manual Develop service standards Review staff support needs	CEO IMO	Oct 2007

Corporate Strategy:	2.2	Communication and consultation Improve communication and consultation between the Council and the community.
Key and emerging issues	<input checked="" type="checkbox"/>	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Provide public information section on website	Provide online forms Update website	CEO EA	Ongoing
Publish regular Council information to public	Develop regular media releases	CEO	Ongoing
Establish Community Forums	<ul style="list-style-type: none"> • Hold at least 2 forums each year • Identify at least 4 locations to conduct Community Forums 	CEO	Aug 2007 Feb 2008

Corporate Strategy:	3.1	Community planning Improve community facilities and services.
Key and emerging issues	<input checked="" type="checkbox"/>	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Maintain online library service	Liaise with Qld Library Service Review library service requirements for shire	IMO	
Plan Apsey Block Development	Access funding sources	CEO	July, 2007
	Establish Steering Committee	CEO	Aug, 2007
	Develop, design and construct		
	<ul style="list-style-type: none"> • Toilets and public area • Medical centre and commercial opportunities 	CEO CEO	Dec, 2007 Feb, 2008
Provision of adequate medical facilities at Inglewood and Texas	<ul style="list-style-type: none"> • Form partnerships to identify level of facilities required and sources of funding 	CEO	Dec 2007

Corporate Strategy:	3.2	Sport and recreation Improve sporting and recreational facilities in partnership with community groups.
Key and emerging issues	<input checked="" type="checkbox"/>	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Further develop 5 year sport and recreation plan	• Prioritise the development of the facilities identified in the review report	CDO	Sept 2007
	• Identify cost considerations	CDO	Dec 2007
Provide matching financial assistance to eligible programs	Review community assistance funding programme	CDO	Oct 2007
Review all Council funding policies to ensure recipients provide acquittal of fund	Review funding criteria	Accountant	Dec 2007
Construct new 25m pool at Inglewood	Develop, design and construct new pool	CEO DOE	Dec 2007 Sept 2008

Corporate Strategy:	3.3	Art and culture Support and promote art and cultural activities and opportunities within the community.
Key and emerging issues	<input checked="" type="checkbox"/>	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Continue to support RADF program	Provide funding in budget Provide staff resources to facilitate RADF	AA	Mar 2008
Continue to support Texas Arts Gallery	Provide funding in budget	AA	Aug 2007

Corporate Strategy:	4.1	Aged care Ensure continued provision of quality aged care facilities.
Key and emerging issues	<input checked="" type="checkbox"/>	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Provide assistance aged care services	Support Inglewood HACC services.	Council	ongoing
	Wilga Vale garden party	Mayor	Dec 2007
Continue to administer Piargara Units	Facilitate occupancy and maintenance	HRM	ongoing
Texas Aged Care land	Investigate ownership and legal issues relating to Council involvement in Texas Masonic Lodge aged care units	CEO	Sept 2007
Texas Aged Care Units	Facilitate construction of new units	CDO	Mar 2008

Corporate Strategy:	4.2	Education Support educational and training opportunities and programs.
Key and emerging issues	<input checked="" type="checkbox"/> Federal Government "Earn or learn" strategy.	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Continue to support school based trainee program	Liaise with schools	HRM	ongoing
Work with schools to support the improvement of educational opportunities	Develop regular meeting protocols with school principles	CEO	Ongoing
Encourage staff to undertake formal academic studies	Develop policy for staff studies	HRM	Sept 2007

Corporate Strategy:	4.3	Youth Develop and support opportunities for the youth
Key and emerging issues	<input checked="" type="checkbox"/> School based "Earn or Learn" policy to be implemented in 2006	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Employ sport and rec traineeship	Investigate availability of traineeship and/or Cadetship Investigate duties relevant to position and identify long term need for position	HRM	Oct 2007

