



# Mount Isa City Council OPERATIONAL PLAN



**2022-23** OPERATIONAL  
PLAN

# Introduction

We have pleasure in presenting the Operational Plan for the Mount Isa City Council for the 2022-2023 financial year.

The Operational Plan is one that provides the reader with an outline of the initiatives proposed to be implemented over the year to achieve the priorities and strategies identified by Council in the Corporate Plan.

The Operational Plan is part of the important strategic documents in relation to the Integrated Planning Framework that Council operates within under legislation. The Operational Plan is a requirement under the *Local Government Regulation 2012* and this plan has been prepared in accordance with those requirements.

The 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.

The Operational Plan focuses specifically on the Top Priorities and Strategies identified in the Corporate Plan and not the day to day delivery of other services, activities and programs, but seeks to highlight the planned actions and activities for the year that will further advance Council's Top Priorities and Strategies of:-

- People and Communities
- Prosperous & Supportive Economy
- Services & Infrastructure
- Healthy Environment
- Ethical & Inclusive Governance



Councillor Danielle Slade  
**Mayor**



David Keenan  
**Chief Executive Officer**

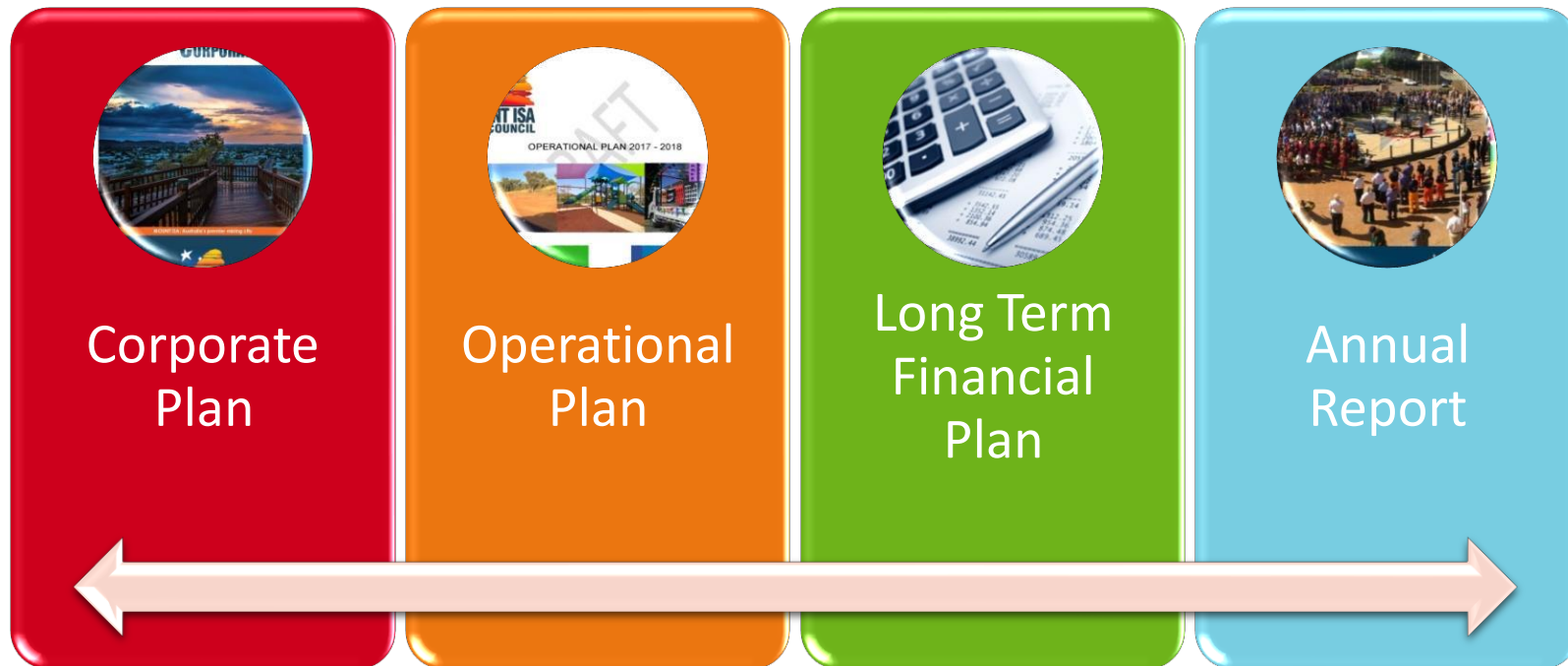


Approved 20 July 2022  
OM13/07/22

# Strategic Framework

The Operational Plan translates those Top Priorities and Strategies, set out in our five-year Corporate Plan, into key initiatives for the Financial Year. Our performance is reported each quarter by the Chief Executive Officer in a report to the Council and Community. At the conclusion of the year the Chief Executive Officer is to provide an Annual Review against the Corporate Plan and the Annual Report contains this information.