Corporate Strategy:	5.1	Quality management Deliver services and infrastructure within the community's ability to pay.
Key and emerging issues	<input checked="" type="checkbox"/> Need for water conservation focus <input checked="" type="checkbox"/> Rates and charges to reflect more equitable distribution arrangements	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Implement 2 part water tariff in 2007/2008	Investigate and develop 2 part tariff	CEO Accountant	May 2008
Develop asset management plan for roads	Develop asset management plan	DOE	Dec 2007
Develop asset management plan for water and sewerage	Develop asset management plan	DOE	Sept 2007
Develop differential rating structure for 2008/2009	Review and upgrade Revenue policy Investigate new differential rating structure	CEO Accountant	May 2008
Develop asset management plan for plant	Develop asset management plan	DOE	Dec 2007
Establish asset rationalisation reserve	Review existing land and built assets	CEO	Dec 2007

Corporate Strategy:	5.2	Human resources "Encourage the development of a safe work environment and improve staff moral."
Key and emerging issues	<input checked="" type="checkbox"/> Enterprise Agreement expires 30 June 2008 <input checked="" type="checkbox"/> Workplace safety <input checked="" type="checkbox"/> Smokefree workplace <input checked="" type="checkbox"/> Drug and Alcohol awareness <input checked="" type="checkbox"/> Employee life skills	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Comply with recommendations from WH&S audit	Improve access to Inglewood water clarifier	HRM DOE	Sept 2007
Develop and implement staff training policy	Develop policy and provide training in support of policy	HRM	Dec 2007
Monitor EB agreement	Regular meetings with employer and employee representatives	CEO Mayor	ongoing
Hold 2 staff training/development days per year	Facilitate staff training/development	HRM CEO	Dec 2007 Mar 2008
Provide staff with regular information relating to workplace issues	Develop and issue newsletter to all staff on monthly basis	CEO	Monthly
Awareness of Misconduct Issues	Develop Policy and staff training with particular focus on bullying, harassment and transparency in all dealings	HRM/CEO	Sept 2007
Awareness of Council Human Resources Policies <ul style="list-style-type: none"> • Non-smoking • Drug and Alcohol • Code of Conduct 	Promote staff awareness and compliance	DOE EA CEO HRM ACCT	Ongoing
Review Staff Induction manual	Consult senior management of staff	HRM	Aug 2007
Adopt and promote SafePlan 2 programme as part of Workplace Health & Safety management systems	Ensure staff/contractors compliance with SafePlan 2 guidelines	HRM DOE CEO	ongoing

Corporate Strategy:	5.3	Information technology Provide information technology solutions to assist Council in achieving its corporate objectives.
Key and emerging issues		<input checked="" type="checkbox"/> Need for better staff appreciation of available IT solutions

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Implement intranet system	Develop and implement improved internal information systems	EA	Dec 2007
Provide public access to internet facilities at libraries	Purchase new computers for Texas and Inglewood Libraries	IMO	Aug 2007
Establish annual records management audit	Set up records management audit process	IMO	Dec 2007
Protection of all Council records	Prepare and review IT back up procedures and establish a disaster recovery plan	IMO	Dec 2007

Corporate Strategy:	5.4	Services Manage and deliver high quality services.
Key and emerging issues	<input checked="" type="checkbox"/> Poor staff awareness of Records Systems	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Complete lawn cemetery	Install irrigation system (Inglewood)	DOE	Dec 2007
Establish online library facility	Liaise with Qld Library Service Conduct survey of library services and identify improvements	IMO IMO	Sept 2007
Develop customer services standard	Develop customer service standards Provide staff training in customer service	CEO HRM	Dec 2007
Accurate and accessible Records Management System	Ensure all relevant staff are adequately trained to use all in house Records Management Systems effectively	IMO CEO	Sep 2007