## Strategic Alignment



# Managing Operational Risks

## ENTERPRISE RISK MANAGEMENT

Mount Isa City Council has adopted and implemented an Enterprise Risk Management Policy and Guidelines. Mount Isa City Council is committed to establishing an environment that is not unduly risk averse, but one that enables risks to be logically and systematically identified, analyzed, evaluated, treated, monitored and managed. Risk is inherent in all of Council's activities and a formal and systematic process will be adopted to minimise and where possible eliminate all risks that directly or indirectly impact on the Council's ability to achieve the vision and strategic objectives outlined in the Corporate Plan.

The Enterprise Risk Management Guidelines have been developed to demonstrate the Council's commitment, by detailing the integrated Risk Management framework to be employed by all staff members, contractors, committees and volunteers engaged in Council business and defining the responsibilities of individuals and committees involved in managing risk.

In addition, the guidelines have been developed to:

- Ensure risk management is an integral part of strategic planning, management and day to day activities of the organisation
- Promote a robust risk management culture within the Council
- Enable threats and opportunities that face the organisation to be identified and appropriately managed
- Facilitate continual improvement and enhancement of Council's processes and systems
- Improve planning processes by enabling the key focus of the organisation to remain on core business and service delivery
- Ongoing promotion and awareness of the risk management throughout Council



## WORK HEALTH AND SAFETY

Council is committed to providing a safe, healthy and productive working environment for our workers, contractors and visitors to the workplace. Council's commitment is met through the conduct of regular toolbox meetings and compliance with Worksafe Plan. Adopting and promoting the provisions of the *Work Health and Safety Act 2011* and its associated Regulations, Code and Standards is paramount, together with significant importance placed on the areas of hazard/risk management, injury prevention strategies and a focus of continual improvement will ensure Work Health and Safety plans are achieved.

# Themes

## 1. People & Communities

To establish safe and healthy communities with a strong sense of identity which supports existing industry and encourages new and innovative business and practices.

## 2. Prosperous & Supportive Economy

To develop a prosperous and diverse local economy which supports existing industry and encourages new and innovative business and practices.

## 3. Services & Infrastructure

To establish innovative and efficient infrastructure networks that services the local communities and industries.

## 4. Healthy Environment

To recognise, protect, manage and promote our unique natural environment to ensure the economic, environmental, social and cultural values are developed for long term sustainability.

## 5. Ethical & Inclusive Governance

To practice inclusive and ethical governance through proactive engagement with all sectors of the community, council and all levels of government.



# Strategies

People and Communities				
VISION: To establish safe and healthy communities with a strong sense of identity which supports the people and groups who work, live, play and visit here.				
1.1 Continue to monitor and stay informed about matters that affect the community				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Distribute a Community Newsletter	Executive Services	Chief Executive Officer	Fortnightly Community Newsletters to be distributed	Jun-23
Continue regular Cuppas with the Councillors	Corporate and Community Services	Director Corporate and Community Services	At least four Cuppas with the Councillors to be held	Jun-23
Livestream Council meetings and community consultation	Executive Services	Chief Executive Officer	Wherever possible Livestreaming to be undertaken	Jun-23
1.2 Review the Mount Isa Community Plan and Community Engagement Strategy in consultation with other key stakeholders including other levels of Governments				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Undertake the review of the Community Plan and the Engagement Strategy	Corporate and Community Services	Manager Economic and Community Development	Completion of the Engagement Strategy	Mar-23
1.3 Assist community groups to increase their sustainability and build social capacity				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Provide training to community and sporting groups, especially in relation to good governance	Corporate and Community Services	Manager Economic and Community Development	Number of briefings held for community and sporting groups	Jun-23
Assist community groups where possible with funding applications	Corporate and Community Services	Manager Economic and Community Development	Number of briefings held for community and sporting groups	Jun-23
1.4 Continue to develop and extend Council's public consultation processes, including the reporting of outcomes and the development of charters which clarify expectations for the provision of information for Council staff and the community				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE

Undertake a public consultation process with the budget	Executive Services	Chief Executive Officer	Facilitation of at least 2 community budget consultation sessions	May-23
Examine new methods of interacting with the community, including the use of new technology	Corporate and Community Services	Director Corporate and Community Services	Seek to engage communities effectively on line and seek to have on site meetings that relate to specific issues	Jun-23
Effectively utilise Advisory Committees	Executive Services	Chief Executive Officer	Review the effectiveness of the Advisory Committees (100 years of Mount Isa, the Miners Memorial)	Jun-23

#### 1.5 Develop and promote our unique artistic and cultural diversity

<b>ACTION</b>	<b>DIRECTORATE</b>	<b>RESPONSIBILITY</b>	<b>PERFORMANCE MEASUREMENT</b>	<b>TARGET DATE</b>
Engage with the different cultural communities of Mount Isa	Corporate and Community Services	Director Corporate and Community Services	Partner with other agencies in relation to events that are Multicultural	Jun-23
Support initiatives that recognise cultural diversity	Corporate and Community Services	Manager Economic and Community Development	Incorporate Harmony Day into the calendar of events	Jun-23
Where possible facilitate the installation of public art and unique urban design	Corporate and Community Services	Manager Economic and Community Development	The delivery of public art in the Central Business District	Jun-23

#### 1.6 Advocate for Councillor, staff and community representation on Government committees and taskforces relevant to the region

<b>ACTION</b>	<b>DIRECTORATE</b>	<b>RESPONSIBILITY</b>	<b>PERFORMANCE MEASUREMENT</b>	<b>TARGET DATE</b>
Councillors and staff to pursue opportunities that allow for Mount Isa to be represented in local partnerships, regional bodies and State organisations, as well as peak bodies.	Executive Services	Chief Executive Officer	Number of boards, taskforces, partnerships or peak bodies where Mount Isa City Council is represented.	30-Jun-23

#### 1.7 Advocate for youth engagement in Council decisions

<b>ACTION</b>	<b>DIRECTORATE</b>	<b>RESPONSIBILITY</b>	<b>PERFORMANCE MEASUREMENT</b>	<b>TARGET DATE</b>
Develop a Youth Strategy for the City of Mount Isa	Corporate and Community Services	Director Corporate and Community Services	Completion and adoption of the Youth Strategy	Jun-23

#### 1.8 Coordinate and review sport and recreation opportunities to encourage a healthier lifestyle in the region

<b>ACTION</b>	<b>DIRECTORATE</b>	<b>RESPONSIBILITY</b>	<b>PERFORMANCE MEASUREMENT</b>	<b>TARGET DATE</b>
Retain involvement in Move It Program	Corporate and Community Services	Manager Economic and Community Development	Secure funding for the Move It program	Jun-23

1.9 Develop a Memorandum of Understanding with local Indigenous groups				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Implement Council's Reconciliation Plan	Executive Services	Executive Services	Regular committee meetings	ongoing
Support indigenous employment at Mount Isa City Council	Executive Services	Manager People, Culture and Safety	Establish a program that supports indigenous employment	Jun-23
1.10 Investigate opportunities for additional tertiary education in the region				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Consult with Queensland tertiary education providers to establish a presence in Mount Isa	Executive Services	Chief Executive Officer	Finalise a Memorandum of Understanding with a University	Jun-23
	Corporate and Community Services	Manager Economic and Community Development	Officers continue to engage with TAFE and the Department	Jun-23
1.11 Further develop libraries to become active community hubs of learning and social inclusion				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
1.12 Continue to work with external agencies to deliver learning opportunities (e.g. U3A, Men's Shed)				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Continue to engage with PCYC	Corporate and Community Services	Manager Economic and Community Development	Officers remain in discussions with PCYC in relation to youth issues and programs	Jun-23
1.13 Lobby state government for improved state secondary educational opportunities and/ or facilities in the Mount Isa				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Work with schools to advocate for infrastructure	Executive Services	Chief Executive Officer	Funding for school related infrastructure	Jun-23
1.14 Advocate to higher education institutions and health facilities to provide upskilling opportunities for residents living in Mount Isa				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Advocate for the funding of a business case for the redevelopment of the Mount Isa Hospital	Executive Services	Chief Executive Officer	Funding allocated to the business case for the redevelopment of the Mount Isa Hospital	Jun-23
	Corporate and Community Services	Manager Economic and Community Development	Officers will continue to work with the hospital to ensure adequate services	Jun-23