Corporate Strategy:	5.5	Infrastructure management Improve infrastructure network to service the needs of the community.
Key and emerging issues	<input checked="" type="checkbox"/> Compliance with EPA license requirements <input checked="" type="checkbox"/> Water Act 2000	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Implement WBW water futures recommendations	Identify strategic program to implement WBW recommendations	DOE	Sept 2007
Texas STP waste water	Power to Texas STP Investigate Macmin project Investigate funding sources	CEO Accountant EHO	Dec 2007 Nov 2007 Dec 2007
Develop kerb and channel program	Develop asset management program	DOE	Nov 2007
Replace footpath from Texas cultural centre to motel	Identify and include works hierarchy in asset management plan	DOE	Mar 2008
Replace from Inglewood post office to brook street	Identify and include works hierarchy in asset management plan	DOE	Mar 2008

Corporate Strategy:	6.1	Tourism and events "Support and promote viable tourism ventures and events in the region."
Key and emerging issues	<input checked="" type="checkbox"/>	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Refurbish tourist signs on shire boundaries	Provide funding in budget	CEO	Oct 2007
Develop Tourist Brochure in conjunction with business	Liaise with business owners and local tourist associations to develop tourist brochure for shire	CEO	Jan 2008
Provide tourist promotion training to business	Investigate suitable training programs	CDO	Feb 2008
Establish V.I.C at Inglewood	Provide funding in budget for early completion of project	CEO	Nov 2007
Continue to support Rural Get-A-Way project	Provide funding support and resources	Council	Ongoing
Develop new shire wide tourism strategy	Liaise with business owners and local tourist associations to develop shire wide tourism strategy	CEO	Mar 2008

Corporate Strategy:	6.2	Business development Support and encourage business enterprises
Key and emerging issues	<input checked="" type="checkbox"/>	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Inglewood Industrial Estate / Proposed Housing Estate	Finalise sale of land to interested parties Investigate options for surplus land stocks in conjunction with Inglewood airstrip upgrade	CEO CEO	Aug 2007 Sept 2007
Coolmunda Dam project	Liaise with relevant government departments and state agencies to develop master plan for tourist and recreational use	CEO	Sept 2007
Support establishment of a Chamber of Commerce	Provide funding in budget	CEO	Mar 2007
Secure water allocation to support development	Investigate and liaise with relevant government departments and state agencies.	CEO Council	Sept 2007

Corporate Strategy:	7.1	Pest management Encourage a regional approach to the effective control of declared pests.
Key and emerging issues	<input checked="" type="checkbox"/>	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Implement pest management plan	Provide resources to implement plan Review current implementation strategies	CEO EA	Oct 2007
Interact with other local authorities and government departments to form a united approach to improve/refurbish pest fence	Liaise with state and local government bodies to develop a uniform approach to pest management	CEO Mayor LPO	Ongoing
Develop series of Pest Management videos	Liaise with Government Agencies to secure funding	EA LPO	Oct 2007

Corporate Strategy:	7.2	Environmental protection <i>Implement long-term strategies to protect the environment</i>
Key and emerging issues	<input checked="" type="checkbox"/>	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Implement alternative effluent disposal options	Investigate alternative disposal methods for effluent waste from Texas and Inglewood STP's	EHO	Dec 2007

Corporate Strategy:	7.3	Natural resource management Encourage the development of policies and practices to minimise impacts on the natural environment.
Key and emerging issues	<input checked="" type="checkbox"/>	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Finalise reserve project	<ul style="list-style-type: none"> Develop recommendations for Council consideration Liaise with relevant government departments to dispose of land that is identified as surplus to Council's requirements 	CEO LANDCARE LPO NRM PO	Dec 2007
Improve community awareness of environmental issues	<ul style="list-style-type: none"> Regular liaison and assistance to local landholders to address emerging problems and issues Develop action plans for strategic issues 	LPO LPO	ongoing ongoing

Corporate Strategy:	8.1	Land use management Guide development and land use in the Shire in accordance with the Planning Scheme
Key and emerging issues	<input checked="" type="checkbox"/>	

Key Performance Indicator	Measure	Target

Goal	Actions	Responsibility	Timeframe
Review land use on urban fringe	Review Town plan and amend as necessary to allow for increase in suitable land stocks for urban development	CEO	Jan 2008
	Rectify anomaly in existing Plan (5000ha minimum)	CEO	Aug 2007