			are provided to Mount Isa and surrounds	
1.15 Maximise private and government funding opportunities to provide access to all training and mentoring programs that promote employment				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Work with employment agencies, TAFE Queensland (Mount Isa Campus) and schools to establish relationships and partnerships that lead to employment	Corporate and Community Services	Manager Economic and Community Development	Additional funded training	Jun-23
	Executive Services	Manager People, Culture and Safety	The establishment of formal and informal mentoring opportunities	Jun-23
1.16 Continue the established strategic alliances with the Australian Mining Cities Alliance and North West Regional Organisation of Councils				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Support the Australian Mining Cities Alliance	Executive Services	Chief Executive Officer	Attend meetings where possible	Jun-23
North West Regional Organisation of Councils	Executive Services	Chief Executive Officer	Councillors and staff to take on office bearing positions where possible	Jun-23
1.17 Develop the action plan for Council's role in Major Events and Tourism				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Review of the Tourism Strategy 2020-2025	Corporate and Community Services	Manager Economic and Community Development	Completed review of the Tourism Strategy	Jun-23
Continue to investigate the establishment of a Local Tourism Organisation	Corporate and Community Services	Manager Economic and Community Development	Prepare a report to Council	Jun-23
1.18 Provide 100 years Community Celebrations and community infrastructure for year 2023				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Service and Support an Advisory Committee to oversee aspects of the 100 Years of Mount Isa	Executive Services	Chief Executive Officer	Identify and endorse events and projects for the 100 year celebration	Jun-23
Identify appropriate infrastructure to be delivered as part of 100 Years of Mount Isa	Corporate and Community Services	Director Corporate and Community Services	Deliver infrastructure projects as part of the 100 Years of Mount Isa celebration	Jun-23
1.19 Develop tourism opportunities for the 100 Years commemorations that will promote Mount Isa as a destination to visit for generations.				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE

Develop a range of activities that will acknowledge 100 Years of Mount Isa	Executive Services	Chief Executive Officer	Create a calendar of events for 2023	Dec-22
Work with local tourism operators to increase visitor expenditure in the region	Corporate and Community Services	Director Corporate and Community Services	Establish a Memorandum of Understanding with local tourism operators	Jun-23
Develop infrastructure and public art that will support repeat visitation	Corporate and Community Services	Manager Corporate and Community Services	Deliver items such as memorials and statues to celebrate 100 Years of Mount Isa	May-23

## Prosperous and Supportive Economy

**VISION: To develop a prosperous and diverse local economy which supports existing industry and encourages new and innovative business and practices.**

### 2.1 Continue to upgrade and use the most effective technology to provide best delivery of services to the region

ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Utilise Blackspot funding to manage mobile blackspots	Corporate and Community Services	Director Corporate and Community Services	Submit Black Spot applications where available	Jun-23
Ensure that Camooweal has access to high levels of connectivity	Corporate and Community Services	Manager Finance and Information Technology	Work with Telstra to service the needs of Camooweal	Jun-23

### 2.2 Lobby for the improved delivery of NBN services to Mount Isa Region

ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Advocate on behalf of the region for better access to the NBN	Corporate and Community Services	Director Corporate and Community Services	Feedback from the community of access to the NBN	Jan-23

### 2.4 Lobby State and National Governments to enhance and develop key transport gateways, freight links including public transport and rail services to adjacent regions

ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Work to be undertaken to develop the Transport and Logistics Centre	Executive Services	Chief Executive Officer	Review of the Economic Development Strategy	Dec-22
	Corporate and Community Services	Manager Economic and Community Development	Preparation of submissions to Parliamentary Inquiries	Jun-23
	Executive Services	Manager Development and Land Use	To review development application once lodged.	Jun-23

### 2.5 Lobby the State and Federal Governments for safety improvement upgrades on the Federal, State and Local Road Networks

<b>ACTION</b>	<b>DIRECTORATE</b>	<b>RESPONSIBILITY</b>	<b>PERFORMANCE MEASUREMENT</b>	<b>TARGET DATE</b>
Continue to seek funding from Federal Government for Blackspots and Roads to Recovery	Infrastructure Services	Director Infrastructure Services	Levels of funding and completion of projects	Jun-23
Continue to seek funding from State Government for TIDS and other funding programs	Infrastructure Services	Manager Works and Operations	Levels of funding and completion of projects	Jun-23

#### 2.6 Develop and enhance key strategic alliances with the Department of Transport and Main Roads and other key partners

<b>ACTION</b>	<b>DIRECTORATE</b>	<b>RESPONSIBILITY</b>	<b>PERFORMANCE MEASUREMENT</b>	<b>TARGET DATE</b>
Undertake planning with all key stakeholders in relation to transport planning	Infrastructure Services	Manager Major Projects	Participation in the Regional Roads Alliance	Jun-23

#### 2.7 Assist with the facilitation of region wide accessibility for all residents to essential services in relation to health, education, social and recreational activities

<b>ACTION</b>	<b>DIRECTORATE</b>	<b>RESPONSIBILITY</b>	<b>PERFORMANCE MEASUREMENT</b>	<b>TARGET DATE</b>
Undertake effective and successful advocacy with all levels of Government to meet the needs of Mount Isa and Camooweal	Executive Services	Chief Executive Officer	Number of submissions developed by Council	Jun-23
	Infrastructure Services	Director Infrastructure Services	Number of productive partnerships established by Council with key stakeholders	Jun-23
	Corporate and Community Services	Director Corporate and Community Services	Number of Meetings with State and Federal Government representatives	Jun-23

#### 2.8 Apply and review the Planning Scheme in accordance with State legislation to ensure consistent and balanced decisions are made in relation to lifestyle and growth opportunities

<b>ACTION</b>	<b>DIRECTORATE</b>	<b>RESPONSIBILITY</b>	<b>PERFORMANCE MEASUREMENT</b>	<b>TARGET DATE</b>
Oversee the orderly and strategic development of the Mount Isa Region	Executive Services	Chief Executive Officer	Number projects	Jun-23
	Executive Services	Manager Development and Land Use	Number of development applications	Jun-23

#### 2.9 Continue to undertake strategic Urban Design projects

<b>ACTION</b>	<b>DIRECTORATE</b>	<b>RESPONSIBILITY</b>	<b>PERFORMANCE MEASUREMENT</b>	<b>TARGET DATE</b>
Undertake a review of the Central Business District Master Plan	Executive Services	Manager Development and Land Use	Complete the Master Plan for the Central Business District	Jun-23

Oversee the development of the Centennial Place through a detailed Urban Design framework	Executive Services	Manager Development and Land Use	Complete the Urban Design framework for Centennial Place	Jun-23
2.10 Lobby telecommunication and technology providers to continue to improve the quality and depth of services which will assist with the attraction and retention of sustainable businesses within the region				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Work with NBN and Telstra to secure connectivity for residents and businesses	Corporate and Community Services	Manager Economic and Community Development	Feedback from businesses and residents	Jun-23
	Corporate and Community Services	Manager Finance and Information Technology	Improved services to Camooweal	Jun-23
2.12 Enhance relationships with larger employers in the region to ensure the proper future planning of infrastructure and the promotion of Mount Isa				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Mount Isa Mines is the major employer in the region. Council needs to maintain a close relationship with Mount Isa Mines	Executive Services	Chief Executive Officer	Quarterly meetings	Jun-23
The Mount Isa Hospital is the second largest employer in the region. Council needs to maintain a close relationship with the Hospital and the allied medical services	Executive Services	Chief Executive Officer	Quarterly meetings	Jun-23
2.13 Advocate for childcare services that support shift work hours, including night shift				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
There is the opportunity for Council to advocate for more childcare places in the region	Corporate and Community Services	Manager Economic and Community Development	Submission to other levels of Government	Jan-23
2.14 Investigate incentives to encourage upgrading old housing stock in the Mount Isa area				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
There is the opportunity for Council to work with the Department of Housing and other providers to develop the quality and quantity of housing stock	Executive Services	Chief Executive Officer	Development of an Urban Renewal program	Jun-23
	Executive Services	Manager Development and Land Use	Development of a Master Plan for the Gliderport	Jun-23

	Corporate and Community Services	Manager Economic and Community Development	Development of a draft subdivision plan	Jun-23
	Executive Services	Manager Development and Land Use	Submission to the Housing Affordability Review being undertaken by the Federal Government	Jun-23

## Services and Infrastructure

**VISION: To establish innovative and efficient infrastructure networks that services the local communities and industry.**

### 3.1 Undertake a review of Council's Services

ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Council is reviewing the road hierarchy	Corporate and Community Services	Coordinator Asset Management	Review of Road Hierarchy to be presented to Council	Feb-23

### 3.2 Review all cemetery services including cremation services, determining the viability of above ground vault construction and identify land for future expansion

ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Council manages two cemeteries and it is important that the appropriate strategic planning is undertaken.	Infrastructure Services	Coordinator Facilities, Disaster Management and Cemeteries	Council to receive a review of the Cemetery Strategy	Jun-23

### 3.3 Clarify community expectations prior to establishing community service obligations in relation to water, waste water, roads etc

ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
As Council prepares different plans and strategies the community will be engaged	Corporate and Community Services	Manager Economic and Community Development	Number of public community consultation meetings	Jun-23
	Corporate and Community Services	Manager Economic and Community Development	Participation levels in on line forums	Jun-23
	Corporate and Community Services	Manager Economic and Community Development	Submissions received from the local community	Jun-23

### 3.4 Develop a proactive approach to safety within town areas

ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
There is the opportunity for Council to work closely with Queensland Police to increase safety levels	Executive Services	Chief Executive Officer	Number of meetings with Queensland Police	Jun-23
Council to install and update the CCTV network	Corporate and Community Services	Manager Economic and Community Development	Number of new CCTV cameras installed	Jun-23

	Corporate and Community Services	Manager Finance and Information Technology	Number of new CCTV cameras installed	Jun-23
3.5 Undertake a Resident Attraction project including strategic research and data analysis alongside a strategic marketing and communications plan which focuses on the liveability of the region and encourages a diverse range of new residents to the region including families, youth and migrants				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
That Council seeks to attract more residents to the region	Corporate and Community Services	Manager Economic and Community Development	Population increase or the number of people attending new residences functions	Jun-23
That Council develops a strong marketing and communications plan	Corporate and Community Services	Manager Economic and Community Development	Population increase or the number of people attending new residences functions	Jun-23
3.6 Continue to implement the recommendations from Council's Buildings Asset and Services Management Plan in relation to the development and maintenance of the region's community facilities				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
An asset management committee to be established to ensure the development and maintenance of existing infrastructure and future renewal infrastructure	Infrastructure Services	Director Corporate and Community Services	Number of meetings held by the asset management steering committee	Jun-23
	Corporate and Community Services	Director Corporate and Community Services	Appropriate capital budget developed for a ten year period	Jun-23
3.7 Continue to develop accurate flood mapping studies and a storm water management plan				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Council will develop the appropriate flood mapping studies and appropriate storm water management plans	Infrastructure Services	Manager Water and Sewerage	Plans presented to Council for adoption	Jun-23
3.8 Develop and implement Council land management strategies including its reserves				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Council has a responsibility to manage invasive pests, plants and animals	Corporate and Community Services	Manager Waste and Environment	Estimated area of land managed effectively by Council	Jun-23
3.9 Proceed with a feasibility study for the development of a multisport complex to replace various sporting facilities				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE



Council will review the sporting and recreation strategy to identify sporting infrastructure to be upgraded	Corporate and Community Services	Manager Economic and Community Development	Reviewed strategy will be presented to Council	Feb-23
3.11 Continue to review and expand Asset Management Plans				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Council will utilise the asset management steering committee to ensure that proper planning is undertaken in relation to asset management	Corporate and Community Services	Coordinator Asset Management	the asset management committee will meet at least four times per year	Jun-23
3.12 Analyse current roads and other associated infrastructure to determine priorities				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Council has a responsibility to manage the road network	Infrastructure Services	Manager Works and Operations	Review of the road network	Jun-23
Council will continue to make submissions and funding applications to deal with blackspots, roads to recovery and TIDS	Infrastructure Services	Manager Works and Operations	The number of applications made for funding	Jun-23
3.13 Determine strategic levels of service within Council's Asset Management Plans to provide well maintained bridges, sealed and unsealed roads, including footpaths and stormwater drainage throughout urban, industrial and rural areas				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Council will continue to utilise the asset management steering committee to oversee the management of assets	Infrastructure Services	Manager Major Projects	The asset management committee will meet at least four times per year	Jun-23
	Corporate and Community Services	Coordinator Asset Management	The asset management committee will meet at least four times per year	Jun-23
	Corporate and Community Services	Coordinator Asset Management	The asset management committee will meet at least four times per year	Jun-23
3.14 Deliver suitable signage and directional indicators for open space, walkways and cycle paths that are user friendly for all demographics				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Suitable signage and directional indicators will be included as part of the capital works program.	Infrastructure Services	Manager Major Projects	Completion of walkways, cycle paths and park upgrades	Jun-23
3.15 Identify new external revenue sources, including grants, to fund City infrastructure and services				

ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
There is the opportunity for Council to undertake private works.	Infrastructure Services	Manager Works and Operations	The level of income from private works being delivered by Council	Jun-23
3.16 Determine and review levels of service to the parks and gardens network and flora reserves				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
It is envisaged that Council will complete a parks, recreation and open spaces hierarchy	Corporate and Community Services	Coordinator Asset Management	Delivery of a parks, recreation and open spaces hierarchy	Jun-23
Healthy Environment				
VISION: To recognise, protect, manage and promote our unique natural environment to ensure the economic, environmental, social and cultural values are developed for long term sustainability.				
4.1 Develop and implement a Water Security Strategy that secure a sustainable, reliable water supply for the region				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Consideration is being given to participation in a group to develop the North West Water concept	Infrastructure Services	Director Infrastructure Services	Development of a business plan to determine the viability of the North West Water concept	Jun-23
	Infrastructure Services	Manager Water and Sewerage	Development of a business plan to determine the viability of the North West Water concept	Jun-23
4.3 Manage and develop MICC's disaster management and recovery responsibilities				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Review Council's compliance with the Local Government Disaster Management Plan	Infrastructure Services	Coordinator Facilities, Disaster Management and Cemeteries	Prepare a report to Council	Dec-22
4.4 Investigate options for the implementation of alternative transport modes that align with contemporary environmental and socially sustainable practices				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Provision needs to be made to accommodate electric vehicles	Infrastructure Services	Manager Major Projects	Electric vehicle charges installed within CBD	Jun-23
4.5 Promote education and environmental awareness programs in relation to water conservation and wastewater recycling for both industry and residents				

<b>ACTION</b>	<b>DIRECTORATE</b>	<b>RESPONSIBILITY</b>	<b>PERFORMANCE MEASUREMENT</b>	<b>TARGET DATE</b>
The management and conservation of water is important to Council and the community	Infrastructure Services	Manager Water and Sewerage	Successful community education and awareness	Jun-23
It may be that there is an extension to the recycled water network	Infrastructure Services	Manager Water and Sewerage	Length of pipes transporting recycled water	Jun-23
4.6 Investigate appropriate wastewater services and systems				
<b>ACTION</b>	<b>DIRECTORATE</b>	<b>RESPONSIBILITY</b>	<b>PERFORMANCE MEASUREMENT</b>	<b>TARGET DATE</b>
The organisation will continue to investigate best practice in waste water services	Infrastructure Services	Manager Water and Sewerage	Recommendations to Council about bespoke waste water services and systems	Jun-23
4.7 Utilise 'best practice' waste management practices and further develop City facilities in accordance with the Waste Management and Recycling Plan				
<b>ACTION</b>	<b>DIRECTORATE</b>	<b>RESPONSIBILITY</b>	<b>PERFORMANCE MEASUREMENT</b>	<b>TARGET DATE</b>
The construction of the Materials Recovery Facility is underway	Corporate and Community Services	Manager Waste and Environment	Construction of the Materials Recovery Facility	Jun-23
Implementation of recycling services	Corporate and Community Services	Manager Waste and Environment	Implementation of recycling services	Jun-23
4.8 Implement innovative measures to reduce Council's energy use and carbon emissions and seek grant funding for alternate energy systems				
<b>ACTION</b>	<b>DIRECTORATE</b>	<b>RESPONSIBILITY</b>	<b>PERFORMANCE MEASUREMENT</b>	<b>TARGET DATE</b>
As part of the Capital Works Program funds have been identified to undertake and energy audit	Corporate and Community Services	Manager Waste and Environment	Presentation of audit to Council	Jun-23
4.9 Protect the natural environment of reserves under Council control via strategic natural resource management				
<b>ACTION</b>	<b>DIRECTORATE</b>	<b>RESPONSIBILITY</b>	<b>PERFORMANCE MEASUREMENT</b>	<b>TARGET DATE</b>
Council will ensure that its responsibilities in relation to land management are fulfilled	Corporate and Community Services	Manager Waste and Environment	Report to Council	Jun-23
4.10 Continue to develop and maintain the urban stormwater system				
<b>ACTION</b>	<b>DIRECTORATE</b>	<b>RESPONSIBILITY</b>	<b>PERFORMANCE MEASUREMENT</b>	<b>TARGET DATE</b>
As part of asset management officers will monitor and maintain the urban stormwater system	Corporate and Community Services	Coordinator Asset Management	Report to the audit and risk management committee	Jan-23

4.11 Continue to promote, educate and implement awareness and best practice waste collection, recycling, environmental health and environmental protection strategies

ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
The organisation has legislative responsibilities in relation to waste collection, recycling, environmental health and environmental protection strategies	Corporate and Community Services	Manager Waste and Environment	Reports to Council where necessary	Jun-23

4.12 Encourage the use of renewable energy sources, such as solar power, to protect the environment

ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Where possible Council will seek to utilise renewable energy	Infrastructure Services	Manager Major Projects	Install solar panels as part of the upgrade of the Family Fun Park Precinct	Jun-23

4.13 Manage invasive animals, pests and plants throughout the region to ensure the continued protection of valuable agricultural land

ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
The organisation has responsibilities to bio security and will continue to resource officers to ensure that appropriate land management is undertaken	Corporate and Community Services	Manager Waste and Environment	The number of education sessions provided to the rural community in relation to invasive animals, pests and plants	Jun-23

## Ethical and Inclusive Governance

**VISION: To practice inclusive and ethical governance through proactive engagement with all sectors of the community, council and all levels of government.**

5.1 Continually monitor and evaluate all Council operations and conduct independent surveys of client/customer satisfaction levels

ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
It is important that Council receives feedback on its services	Executive Services	Coordinator Governance	The community will be engaged through various feedback mechanisms	Jun-23
It is important that Council undertakes advocacy with the other levels of government to raise issues that are important to Mount Isa and the region	Executive Services	Media Officer Executive Assistant	A list of key advocacy items or issues will be presented to Council on a quarterly basis	Jun-23

5.3 Develop and implement customer focused policies and processes in keeping with Council's commitment to customer service				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Reviews will be undertaken in relation to community consultation and incorporating feedback from the community on customer service	Corporate and Community Services	Manager Finance and Information Technology	The results of the reviews will be submitted to Council	Jan-23
5.4 Become an employer of choice by providing appropriate training, innovative leadership and improved career pathways				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
The organisation will seek to become a workplace recognised as an employer of choice	Executive Services	Manager People, Culture and Safety	Feedback will be obtained from staff exiting the organisation	Jun-23
5.5 Review depot/workshop operations including development of master plan				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
A scheduled review of the depot and workshop operations is required to ensure and promote high levels of productivity	Infrastructure Services	Manager Works and Operations	Presentation of a report to Council	Jun-23
5.6 Implement an ongoing review of the rating system encompassing benefited rate areas				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
A rating strategy has recently been completed as part of the budget process and is likely to ensure the financial sustainability of the organisation	Corporate and Community Services	Manager of Finance and Information Technology	Presentation of a report to Council	Jun-23
5.7 Promote a proactive approach to risk management, including business continuity				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
A comprehensive review of risk management is required to be undertaken	Corporate and Community Services	Manager Finance and Information Technology	Presentation of a report to the Audit and Risk Management Committee	Jun-23
5.8 Provide and maintain appropriate security measures to protect Council's assets (buildings, plants, sites etc)				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
A review is likely to be undertaken in relation to the security of each of Councils buildings	Infrastructure Services	Coordinator Facilities, Disaster Management and Cemeteries	Installation of a swipe card security system	Dec-22

5.10 Investigate upgrades to Council's Information and Communication technology network structure				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
Over the next twelve months Council will further investigate the implementation of an ERP to support the organisation	Corporate and Community Services	Director Corporate and Community Services	Report to Council will be presented	Feb-23
5.11 Provide and maintain strategies to ensure Council's long-term financial sustainability.				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
The organisation will continue to work closely with QTC to ensure local term financial sustainability	Corporate and Community Services	Director Corporate and Community Services	Presentation of the long term financial sustainability plan to Council	Jun-23
5.12 Explore/review potential efficiencies and opportunities for Council's operations, infrastructure and assets				
ACTION	DIRECTORATE	RESPONSIBILITY	PERFORMANCE MEASUREMENT	TARGET DATE
The organisation will undertake service reviews to ensure that rate payers are receiving value for money in relation to the provision of services and the delivery of appropriate infrastructure	Executive Services	Chief Executive Officer	Service reviews will be presented to Council and the Audit and Risk Management Committee	Jun-23
	Corporate and Community Services	Director Corporate and Community Services	Service reviews will be presented to Council and the Audit and Risk Management Committee	Jun-23
	Infrastructure Services	Director Infrastructure Services	Service reviews will be presented to Council and the Audit and Risk Management Committee	Jun-23





MOUNT ISA: Australia's premier mining city